

APPENDIX IV

JOB CENTERS



THE JOB CENTER SYSTEM IN WISCONSIN

INTRODUCTION

The Workforce Investment Act of 1998 (WIA) establishes parameters for the state's workforce investment "system" such as requiring Workforce Development Boards, program partners and One-Stops/Job Centers. Another major aspect of the Act defines the services and eligibility of employment-related training and job placement activities.

The federal law includes a number of programs that are referred to as "titles":

WIA activities for Adults, Youth & Dislocated Workers (WIA Title I)

Adult Education and Family Literacy (WIA Title II)

Job Service:

Labor Exchange such as Job Net (Wagner-Peyser WIA Title III)

Veterans Employment Programs

Trade Adjustment Assistance (TAA)

Vocational Rehabilitation (WIA Title IV)

The Job Center System serves these programs as well as other WIA One-Stop mandatory partners (see attachment to appendix IV for list of partners).

Broadly, the Federal priorities for the workforce investment system for this planning cycle include:

- Build a demand-driven system within a regional economic development context;
- Implement system reform, with streamlined governance and alignment of economic and workforce development regions;
- Enhance an integrated service delivery system that focuses on services rather than programs;
- Advance a vision for serving youth most in need;
- Expand workforce information as the foundation for strategic planning and career guidance;
- Strengthen partnerships with community and faith-based organizations;

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- Increase the use of flexibility provisions in WIA to design innovative programs that fuel regional economic competitiveness and create employment opportunities for career seeker customers; and
- Utilize an integrated and enhanced performance accountability system.

At the state level, the Department of Workforce Development (DWD) is responsible for carrying out the requirements of WIA. This includes a WIA State Plan approved by the U.S. Department of Labor that guides the system and prescribes state policy on specific activities.

Wisconsin has 11 Workforce Development Areas (WDAs). Each WDA has a Workforce Development Board (WDB) that coordinates, plans and oversees the local workforce investment system in their area. WIA requires that the majority of the local board are people who have decision-making authority in businesses within the local private sector. It also requires that the mandatory one-stop partners serve on the local board. The Chief Local Elected Official (CLEO) of each WDA appoints members of the local board after following WIA-mandated nomination processes. There is a WIA local plan approved by the board that guides the WDA's WIA efforts and includes specific local policies that augment, or are in addition to, the state policies. Guidance for these local plans comes from DWD, and are ultimately approved by DWD.

The Local Plans are based on current and projected needs of the workforce investment system as a whole. The needs of job seekers, incumbent workers, youth and businesses are considered in every step of the planning process. It is the responsibility of the WDB to maintain a "big picture" view of the system-wide needs of the workforce development area rather than focusing on programmatic and operational details.

JOB CENTER SITE DESIGNATION

Service locations are designated by the WDAs in cooperation with DWD. These Job Centers provide integrated employment and training services to the general public, including all job seekers and employers. There are outlets besides Job Centers for employment and training services, but Job Centers must meet certain standards in terms of what services are available and how the services are delivered. Individual service locations, and the regional operation within which they function, are evaluated relative to the Job Center Standards.

The Job Center system in each local area must include at least one comprehensive physical center that provides the core services applicable to each partner's program and must provide access to other programs and activities carried out by the Job Center partners.

Comprehensive Job Centers (CJC) must be certified by the WDB, using the *Criteria for Certifying Comprehensive Job Centers*. Any Access Point of Service (APS) that is not certified by the WDB as a CJC must be affiliated with a CJC.

Activities that are implemented through the CJC include:

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- Developing and implementing a *Business Services Plan*.
- Developing the Memorandum of Understanding (MOU) between the WDB and the partners in a CJC and its affiliated APS.
- Preparing the *Cost Contribution and Staffing Plan* roll-up for the CJC and its affiliated APSs.

A Comprehensive Job Center is defined through the regulations as:

- Location at which the core services specified in WIA section 134(c) and access to other programs and activities carried out by the Job Center partners must be provided.
- At a minimum, the core services that are applicable to the program of the partner must be made available at the comprehensive Job Center. These are services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program operated in Wisconsin by the Job Service Bureau of the Division of Employment & Training. These services must be made available to individuals attributable to the partner's program who seek assistance at the Job Center.
- Locations through which intensive and training services can be accessed.
- The applicable core services may be made available at a comprehensive center by the provision of appropriate technology, co-locating personnel, cross training of staff, or through cost reimbursement or other agreement between service providers and the partner at the comprehensive center, as described in the MOU.

An APS may include the following:

- A network of affiliated Access Point(s) of Service (APS) that can provide one or more partner programs, services and activities at a site;
- A network of Job Center partners through which each partner provides services that are linked, physically or technologically, to an affiliated APS that assures individuals are provided information on the availability of core services in the local area; and
- Specialized centers that address specific needs, such as those of dislocated workers.

Areas are given flexibility in designating service locations as Job Centers or groups of related service sites as Job Center networks. The nature of job seeker and employer needs in the area, the existing arrangements between service providers and the availability of resources are all factors which are taken into consideration. While collocation of partner agencies at a single service location is an ideal arrangement, all services do not have to be provided at a single-site and other service sites may be used to the extent it makes sense for the area.

SERVICES FOR JOB SEEKERS

The Job Center system is open to any and all job seekers: older workers, students, persons with disabilities, Wisconsin Works (W-2) participants, persons reentering the workforce, veterans and existing workers needing career planning. It is designed to help job seekers find and maintain employment by providing persons with the services they need, when they need

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them. The features of the Job Center system include a single point of entry to a variety of services, access to statewide job orders, specialized services through employment planners and a fast path to emergency services.

Not all job seekers will require the same type of services. That is why the Job Center provides levels and types of service ranging from self-service for anyone to individualized services that depends on meeting eligibility requirements for these services.

Self-Service

Those persons who want to look for a job immediately and need little or no assistance can go directly to the JobNet. It is a computerized listing of jobs available by region and throughout the state that lists the employer requirements necessary to obtain these jobs. JobNet may be accessed at locations state-wide and on the Internet.

Persons also may review Career Information & Resources for information such as the supply and demand for certain types of jobs, required skills, resume writing, training opportunities and financial aid. Job seekers also can learn what areas of employment best suit their work history and aptitudes.

Staff-Assisted Services: Eligibility Requirements and Services for Adults

Three levels of services are available for Adults, depending on eligibility: Core Services, Intensive Services and Training Services.

Adult Services are available for those meeting the general eligibility requirements:

- age 18+,
- authorized to work in the US, and
- registered for Selective Service, if applicable.

Veterans are to be first-served based on federal law.

Core Services

Core Services are available through the one-stop delivery system to individuals who are adults or dislocated workers, and at a minimum, include:

1. determinations of whether the individuals are eligible to receive assistance under WIA;
2. outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
3. initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
4. job search and placement assistance, and where appropriate, career counseling;
5. provision of employment statistics information including:
 - accurate information relating to local, regional, and national labor market areas;
 - job vacancy listings in such labor market areas;
 - information on job skills necessary to obtain the listed jobs; and

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- information relating to local occupations in demand and the earnings and skill requirements for such occupations
6. provision of performance information and program cost information on:
eligible providers of training services, provided by program, and
eligible providers of youth activities,
providers of adult education,
providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act; and
providers of vocational rehabilitation program activities under the Rehabilitation Act of 1973.
 7. provision of information regarding:
how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area; .
 8. provision of accurate information relating to:
the availability of supportive services, including child care and transportation, available in the local area, and
referral to such services, as appropriate;
 9. provision of information regarding filing claims for unemployment compensation;
 10. assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and
 11. follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment.

Intensive Services

Intensive Services are available for adults and dislocated workers, and there is no Federal or State required minimum time period an individual must be in core services before they are eligible for intensive service. Eligibility is met by adults and dislocated workers:

1. who are unemployed and are unable to obtain employment through core services and
2. who have been determined to be in need of more intensive services in order to obtain employment (the case file must contain a determination of need for training services as identified in the individual employment plan, comprehensive assessment, or through any other intensive service received); or
3. who are employed, but who are determined to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency
4. who are in the priority of service category (ies) that may be established by the Local WDB

Intensive Services may include the following:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment

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tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
3. Group counseling.
4. Individual counseling and career planning.
5. Case management services.
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Training Services

Training Services are available for adults and dislocated workers:

1. who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;
2. who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
3. who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
4. who meet requirements related to obtaining other grant assistance for training; and
5. who are determined to be eligible in accordance with the priority of service policy established by each WDB.

Training services may include:

1. occupational skills training, including training for nontraditional employment;
2. on-the-job training;
3. programs that combine workplace training with related instruction, which may include cooperative education programs;
4. training programs operated by the private sector;
5. skill upgrading and retraining;
6. entrepreneurial training;
7. job readiness training, and
8. adult education and literacy activities.

Relationship of Intensive Services to Training Services

At a minimum, the participant must receive at least one core self-service/informational activity, staff-assisted or intensive service before receiving a training service

The principle exceptions to ITAs for training services are on-the-job training provided by an employer and customized training

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The Local Workforce Development Board may impose limits on ITAs, such as limitations on the dollar amount and/or the duration of the ITA. Any limits must be described in the Local WIA Plan.

The limitations on an ITA may include a limit on individual participation based on the needs identified in the individual employment plan. These limitations must be described in the State or Local plan.

Limitations should not be implemented in a manner that undermines the Act's requirement that training services are provided in a manner that maximizes customer choice in the selection of an eligible training provider.

Local WDBs may have a "priority of service" policy that imposes additional eligibility requirements for eligibility for Intensive and Training Services (typically based on income, though other criteria may be used).

Supportive Services

Services to adults and dislocated workers who are participating in core, intensive or training services and who are unable to obtain supportive service through other programs providing such services. The participant must receive at least one core, intensive or training service funded by WIA before receiving supportive services.

Supportive services include, transportation, child care, dependent care, housing, etc. to enable an individual to participate in WIA Title I activities.

Local Boards, in consultation with the One-Stop partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area.

Staff-Assisted Services: Eligibility Requirements and Services for Youth

For youth, general eligibility requires:

- not less than 14 years old and not more than 21 years old,
- low-income, and
- possessing one or more of the following characteristics:
 1. deficient in basic literacy skills,
 2. a school dropout,
 3. homeless, a runaway, or a foster child,
 4. Pregnant or a parent,
 5. An offender,
 6. Needs additional assistance (locally defined) to complete an educational program, or to secure and hold employment.

Program Design (also known as "Design Framework")

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The general program design for the WIA youth program is to be comprehensive and year round. Under WIA the service approach is to emphasize the long-term development of youth. The program design will reflect an age continuum of services which are highly individualized and age appropriate. The intensity and method of service delivery will vary over time for and among participants. The WIA Title I-B program design must provide youth with:

- a. Preparation for post-secondary educational opportunities;
- b. Strong linkages between academic and occupational learning;
- c. Preparation for unsubsidized employment opportunities; and
- d. Effective connections to intermediaries with strong links to:
 - (1) The job market; and
 - (2) Local and regional employers

Program Elements

1. Tutoring, study skills training, instruction leading to completion of secondary school, including dropout prevention strategies
2. Alternative secondary school offerings
3. Summer employment opportunities directly linked to academic and occupational learning
4. Paid and unpaid work experiences
5. Occupational skill training (does not allow ITAs)
6. Leadership development opportunities
7. Supportive services –
8. Adult Mentoring
9. Comprehensive guidance and counseling
10. Follow-up services required for a minimum of 12 months after program exit

SERVICES FOR EMPLOYERS

The Job Center system is designed to assure that the workforce needs of employers are met. Features include a single point of entry to services, state-wide access to job seekers, a fast path for emergency workforce services and connections to outside services, such as the state educational system.

The workforce investment system in Wisconsin demonstrates a strategic, demand driven approach by focusing on high growth, high demand industries to develop a skilled workforce. To be effective, the workforce investment system must be responsive to help prepare a workforce to meet the industry-specific knowledge and skills both necessary and required by today's businesses and employers. By focusing on strategies and approaches used to serve high growth industries, workforce development and economic development move forward together.

Integral in creating a demand-driven system as defined by the US Department of Labor, Employment and Training Administration, Business Relations Group is "the power of E3 – employment, education, and economic development". This theme highlights the fact that the resources devoted to employment, education and economic development must be brought

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together and used strategically to build a skilled workforce. This skilled workforce will be required to help businesses remain globally competitive, and for workers to get good jobs at good wages and have opportunities for advancement.

Employers can access the Job Center services in person, via a toll-free telephone number (888-258-9966), or via the Internet (www.wisconsinjobcenter.org).

The system will also link employers to other programs outside the Job Center such as the Department of Commerce, the UW Small Business Development Center, the Wisconsin Technical College system, and state-supported local economic development networks.

Self-Service

Employers can list job openings on JobNet Business. Job orders can be sent to the Job Center for staff entry, or entered and managed directly by employers through on-line access to JobNet Business.

Service to business and employers continues to be an important function of a comprehensive one-stop job center model. In Wisconsin each comprehensive job center is required to designate a business service representative/team specifically charged with providing services to businesses and employers. In this model the job centers provide leadership for the workforce system along with their education and training partners to develop solutions for those industries with the greatest demand for new workers. Business service teams will continue to be a high priority within each workforce development area in order to advance the goal of creating a demand driven workforce investment system.

Employers who have special needs may ask for additional services, such as developing workforce goals, retraining current workers and upgrading worker skills. This activity would follow an assessment of employer needs. Employers also may be able to contact Industry or Functional Specialists at Job Centers who are experts on certain industry groups or keep up to date on certain types of jobs. These staff can assess employer needs and can help with long and short term planning.

Job Centers can provide Job Skill Development including job testing, employee screenings, mentoring, linkage with worker supports such as child care, health care and transportation, and follow-up services such as job coaching. Employers also can provide subsidized employment opportunities such as trial jobs under the W-2 program.

When a layoff is anticipated or announced, Job Centers can design a Rapid Response reemployment plan for those to be laid off and help coordinate community resources. The Job Center also provides workforce supports to ensure a positive employment outcome for both employers and employees such as mentoring relationships and availability of on-the-job training opportunities.

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For more information on these programs and services, contact your nearest Job Center.

ATTACHMENT TO APPENDIX IV

WIA Mandatory One-Stop Service Delivery Partners:

- WIA activities for Adults, Youth & Dislocated Workers (WIA Title IB)
- Adult Education and Family Literacy (WIA Title II)
- Job Service - Labor Exchange such as Job Net (Wagner-Peyser WIA Title III)
- Vocational Rehabilitation (WIA Title IV)
- Welfare-to-Work (No longer a federally-funded program)
- Temporary Assistance to Needy Families/WI W-2 (Added by the Governor)
- Food Stamp E & T and Food Stamp Workfare
- Senior Community Service Employment Program- Older Americans Act
- Carl D. Perkins Vocational and Applied Technology Education
- Trade Adjustment Assistance (and NAFTA-TAA)
- Veterans E & T Services & local veteran's outreach programs
- Community Services Block Grants
- Housing and Urban Development E & T Activities
- Unemployment Insurance

Representatives from national programs if present in area:

- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Job Corps
- Youth Opportunity Grants
- Veterans

Other partners as identified in WIA & considered traditional partners in Wisconsin:

- National and Community Services
- Wisconsin Service Corps
- Conservation Corps
- Literacy Councils
- Child Care agencies



WISCONSIN
LOCALLY DESIGNATED
ONE-STOP
JOB CENTERS

Comprehensive Centers and
Affiliated or Specialized Centers

CONTACT LISTING
and MAP
August 3, 2007

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Note to Users

This list and map depict one-stop Wisconsin Job Center sites throughout Wisconsin. These centers are locally designated as Comprehensive Job Centers and other locations called Access Points of Service (APS) sites which are connected or attached to a designated comprehensive job center. These sites could be county human or social services offices that directly provide Wisconsin Works (W-2) program services, or sites which offer limited direct services of varying degrees. Wisconsin's One-Stop Centers are defined as "places where publicly funded employment and training services are delivered to employers and to job seekers." There are other places where such services are available, but, in order for a location to be a One-Stop Center, it must meet certain standards in terms of what services are available onsite and how those services are delivered. Using a variety of funding sources many agencies work together to provide employment and training services in job centers or access points of service where funding, needs or population is insufficient for a comprehensive job center.

Wisconsin has 11 Workforce Development Areas (WDAs) designated by the Governor and based on population and other criteria. Each area has a **Workforce Development Board (WDB)** with a majority of members representing businesses and the Board determines where One-Stop Comprehensive Job Centers and APS sites should be located to best provide employment and training services to its local citizens. The system has a "no wrong door" policy so no matter what site customers first enter, they receive information on where they can receive appropriate services.

- **Comprehensive One-Stop Job Centers-** are designated by a Workforce Development Board in the WDA's 5-year plan under the federal Workforce Investment Act (WIA). They must offer a full range of core services and include all of the core partners either on a fully staffed, itinerant staffed or network basis.
- **Access Point of Service (APS) Sites** – Each of these job center sites is affiliated with a designated Comprehensive Job Center and offers direct services of varying degrees onsite but doesn't provide all of the services necessary to be classified as a comprehensive job center. All of these sites do, however, provide *all* Wisconsin customers with entry into the workforce system either through direct services or referrals to other sites where they can get the services they need.

To find a Wisconsin Job Center site near you, call toll-free **1-888-258-9966** and enter your zip code. On the web go to < <http://wisconsinjobcenter.org> > and double click on the Wisconsin Job Center logo located at the top of the right side of the page or choose "Wisconsin Job Centers" from the list under "Businesses and Employers." This Job Center Directory is also located on the Department of Workforce Development's web site, < <http://dwd.wisconsin.gov/dws/directory/> >. Search for a job center by city, by county, or by location of Wisconsin Job Centers; there's also an option to select a job center from a Wisconsin map with Wisconsin Job Center locations on it.

Contact Information for One Stop Job Centers:

For general information contact Gary Denis, State Job Center Coordinator
DWD-DET-Bureau of Workforce Training
P.O. Box 7972
Madison, WI 53707-7972

(608) 266-6886; Fax 608-267-0330

e-mail: gary.denis@dwd.state.wi.us

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The Department of Workforce Development (DWD) is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, contact Kristy Budde by phone, 608-266-9199 or by email at kristy.budde@dwd.state.wi.us. TTY/TDD users can contact her directly through WTRS (dial 711).

WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	08-03-07 E-MAIL ADDRESS
Workforce Development Area #1 SOUTHEASTERN WISCONSIN Web site: none	Southeastern WI WDA (Workforce Development Area) UW-P, Tallent Hall, CCP, 900 Wood Rd., PO Box 2000, Kenosha, WI 53141-2000. E-mail: cwelch@fvwdb.com	(262) 595-2754 Fax: 262.595.2513	Beth Norris WDA Coordinator	norris@uwp.edu
1. Kenosha County Job Center (CJC)	8600 Sheridan Rd., Suite 100, Kenosha, WI 53143-6507	(262) 697-4586 (262) 697-4500	John Milisaukas Job Ctr Main no.	jmilisaukas@co.kenosha.wi.us
2. Kenosha County (Service) Center Bristol (APS)	19600 - 75th St., PO Box 545, Bristol, WI 53104 Mgr. same as Kenosha County Job Ctr., Kenosha phone →	(262) 857-1967 (262) 697-4586	Bristol Ctr. no. John Milisaukas	jmilisaukas@co.kenosha.wi.us
3. Racine County Workforce Development Center (CJC)	(RCWDC) 1717 Taylor Ave. Racine, WI 53403	(262) 638-6620 (262) 638-6420	Alice Oliver Job Ctr Main no.	Alice.Oliver@goracine.org
4. Racine County Service Center Burlington (APS)	380 MCanna Blvd., Burlington, WI 53105 (new address) The Center Mgr. is the same as RCWDC; Racine phone→	(262) 767-5399 (262) 638-6620	Burlington no. Alice Oliver	Alice.Oliver@goracine.org
5. Walworth County Job Center (CJC)	1000 E Centralia St. Elkhorn, WI 53121	(262) 741-5274 (262) 741-5180	Marilyn Putz Job Ctr Main no.	mputz@kaisergrp.com
Workforce Development Area #2 MILWAUKEE COUNTY	PIC of Milwaukee County, Inc. 2338 N. 27th Street, Milwaukee, WI 53210 Web site: www.milwaukeepic.org	(414) 225-2360 Fax: 414.225.2375	Don Sykes, CEO (414) 270-1717	dsykes@milwaukee.gov cc-1: mkessinich@milwjobs.com cc-2: jhagen@milwjobs.com
Milwaukee Job Ctr. Network				
6. Milwaukee County Job Ctr. North <u>Planned</u> Access Point of Service	4030 N. 29th St. Milwaukee, WI 53216 (APS) (UMOS)	(414) 486-5209 (414) 486-5200	Paula Lampley Job Ctr Main no.	paula.lampley@umos.org
7. Milwaukee Job Center Northwest <u>Planned</u> Comprehensive Job Center (CJC)	6550 N. 76th St. Milwaukee, WI 53223 (Maximus)	(414) 760-5193 (414) 760-6060	Wanda Montgomery Job Ctr Main no.	wandamontgomery@maximus.us.com
8. South Milwaukee County Job Ctr. <u>Planned</u> Comprehensive Job Center	2701 Chase Avenue, Milwaukee, WI 53207 (UMOS) Lupe Martinez, Exec. Director; Tina Koehn.	(414) 389-6683 (414) 389-6600	Leonor Rosas Job Ctr Main no.	leonor.rosas@umos.org
9. Southwest Milwaukee County Job Center <u>Planned</u> APS Site	1304 S. 70th St. West Allis, WI 53214 (Maximus)	(414) 607-7447 (414) 607-0477	John Wilberding Job Ctr Main no.	johnwilberding@maximus.com
Milwaukee Job Center Teutonia <u>not</u> in WDA 2's 2007 plan.	6091 N. Teutonia Ave., Milwaukee, WI 53209 This existing job center is scheduled to close.	(414) 438-2010 (414) 438-2000	Allen Turner Job Ctr Main no..	allen.turner@dwd.state.wi.us
10. Northeast Milwaukee County Job Center (<u>Approved</u> CJC)	1915 N. Martin Luther King Dr., Milwaukee, WI 53212	(414) 267-3121 (414) 267-xxxx	Lisa Boyd- Gonzalez	lisa.boyd-gonzalez@r1.ywcamilw.org
<u>11. Hire Center (APS)</u>	816 W. National Avenue, Milwaukee, WI 53204	(414) 385-6920		hire@milwjobs.com
<u>12. Milwaukee Career Center/REACH</u>	2342 N. 27th Street, Milwaukee, WI 53210	(414) 270-7500		
<u>13. Washington Park Senior Ctr. (APS)</u>	4420 W. Vliet Street, Milwaukee, WI 53208	(414) 931-0253	Boyce Harris	bharris@interfaithmilw.org
<u>14. Interfaith Older Adult Pgrms. (APS)</u>	600 W. Virginia St., Suite 300, Milwaukee, WI 53204	(414) 291-7500	Brian Warnecke	bwarnecke@interfaithmilw.org

KEY:

Regional Contacts (WDA Directors)

Comprehensive Job Center or will be.
"Access Points of Service"(APS)

WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	E-MAIL ADDRESS	08-03-07
Workforce Development Area #3 Waukesha-Ozaukee-Washington Counties (W-O-W)	Workforce Development, Inc. (WDI) 892 Main Street, Suite A, Pewaukee, WI 53072 Web sites: www.wowwdb.org & www.wfdc.org	(262) 695-7880 Fax: 262.695.7890	Francisco Sanchez^o President (262) 695-7888	fsanchez@wctc.edu	
15. Hartford Job Center (Washington County)	666 Grand Avenue, Hartford WI 53027	(262) 673-2324 (262) 695-7898	Mike Mortell	general: washington@wfdc.org mmortell@wctc.edu	
16. Workforce Development Center (Ozaukee County)	Mailing address: PO Box 547, Mequon, WI 53092 Location: 5555 W. Highland Rd. N128 -- next to the Milwaukee Area Tech College (MATC)-North Campus.	(262) 238-2880 (262) 695-7898	Mike Mortell	general: ozaukee@wfdc.org mmortell@wctc.edu	
17. Workforce Development Center (Washington County) Back up contact for WDCs 11-13	2200 Green Tree Rd, West Bend, WI 53090 Location: on Moraine Park Technical College Campus. Mike Mortell, Operations Mgr for <i>all</i> WOW WDCs	(262) 335-5300 (262) 695-7898 (262) 695-7898	WDC Main no. Mike Mortell Mike Mortell	general: washington@wfdc.org mmortell@wctc.edu mmortell@wctc.edu	
18. Workforce Development Center (Waukesha County) ^o WDA 3-wide back-up for Mr. Mortell	892 Main St., Pewaukee, WI 53072 Location: next to Waukesha County Tech College Campus 890 Main St. The WDC, 892 Main St., Pewaukee, WI 53072	(262) 695-7898 (262) 695-7800 (262) 695-7880	Mike Mortell WDC Main no. Francisco Sanchez	mmortell@wctc.edu general: waukesha@wfdc.org fsanchez@wctc.edu	
Workforce Development Area #4 FOX VALLEY	Fox Valley Workforce Development Board, Inc. 1401 McMahan Drive, Neenah, WI 54956 Web site: www.foxvalleywork.org	(920) 720-5600, Ext. 15; Fax: 920.720.5606.	Cheryl Welch Executive Administrator	E-mail: cwelch@fvwdb.com	
(19-24). Manager for all Fox Valley Area Job Centers listed for WDA 4	Fox Valley Workforce Development Board, Inc. 1401 McMahan Drive, Neenah, WI 54956 (- not a JC)	(920) 720-5600	Richard Turner, Mgr. all #4 JCs	richard.turner@workforceeconomics.org	
19. Fond du Lac Area Job and Career Center	349 N. Peters Avenue Fond du Lac, WI 54935 Website: www.fdljobcenter.com	(920) 929-3900	Job Ctr Main no. Dick Turner	info@fdljobcenter.com See 19-24 above for mgr. e-mail	
20. Fox Cities Workforce Development Center (FCWDC)	1802 Appleton Road, Menasha, WI 54952-1110. Serves Outagamie and Northern Winnebago Counties; Website: www.foxcitiesworks.com	(920) 997-3272	Job Ctr Main no. Dick Turner	Keith Wilk, onsite contact; -- e-mail: kwilk_gw@gwicc.org See 19-24 above for mgr. e-mail	
21. Green Lake County Job Center aka Berlin Job Center	742 Green Tree Mall, Berlin, WI 54923-3374. Website: http://berlinjobcenter.com	(920) 361-3400	Job Ctr Main no. Dick Turner	See 19-24 above for mgr. e-mail info@oshkoshwdc.com	
22. Oshkosh Area Workforce Development Center (OAWDC)	315 Algoma Blvd., Suite 107, Oshkosh, WI 54901. Website: www.oshkoshwdc.com	(920) 232-6200	Job Ctr Main no. Dick Turner	See 19-24 above for mgr. e-mail	
23. Waupaca Area Job Center Serves Waupaca County.	120 W. Badger St. Waupaca, WI 54981. Website: Website: www.waupacajobcenter.com	(920) 258-8832	Job Ctr Main no. Dick Turner	See 19-24 above for mgr. e-mail	
24. Waushara County Job Center	205 E. Main St, Suite 23, Wautoma, WI 54982. Website: www.wausharacjobcenter.org	(920) 787-3338	Job Ctr Main no. Dick Turner	See 19-24 above for mgr. e-mail	

**Regional Contacts (WDA
Directors)**
Comprehensive Job Center or will be
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WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	08-03-07 E-MAIL ADDRESS
Workforce Development Area #5 BAY AREA WDA	Bay Area Workforce Development Board 317 West Walnut Street, Green Bay, WI 54303 Website: http://www.bayareawdb.org	(920) 431-4100 Fax: 920.431.4101	Jim Golembeski Executive Director (920) 431-4102	jgolembeski@bayareawdb.org
25. Door County Job Center	1300 Egg Harbor Rd, Ste 124 Sturgeon Bay, WI 54235	(920) 743-6915 same as above	Cheri Gilbert JC main no./email	cgilbert@charterinternet.net dcjc@charterinternet.net
26. Florence County Job Center X . Kewaunee County (closed)	501 Lake Ave PO Box 232 Florence, WI 54121 Kewaunee Job Center has CLOSED	(715) 528-4251 n/	Patty Nagel n/a	pnagel@fsc-corp.org n/a
27. Manitowoc County Job Center	3733 Dewey St. Manitowoc, WI 54220-5844	(920) 683-4675 (920) 683-2888	Ruth Christensen Job Ctr Main no.	ruth.christensen@gotoltc.edu
28. Wisconsin Job Center - Marinette <u>Planned APS</u>	1605 University Dr., Suite A Marinette, WI 54143 [Below is address for Menominee County and Hwy 47 & 55, PO Box 280 Keshena, WI 54135]	(715) 732-7840 -- a phone no. (715) 799-5393	Heidi Schaible <u>Planned APS</u> only	heidi.schaible@dwd.state.wi.us n/a at this time
26. Menominee (all that was listed)			Scott Anderson Job Ctr Main no	Don't have yet
29. NEW (NorthEast WI) Job Center (CJC) aka "Brown County JC"	701 Cherry St. Green Bay, WI 54301 new address	(920) 448-6760	Lynn Ratzburg Job Ctr Main no.	Lynnratzburg@newcap.org
28. Oconto County Job Center	1201 Main St. Oconto, WI 54153	(920) 834-5985 (920) 834-4621 (920) 490-3777	Pre Leverance	pleveran@oneidanation.org
X Oneida Ctr for Self-Sufficiency Not in WDA 5;s 2007 plan.	2640 West Point Rd, Green Bay, WI 54304 Mailing address: PO Box 365 Oneida, WI 54155	(715) 524-2912	Peggy Durand Job Ctr Main no.	pdurand@shawanojobctr.com
30. Shawano County Job Center	707 E. Elizabeth St. Shawano, WI 54166	(715) 526-4707	Kathy Karshna Job Ctr Main no.	
31. Sheboygan County Job Center (CJC)	3620 Wilgus Ave Sheboygan, WI 53081	(920) 208-5820 (920) 208-5856		

**Regional Contacts (WDA
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WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	E-MAIL ADDRESS	08-03-07
Workforce Development Area #6 NORTH CENTRAL WISCONSIN	North Central WI Workforce Development Board 1121 W. Grand Ave. S., Wisconsin Rapids, WI 54494 Website: http://www.ncwwdb.org	(715) 422-4700 Fax: 715.422.4715	Sally Cutler Executive Director D (715) 422-4720	scutler@ncwwdb.org	
32. <i>Adams APS Job Center</i> <u>Planned</u> <i>APS (was Adams County JC)</i>	401 N. Main St. PO Box 158 Adams, WI 53910-0158	(608) 339-9559	Linda Bennett Job Ctr Main no.	LBennett@fsc-corp.org	
33. <i>Antigo APS JC -- Planned</i> <u>APS</u> <i>(was Langlade County JC)</i>	312 Forrest Ave. Antigo, WI 54409 <i>Located at Northcentral Tech College - East Campus</i>	(715)675-3331 (715) 623-2117	x6005, Larry Kind Job Ctr Main no.	kind@ntc.edu	
34. Wausau Job Center (CJC) <i>(aka Marathon County Job Center)</i>	364 Grand Ave. Wausau, WI 54403-6221	(715) 261-7704 (715) 261-7700	Mary Lontkowski Job Ctr Main no.	mclontkowski@mail.co.marathon.wi.us	
35. Northern Advantage Job Center CJC (located in Oneida County)	100 W. Keenan St., RiverWalk Centre, Rhinelander, WI 54501 Northern Advantage Job Center's web site is www.northernadvantage.org	(715) 365-1500 ↓Wausau no. for (715) 365-2696	←Rhinelander no. Job Ctr. Contact↓ Tom Younger	thomas.younger@dwd.state.wi.us	
36. <i>Marshfield APS Job Center in</i> <i>Wood County - Planned</i> <u>APS</u> <i>with</i> <i>WI Rapids as designated CJC.</i>	630 S. Central Ave., Suite 102, Marshfield, WI 54449. D. Miller based off site at Stevens Point. Call to ask which days Miller will be at the Marshfield Job Center (or Stvns. Pt.)	(715) 422-5000 Stevens Pt. no. ↓ (715) 387-8448	Job Ctr Main no. Dorothy Miller	dorothy.miller@dwd.state.wi.us	
37. <i>Stevens Point Job Center</i> <u>Planned</u> <u>APS</u>	1001 Maple Bluff Rd, Suite 1, Stevens Point, WI 54481	(715) 345-5338 (715) 345-5330	Dorothy Miller Job Ctr Main no.	dorothy.miller@dwd.state.wi.us	
38. Wisconsin Rapids Job Center in Wood County (CJC)	320 W. Grand Ave., Suite 102, Wisconsin Rapids, WI 54495 new address	(715) 422-5000 (715) 422-5000	Terri Rapp Job Ctr Main no.	trapp@wood.co.us	

Regional Contacts (WDA Directors)
Comprehensive Job Center or will be
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WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	08-03-07 E-MAIL ADDRESS
Workforce Development Area #7 NORTHWEST WISCONSIN The CEP website: www.nwcep.org	Northwest WI CEP, Inc. (NWCEP headquarters) 422 3rd Street West, Suite 200, PO Box 616, Ashland, WI 54806 WIB website: http://www.nwwib.biz	(715) 682-9141 Fax: 715.682.9181	Steve Terry Executive Director	sterry@nwcep.org
“WJC” = Wisconsin Job Center counties listed for info rest of #7 ↓				
39. WJC-Ashland (Ashland County)	411 Ellis Avenue Ashland, WI 54806	(715) 682-4889 (715) 682-7220	Chuck Gottschall ←Main JC No.	chuck.gottschall@dwd.state.wi.us
40. WI Job Center - <u>Burnett County</u>	H&HSD, 7410 County Rd K #280 Siren, WI 54872	(715) 349-2159	Karla Brunberg	kbrunberg@dss.co.burnett.wi.us
41. WJC-Hayward (Sawyer County)	15618 Windrose Lane, Suite 108, Hayward, WI 54843	(715) 634-7547	John Vanderhoof	jvanderhoof@nwcep.org
42. WJC-Ladysmith (Rusk County)	108 W 2nd St N, Ladysmith, WI 54848 main no.→	(715) 532-2702	John Vanderhoof	jvanderhoof@nwcep.org
43. WJC-Medford (Taylor County)	624 E. College Ave. Medford, WI 54451 main no.→	(715) 748-5621	John Vanderhoof	jvanderhoof@nwcep.org
44. WJC-Phillips (Price County)	1408 Pine Ridge Rd, PO Box 96, Phillips, WI 54555	(715) 339-7255	Bob Martin	martin@ntc.edu
45. WJC-Spooner (Washburn County)	522 Service Rd E., Suite A, Spooner, WI 54801	(715) 635-2175	John Vanderhoof	jvanderhoof@nwcep.org
46. WJC-Superior (Douglas County)	1805 N 14th St., Suite 1, Superior, WI 54880	(715) 392-7812	Chuck Gottschall	chuck.gottschall@dwd.state.wi.us
Workforce Development Area #8 WEST CENTRAL WISCONSIN	Workforce Resource Inc. 401 Technology Drive East, Suite 100, Menomonie, WI 54751 Website: www.workforceresource.org	(715) 232-1412 Fax: 715.232.2240	Richard Best Executive Director	bestd@workforceresource.org
47. Barron County Job Center	330 S. Main St. Rice Lake, WI 54868	(715) 234-6826	Jane Lillegard (M)	lillegar@workforceresource.org
48. Chippewa County Job Center	770 Scheidler Road #2 Chippewa Falls, WI 54729	(715) 726-2551 (715) 723-2248	Sue Lane Job Ctr. Main no.	lanesm@workforceresource.org
49. Clark County Job Center	501 Hewett St. Neillsville, WI 54456-1925	(715) 743-4631	Jody Conner (M)	connerj@workforceresource.org
50. Dunn County Job Center	401 Technology Dr. E., Ste 200, Menomonie, WI 54751 Note: Ste 200 is JC, Ste 100 is WDB; Ste 300 is DHS.	(715) 232-7380 (715) 232-7360	x125 Merry Lienau Job Ctr. Main no.	lienaum@workforceresource.org
51. Eau Claire County Job Center	221 W. Madison St., Eau Claire, WI 54703 Contact (Job Service) in Ste 140B; (DVR in Ste 140C).	(715) 836-4101 (715) 858-9675	Nanette Vetsch Job Ctr. Main no.	nanette.vetsch@dwd.state.wi.us
52. Pepin County Job Center	316 W. Madison St. Durand, WI 54736	(715) 672-8801	Laura Brantner (M)	brantner@workforceresource.org
53. Polk County Job Center	404 Main St., PO Box 278, Balsam Lake, WI 54810	(715) 485-3115 (Job Ctr Main no.)	x104 Bonnie Fredrickson	fredrick@workforceresource.org
54. St. Croix Valley Job Center	625 Whitetail Blvd., Ste 120 River Falls, WI 54022	(715) 426-0394 (715) 426-0388	Aracely Olguin Job Ctr. Main no.	aracely.olguin@dwd.state.wi.us

**Regional Contacts (WDA
Directors)**
Comprehensive Job Center or will be
“Access Points of Service”(APS)

WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	08-03-07 E-MAIL ADDRESS
Workforce Development Area #9 WESTERN WISCONSIN (WWWDB)	Workforce Connections, Inc. 402 N. 8th St., 3rd Fl. P.O. Box 2908, La Crosse, WI 54602-2908 Website: http://www.wvjobcenter.org	(608) 789-5620 Fax: 608.785.9939	Jerry Hanoski Executive Director (608) 785-9938	HanoskiJ@workforceconnections.org
56. WI Job Ctr - Crawford County Suite 124 (Job Center Suite #)	Crawford County Admin. Bldg., 225 N Beaumont Rd., (Hernesman in Suite 326), Prairie du Chien, WI 53821	(608) 326-0248	Barb Hernesman General JC email	#57-63 new e-mail addresses cchsdbah@mhtc.net ccjobcenter@mhtc.net
57. WI Job Center - Jackson County	808 Red Iron Road Black River Falls, WI 54615 Western Technical College Main Job Center #-	(715) 284-4772 (715) 284-7117	Marianne Torkelson Job Ctr. Main no.	TorkelsonM@workforceconnections.org
58. WI Job Center - Juneau County	211 Hickory St. Mauston, WI 53948	(608) 847-4899	Shane Gesler Job Ctr. Main no.	GeslerS@workforceconnections.org
59 WI Job Center - La Crosse County	402 N. 8th St., La Crosse, WI 54601; <u>Contact's mailing address:</u> WWWDB, PO Box 2908, La Crosse, 54902	(608) 785-9331 (608) 789-5627	Job Ctr. Main no.	
60. Monroe County Job Ctr - Sparta (county's comprehensive JC)	Community Services Center, Bldg B, 14305 County Highway B, Box 19, Sparta, WI 54656-4509	(608) 269-8900	Kris Toek Was/still contact?	ToekK@workforceconnections.org
61. Monroe County Job Center - Tomah (county's affiliated JC)	1310 Townline Road, PO Box 847, Tomah, WI 54660 Western Technical College, Tomah campus	(608) 374-7740	Terry Shreve Job Ctr. Main no.	ShreveT@workforceconnections.org
62. WI Job Ctr-Trempealeau County	36084 Walnut St., Independence, WI 54747 Western Technical College, Independence campus	(715) 985-2335 (715) 985-2118	Pam Taylor Job Ctr. Main no.	TaylorP@workforceconnections.org
63. WI Job Center - Vernon County	220 S Main St. Viroqua, WI 54665 Western Technical College, Viroqua campus	(608) 637-6450	Kathy Neidert Job Ctr. Main no.	NeidertK@workforceconnections.org
Workforce Development Area #10 SOUTH CENTRAL WISCONSIN	Workforce Development Board of S. Central WI (WDBSCW) Inc, 3591 Anderson St., Suite 203, Madison, WI 53704 Website: www.wdbscw.org	(608) 249-9001 Fax: 608.249.9356	Pat Schramm, Executive Director	pschramm@wdbscw.org
64. Columbia County Job Center	2875 Village Road, Suite 200 Portage, WI 53901	(608) 745-6704 (608) 742-4181	Ann Hein Job Ctr. Main no.	ann.hein@dwd.state.wi.us
65. Dane County Job Center	1819 Aberg Ave., Madison, WI 53704 (basic address) Job Service is in Suite C; Main Job Service number is →	(608) 242-4916 (608) 245-5390	Mary Pasholk <i>Acting JSDD or</i>	mary.pasholk@dwd.state.wi.us staff to be named later
66. Dodge County Job Center	138 Front St. Beaver Dam, WI 53916	(920) 887-4641 (920) 887-4260	Wendy Gubin Job Ctr. Main no.	wgubin@eata.org
67. Workforce Development Center (WDC) of Jefferson County	874 Collins Rd., Jefferson, WI 53549	(920) 675-4638 (920) 674-7500	Dawn Smith Job Ctr. Main no.	dawns@co.jefferson.wi.us
68. Marquette County Job Center http://marquettecountyjobcenter.com	15 West St. PO Box 99 Montello, WI 53949 Director Carol Wright	608-297-9136 dir (608) 297-7550	Carol Wright, Dir. General inquiries:	cwright@co.marquette.wi.us kmartin@co.marquette.wi.us
69. Sauk County Job Center	522 South Blvd., PO Box 730, Baraboo, WI 53913	(608) 335-3140	Jolene Gruber (m)	jolene.gruber@dwd.state.wi.us
Regional Contacts (WDA Directors) Comprehensive Job Center or will be "Access Points of Service"(APS)	Note: for Jefferson and Sauk Counties	JS S.C. Supv.	Judy Mathews	judith.mathews@dwd.state.wi.us

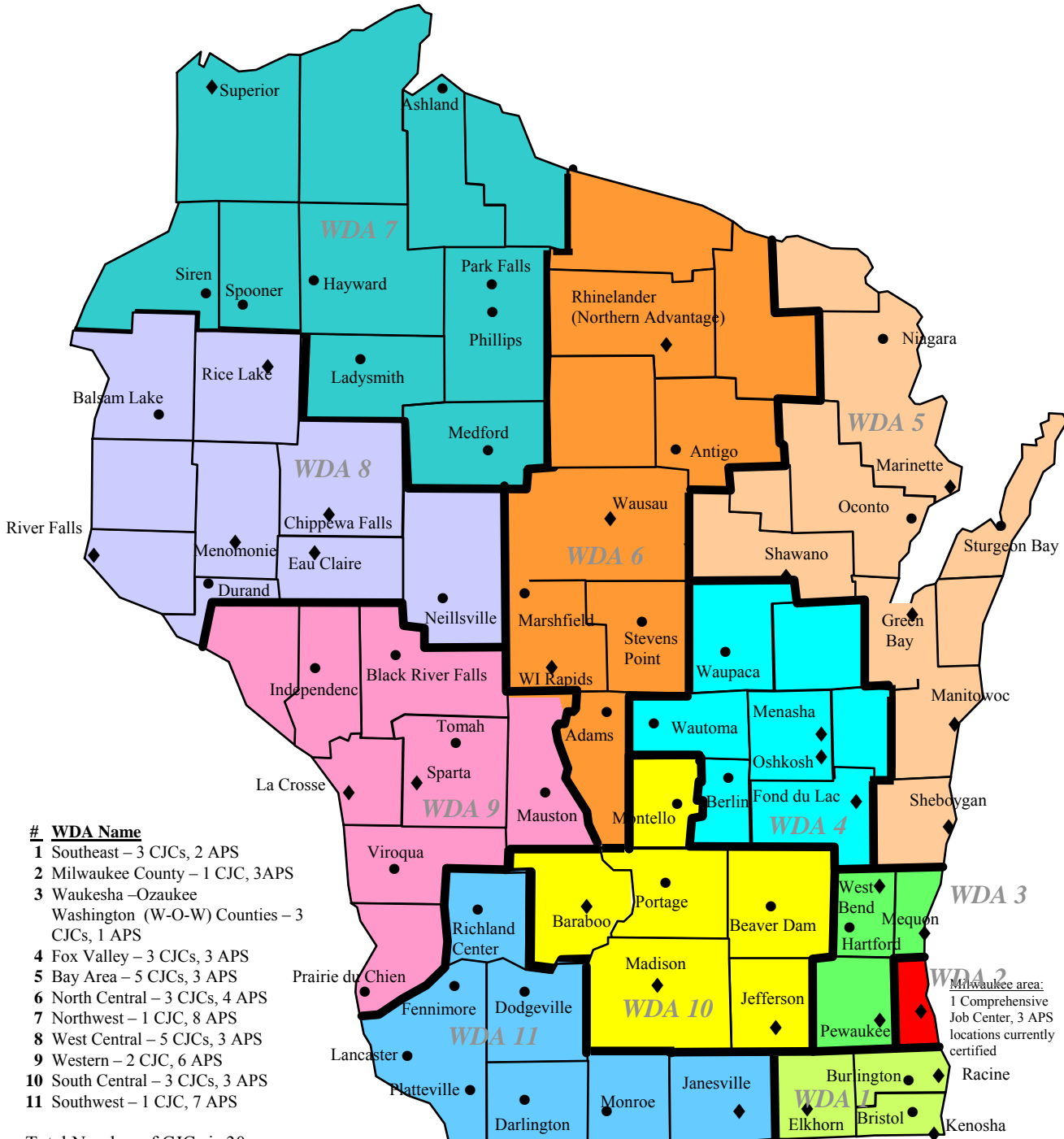
WISCONSIN ONE-STOP COMPREHENSIVE JOB CENTER & ACCESS POINT OF SERVICE¹ CONTACTS

LOCALLY DESIGNATED ONE-STOP JOB CENTER	ADDRESS	PHONE	JOB CENTER CONTACT	08-03-07 E-MAIL ADDRESS
Workforce Development Area #11 SOUTHWEST WISCONSIN	Southwest WI Workforce Development Board 1370 North Water Street, P.O. Box 656, Platteville, WI 53818-0656 web sites: www.swwdb.org and www.jobcenter.org	(608) 342-4220 Fax: 608.342.4429	Robert Borremans Executive Director	r.borremans@jobcenter.org
70. <i>Grant County Job Center</i> (1 st Grant County Job Center - APS)	8820 Hwy 35 & 61 South, Lancaster, WI 53813	(608) 723-2153	Denise Stelpfulg	denise.stelpflug@dwd.state.wi.us
71. <i>Green County Job Center</i>	1518 11th St., Suites 1-3, Monroe, WI 53566	(608) 325-7681	Dave Shaw	dave.shaw@dwd.state.wi.us
72. <i>Iowa County Job Center</i>	201 South Iowa St., Dodgeville, WI 53533-0267	(608) 935-3116	Lola Williams	@jobcenter.org
73. <i>Lafayette County Job Center</i>	627 N. Main Street Darlington, WI 53530	(608) 776-4900		
74. <i>Platteville Job Center</i> (2 nd Grant County Job Ctr - APS)	1370 North Water Street, Platteville WI 53818 Mailing adrs: PO Box 656, Platteville WI 53818-0656	(608) 342-4231	Bev Loy Main JC #	b.loy@jobcenter.org
75. <i>Richland County Job Center</i>	221 W. Seminary St. Richland Center, WI 53581	(608) 647-8821	Kari Oates	kari.oates@dwd.state.wi.us
76. Rock County Job Center (CJC) (only CJC in this WDA)	1900 Center Ave Janesville, WI 53546	(608) 741-3400	Shannon Moe	s.moe@jobcenter.org
77. <i>SWTC Job Center</i> (Southwest WI Tech College) (3 rd Grant County Job Center - APS)	1800 Bronson Blvd, Fennimore, WI 53809.	(608) 822-3262, Ext. 2335	<i>Sheila Marten, Career Center Specialist</i>	s.marten@jobcenter.org or smarten@swtc.edu

**Regional Contacts (WDA
Directors)**
Comprehensive Job Center or will be
“Access Points of Service”(APS)

Comprehensive Job Centers and Access Points of Service Locations in Wisconsin's 11 Workforce Development Areas

- ◆ Comprehensive Job Center
- Access Points of Service Sites



WDA Name

- 1 Southeast – 3 CJC, 2 APS
- 2 Milwaukee County – 1 CJC, 3APS
- 3 Waukesha –Ozaukee
Washington (W-O-W) Counties – 3
CJCs, 1 APS
- 4 Fox Valley – 3 CJCs, 3 APS
- 5 Bay Area – 5 CJCs, 3 APS
- 6 North Central – 3 CJCs, 4 APS
- 7 Northwest – 1 CJC, 8 APS
- 8 West Central – 5 CJCs, 3 APS
- 9 Western – 2 CJC, 6 APS
- 10 South Central – 3 CJCs, 3 APS
- 11 Southwest – 1 CJC, 7 APS

Total Number of CJCs is 30
 Total Number of APS is 42
 Total CJCs and APS is 72

WDA 2
 Milwaukee area:
 1 Comprehensive
 Job Center, 3 APS
 locations currently
 certified