

2019-2020 Annual Report



Working Today for
Tomorrow's Success

Est. 1989

A LETTER FROM DESIGNATED CHIEF ELECTED OFFICIAL

One year ago, Milwaukee was on cloud nine. We were boasting a strong economy, preparing to host a national political convention for the first time in the State of Wisconsin's history, enjoying a red-hot professional basketball team and watching feature articles pop up in publications across the country touting Milwaukee as a must-see destination in 2020.

Then, without warning, COVID-19 hit. 2020 proved to be one of the most tumultuous years any of us had ever seen in our lifetime. In the midst of the pandemic, we saw widespread civic unrest and calls for social justice, local businesses and restaurants in economic distress and political divide across our country. Through it all, one thing remained constant: Milwaukee's commitment to connecting jobseekers to gainful employment and career opportunities.

Employ Milwaukee is the operation charged with promoting regional economic growth and employment opportunities for all job seekers throughout the county. Despite the challenges of COVID-19, Employ Milwaukee rose to the occasion to creatively assist workers of all ages and backgrounds in getting connected to job opportunities.

The agency quickly pivoted from in-person to online services to protect the health and safety of its employees and clients. Thanks to innovative thinking and

resiliency, the Summer Youth Community Work Experience program was able to continue at a time when virtually every other program of its kind was cancelled due to the pandemic.

Other notable programming included drive-through job and resource fairs, a 100% virtual information technology boot camp and a Community Resource Navigator program to train, employ, and deploy more individuals across the city to help mitigate the spread of COVID-19 and direct residents to critical resources.

I want to congratulate Employ Milwaukee's new President and CEO, Chytania Brown, and her team for their outstanding work during these challenging times. Chytania began her role at the start of the pandemic and has demonstrated outstanding leadership during these challenging times.

I look forward to continued success from Employ Milwaukee.



A handwritten signature in black ink that reads "Tom Barrett". The signature is fluid and cursive.

Tom Barrett
Mayor, City of Milwaukee
Milwaukee Designated Chief Elected
Official, Employ Milwaukee

A MESSAGE FROM THE BOARD CHAIR & PRESIDENT/CEO

This year will forever be known for the COVID-19 global pandemic and an ongoing wave of civil protests against systemic racism toward people of color in the United States. These challenges provided Employ Milwaukee opportunities instead of obstacles. We created innovative ways to delivery services, broadened and deepened community- and faith-based partnerships, and built new corporate relationships, all with a goal of ensuring job seekers stayed safe and healthy while having equitable access to economic advancement opportunities.

Employ Milwaukee's Community Resource Navigator (CRN) program helped workers most impacted by the global pandemic to continue to work and receive wages through humanitarian-based projects including contact tracing, community health support, and food pantry assistance.

Transitioning our TechHire and BankWork\$ industry-recognized training programs to hybrid and online models ensured individuals could continue to upskill and find quality jobs. Employer partnerships resulted in the creation of "drive through job fairs" to ensure job seekers had the necessary resources to find work and supportive services.

A new corporate partnership with Kohl's expanded Employ Milwaukee's ability to enhance service delivery through an online workforce development platform to be released next year.

In 2020, Employ Milwaukee welcomed an experienced CEO, stabilized its financial and administrative positions, and developed innovative collaborations resulting in new programs and funding across industries. We will look back on this year for inspiration and as a reminder that putting people on career pathways to success is possible no matter what the challenge.

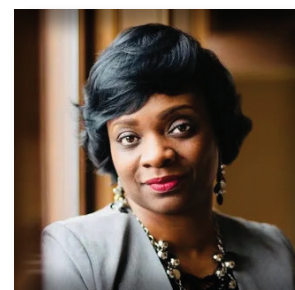


A handwritten signature in dark ink, appearing to read "Don Layden".

Don Layden
Board Chair
Employ Milwaukee

A handwritten signature in dark ink, appearing to read "Chytania Brown".

Chytania Brown
President & CEO
Employ Milwaukee



EMPLOY MILWAUKEE: WHO WE ARE

The Workforce Innovation and Opportunity Act (WIOA) requires that each state designate Workforce Development Areas (WDAs) to balance labor supply and demand within a local workforce system. **Employ Milwaukee** is the state-certified Workforce Development Board (WDB) serving Milwaukee County, also referred to as WDA 2. Employ Milwaukee invests and leverages federal, state and local funding to serve and connect unemployed, under-employed and incumbent workers to businesses and industry.

Employ Milwaukee convenes and collaborates with partners to lead efforts in WDA 2 to align workforce development services and investment with education and training programs to supply skilled and educated workers to employers.



PIVOTS IN THE PANDEMIC

As an organization, we've had to alter our workplace operations and service delivery to substantially virtual formats with socially-distanced, in-person activities limited to essential functions resulting from the pandemic.

Nevertheless, despite that adversity and service-delivery adjustments, the team at Employ Milwaukee continued to innovate while providing valuable workforce development-related services, programs and resources to jobseekers, employers and our organizational partners.

A quick glance at said innovations include the following sample:

Community Resource Navigators (CRN)

Employ Milwaukee was proud to partner with Milwaukee County, the City of Milwaukee and W RTP-BIG STEP and Milwaukee's Community Development Grants Administration in a humanitarian effort to train, employ and deploy nearly 300 Community Resource Navigators, commonly known as CRN (with funding from the Coronavirus Aid, Relief, and Economic Security Act 2020 - CARES Act).

Through their employment, the Community Resource Navigators supported other Milwaukee residents through the delivery of important public health information, resources, medicine, food, clothing, shelter, and supplies to older or at-risk individuals. The CRN program provided

opportunities for everyone ranging from youth to "seasoned" adults.



Community Resource Navigators (CRN) workers at CRN worksite Destiny Youth Plaza prepare food supplies for pick-up and delivery for community residents in need.

PIVOTS IN THE PANDEMIC

Drive-Thru Job Fairs

An essential function of Employ Milwaukee is to link jobseekers with viable employment and career opportunities. With all of the social distancing protocols being mandated during the pandemic, traditional indoor job fairs were substantially reduced or eliminated all together. To remedy this challenge, Employ Milwaukee facilitated Drive-Thru Job Fairs.

During these events, which were held at various locations throughout the community, job seekers drove through designated locations to retrieve “employment packets” inclusive of open positions at 25-50 employers per event and related material prepared by Employ Milwaukee, and then drove off.

Partners for these innovative drive-thru job fairs included the State of Wisconsin Department of Workforce Development, City of Milwaukee, and various community-based organizations. We were able to service 2,673 attendees/job seekers along with 282 participating businesses at these events.



Employ Milwaukee employees and partner organization personnel facilitate Drive-Thru Job Fair at Employ Milwaukee. Wherein jobseekers drive-up, receive packets of information on open positions at 40+ employers.

PIVOTS IN THE PANDEMIC

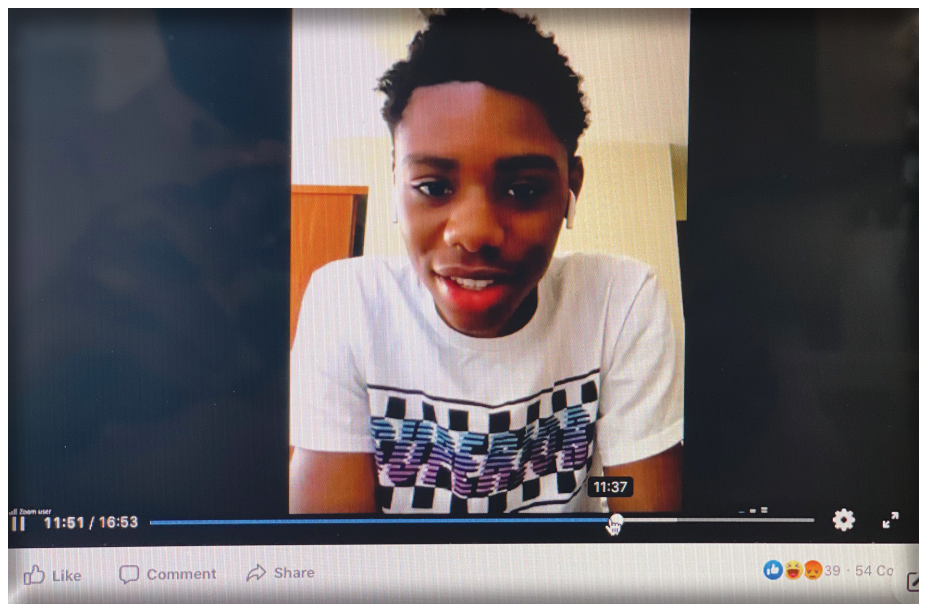
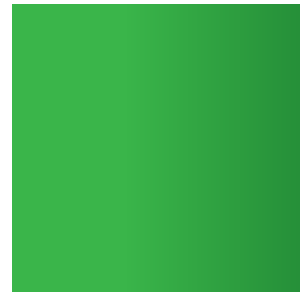
Earn & Learn Community Work Experience

As the only one of the three local Earn and Learn summer youth employment programs to not be canceled this summer season due to the disruptive nature of the coronavirus pandemic, Employ Milwaukee's Earn & Learn Community Work Experience creatively collaborated with 40 community partners to provide valuable, paid work experience to 400 plus youth workers.

While several worksites offered virtual work experiences, many also offered face-to-face work experiences as well, offering split shifts or hybrid, virtual/face-to-face options.

Employ Milwaukee's Community Work Experience empowers young people to take charge and start building their professional future with

an intensive seven-week summer work experience. Earn and Learn is funded through private philanthropy, public grants and corporate sponsorship. Earn and Learn is more than a summer job initiative, it helps young people develop essential workplace skills including professionalism, effective interpersonal communication, punctuality, how to be a team player and problem solving skills.



Earn and Learn youth worker Jaylen Weems shares a bit about his summer work experience at Employ Milwaukee Earn and Learn worksite partner All Hands Boatworks during a virtual, Mayor Tom Barrett media event acknowledging the creative resiliency of Employ Milwaukee and worksite partners in facilitating the summer youth work experience during the pandemic.

PIVOTS IN THE PANDEMIC

TechHire

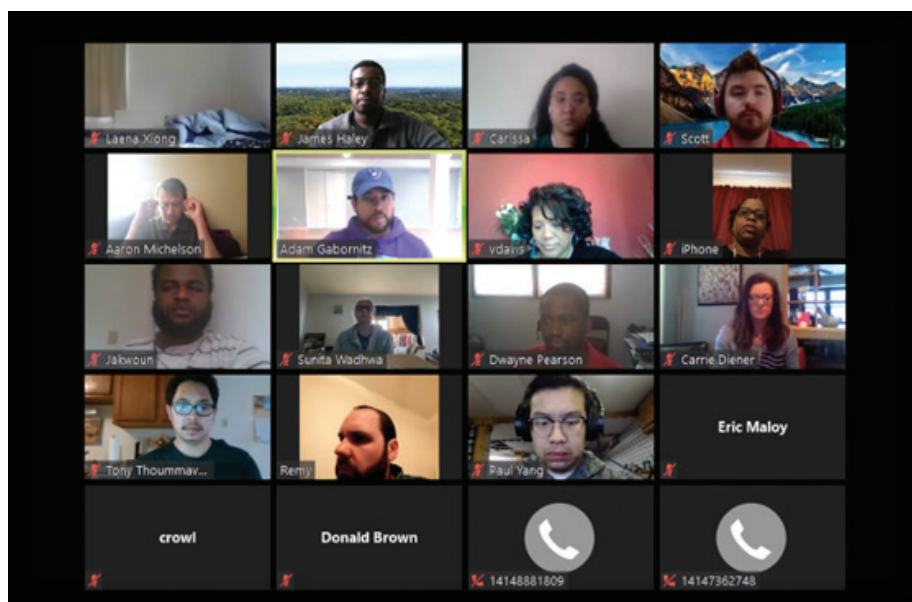
Employ Milwaukee was in the middle of 16-week training bootcamp for this program when the onset of the pandemic forced the closing of schools, colleges, universities, American Job Centers and most training providers.

Within two weeks, Employ Milwaukee, in partnership with Milwaukee Area Technical College (MATC), transitioned the in person bootcamp to a 100% virtual service delivery model.

Students completed the training, held a virtual graduation, and many students were placed in IT jobs immediately as the demand for those services continues to grow with the expansion of remote work needs.

To date, our TechHire programs have trained 231 job seekers in Milwaukee, 75% between the ages of 17-29, more than 50% people of color and more than 50% male.

In Spring 2020, the Tech Hire cohort classroom-based instruction transitioned to virtual learning due to Covid-19.



AMERICAN JOB CENTER NETWORK



JOB CENTER CENTRAL

4201 North 27th Street
4th Floor
Milwaukee WI, 53216
414.203.8500
TDD/TYY: 711 (WI Relay)



AMERICA WORKS

WALKER'S SQUARE

(AMERICA WORKS OF WI)
816 West National Avenue Suite 400
Milwaukee WI, 53204
414.302.2668
TDD/TYY: 711 (WI Relay)



YWCA SOUTHEAST WI

1915 North Doctor
Martin Luther King Dr.
Milwaukee WI, 53212
414.374.1800
TDD/TYY: 711 (WI Relay)



MILWAUKEE SOUTHEAST

(UMOS)
2701 South Chase Avenue
Milwaukee WI, 53212
414.389.6607
TDD/TYY: 414.389.6697

A proud partner of the  AmericanJobCenter® network

SUCCESS STORY

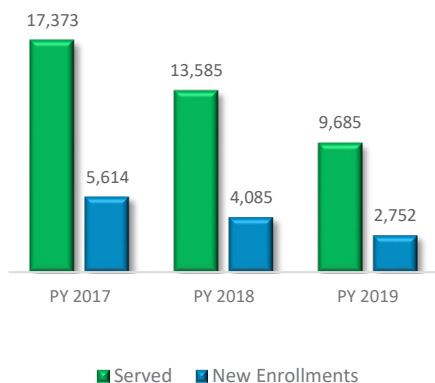


Ashley S. is a graduate of the Tech Hire 16-week cohort for IT Service Center Technicians. Before joining the IT boot camp, she spent most of her career in hospitality and administration. Ashley had a deep desire to get into IT and did not know how to make the transition. Through the collaboration between MATC, DWD, and Employ Milwaukee, Ashley was able to obtain all the skills needed for her new career! Upon graduating, Ashley started full-time as a Computer Service Technician. Her manager has given her raving reviews, and the company has also decided to cover part of the school costs so she can continue her education!

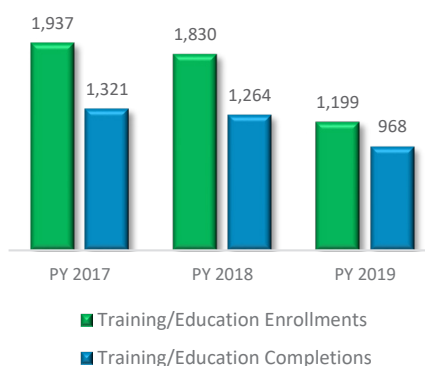
PERFORMANCE SNAPSHOT

Here at Employ Milwaukee, we pride ourselves on connecting jobseekers to employment opportunities, providing education and training options and providing a skilled and sustained workforce to build and grow diverse businesses.

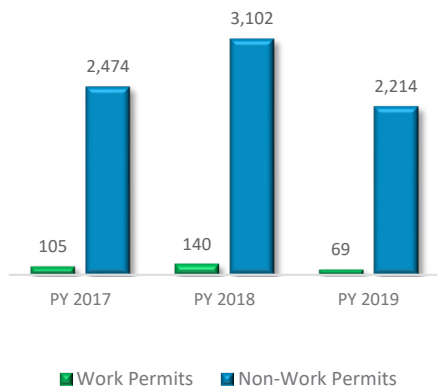
Served / New Enrollments



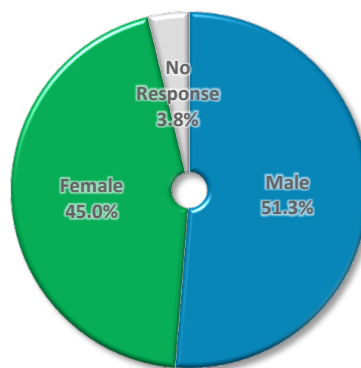
Training / Education



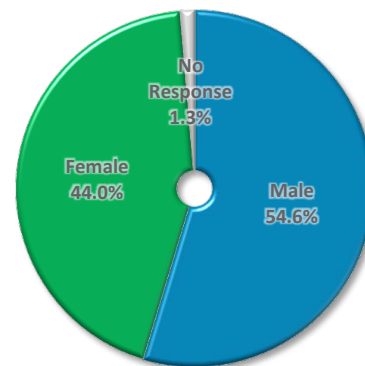
Non-Work and Work Permits



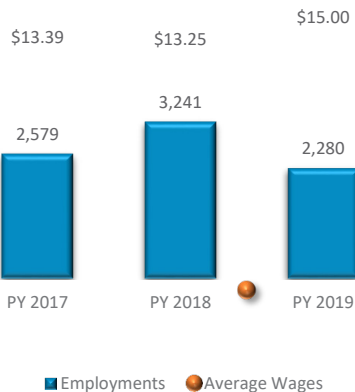
GENDER SERVED



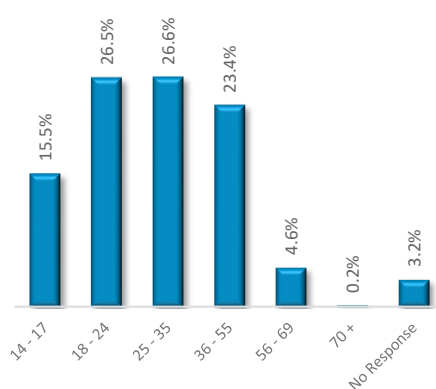
GENDER EMPLOYED



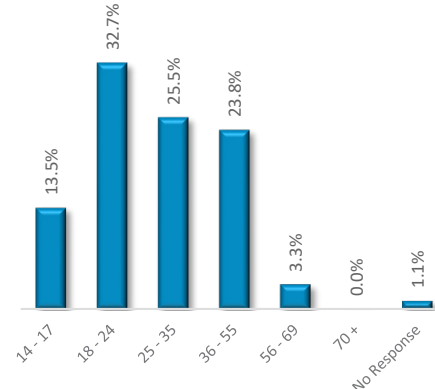
Employments and Average Wages



AGE RANGES SERVED

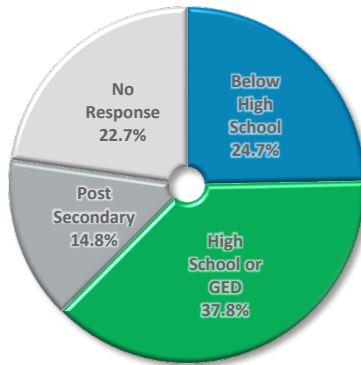


AGE RANGES EMPLOYED

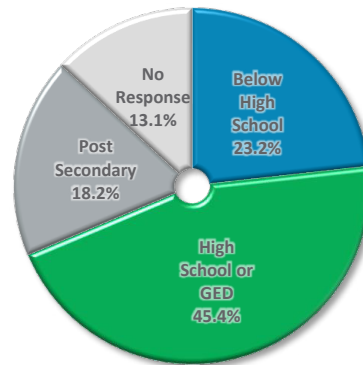


PERFORMANCE SNAPSHOT

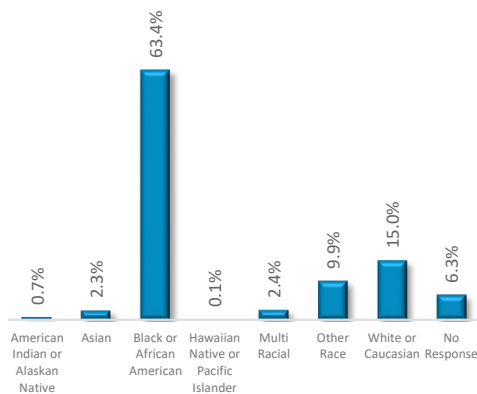
HIGHEST EDUCATION SERVED



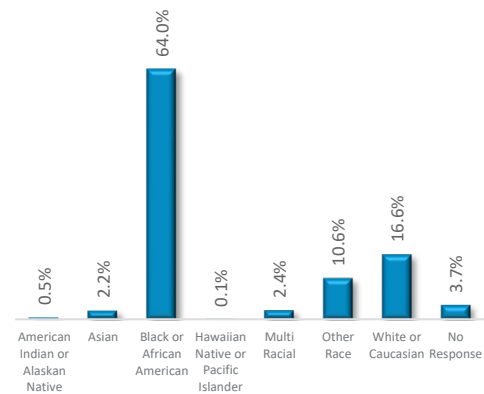
HIGHEST EDUCATION EMPLOYED



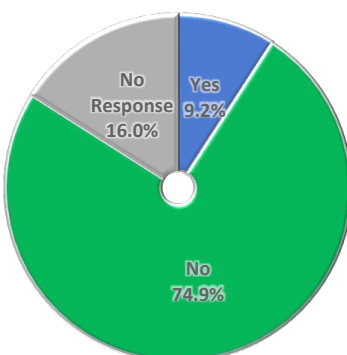
RACES SERVED



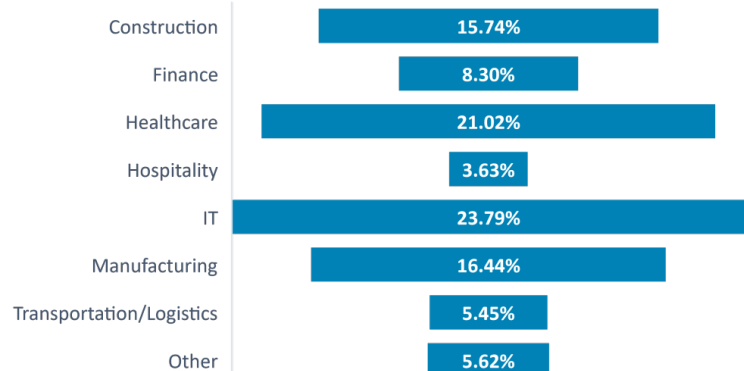
RACES EMPLOYED



HISPANIC OR LATINO ETHNICITY



TRAINING BY OCCUPATIONAL GROUP



GRANTS

Innovative Regional Mid- and High-Skill Training Strategies

Over the past five years, Employ Milwaukee received three H-1B funded grants from the U.S. Department of Labor to create and expand innovative regional and sector partnerships between technical colleges and other training providers, employers, and community groups to create more dynamic, tuition-free education and training programs for in-demand middle and high-skilled jobs in the region. The grants have built a foundation for Employ Milwaukee's ongoing investments to strengthen education, training, and employer engagement in the Milwaukee region.

Participants within these programs receive in-demand industry credentials to meet those needs. To date, these grants have served **1,069** individuals in the local area and **856** have completed education/training as a result of this funding.

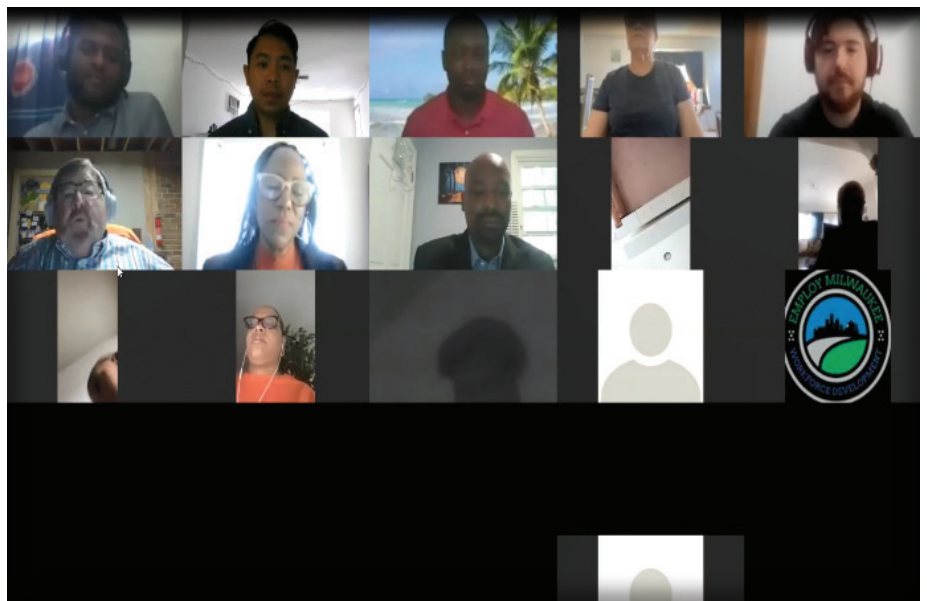


GRANTS

- **America's Promise:** The America's Promise Grant Program addresses worker shortages in 14 high-growth occupations within four targeted HI-B industries: Advanced Manufacturing, Information Technology, Finance and Health Care. America's promise serves seven urban epicenters in the Midwest through each city's workforce development board (WDB) providing business outreach, training, and placement activities.
- **Tech Hire:** The Tech Hire Program addressed the demand for skilled IT workers. Individuals have participated in certified training for entry level careers as Computer User Support Specialists. Through Tech Hire, Employ Milwaukee offers a flexible training model, providing cohort-based training and other services available through WIOA, such as career planning and supportive services. Innovative support for business, including On-the-Job Training (OJT), paid internships, specialized services to incumbent workers, provide businesses with solutions to meet their unique IT talent needs.


Employment and Placement

In addition to receiving financial assistance, participants receive additional supportive services, including career planning and placement resulting in **947** employed individuals, with an average hourly wage of **\$19.50**. Local employers include, but are limited to: Children's Hospital, GalaxE Solutions, Northwestern Mutual, Tek Systems, MARS IT and VCPI. Example job titles include IT Help Desk Technician, Assoc. Support Specialist, and Technical Analyst.



*Tech Hire Cohort 9
Virtual Graduation
Ceremony*

UNSUNG HEROES



For BankWork\$ Instructor Adriene Wright (seated) and Career Navigator Dominique Webb (standing) the drive for BankWork\$ to become partners with Employ Milwaukee came from the chance to make a difference.

For Adriene, the draw to BankWork\$ was rooted in the chance to leverage her more than 25 years in the financial services industry and “give back to the community and make a positive impact on those in underserved communities.”

For Dominique, it was the opportunity to build on her experience in financial services and continuing to help provide job training skills to people in underserved communities.

BUSINESS SERVICES

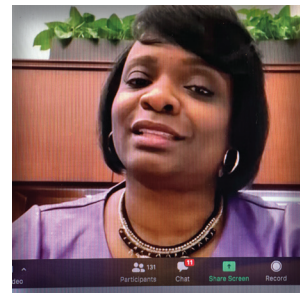
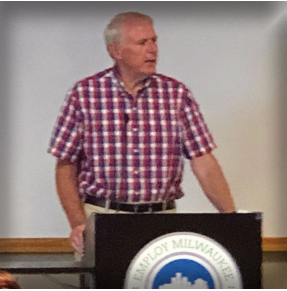
Employ Milwaukee's Business Services & Solutions Team offers customized candidate recruitments, skill development and training programs, and other talent development and sourcing solutions to regional employers. These products reflect a collaborative effort with the business community, workforce and educational partners, community and faith-based organizations and the other workforce development boards of Wisconsin.

Business Services staff can assist businesses with designing recruitment and retention programs. Innovative Business Solutions and best practices include the On-The-Job Training (OJT) program; short-term training; pre-apprenticeship training; incumbent worker training; apprenticeships; and paid work experience.

Onsite Hiring and Recruitment Events

Typically, Employ Milwaukee Conducts 20-30 onsite recruitment/ hiring events as the lead entity, or in collaboration with, partner organizations. Due to the COVID-19 pandemic, Employ Milwaukee and other employers alike were forced to rethink how to engage jobseekers, given indoor gatherings were substantially curtailed. The Drive-Thru Job Fairs mentioned earlier was a primary way Employ Milwaukee was able to continue to connect jobseekers with employers





BOARD OF DIRECTORS

Tom Barrett

Mayor of Milwaukee
Designated Chief Elected
Official of Employ Milwaukee

Don Layden

Baird Venture Partners
Chair of Employ Milwaukee

BUSINESS REPRESENTATIVES

Kimberly Bartosiak

WE Energies

Kareeda Chones Aguam

Milwaukee Bucks

Carla Cross

Cross Management Services, Inc.

Randy Crump

Prism Technical Management
and Marketing Services

Mike Fabishak

Associated General Contractors
of Greater Milwaukee

Andres Gonzalez

Froedtert Health Care

Ossie Kendrick

African American Chamber
of Commerce

John Kissinger

GRAEF

Brian Levins

Principal

Gene Manzanet

U.S. Bank

Steve Martin

Marcus Corporation

Ted Matkom

Gorman and Company, Inc.

Darryl Morin

Advanced Wireless

Alan Perlstein

Midwest Wisconsin Energy Research
Consortium (M-WERC)

Karen Spindler

Duracell

May yer Thao

Hmong Wisconsin Chamber
of Commerce

Wallace White

W2Excel

WORKFORCE REPRESENTATIVES

Chytania Brown

President & CEO
Employ Milwaukee

Dan Bukiewicz

Building & Construction
Trades Council
Designated Representative
of Milwaukee County
Intergovernmental
Cooperation Council

Michael Daily

United Steelworkers District 2

Pam Fendt

Laborers' International Union
of North America (LIUNA),
Local Number 113

Eduardo Garza

Center for Veterans Issues

Mark Kessenich

Interim CEO Employ Milwaukee
(July 1, 2019 thru Feb 28, 2020)

Lupe Martinez

United Migrant Opportunity Services
(UMOS) Corporation

Curtis Shepard

Milwaukee Job Corps Center

OTHER REPRESENTATIVES

Deshea Agee

Historic King Drive Business
Improvement District (BID)

Sheila Cochran

Mayoral Appointee

Lea Collins-Worachek

WI Department of Workforce
Development, Division of
Vocational Rehabilitation

Amy Hansmann

WI Department of Workforce
Development, Division of
Employment and Training

Dr. Vicki Martin

Milwaukee Area Technical College
(MATC)

Dr. Mark Mone

University of Wisconsin-Milwaukee

Lois O'Keefe

Mayoral Appointee

Dr. Keith Posley

Milwaukee Public School District

Patricia Woodard

WI Department of Workforce
Development, Division of
Unemployment Insurance

FINANCIAL STATEMENT

For the Fiscal Year Ending June 30, 2020

SUPPORT AND REVENUE

Government and Service Contracts	\$12,150,885
Contributions	\$336,985
Other Revenue	\$1,798,652
TOTAL REVENUE	\$14,286,522

EXPENSES

Program Services:

Youth Services	\$3,985,890
Adult Services	\$8,005,553
Dislocated Worker Services	\$772,812
Other	\$1,056,272
Management and General	\$950,570
TOTAL EXPENSES	\$14,771,097




CHANGE IN UNRESTRICTED NET ASSETS: **(\$484,575)**



MISSION

To build a strong workforce development system by planning, coordinating, collaborating, and monitoring workforce initiatives with businesses, partners and community stakeholders at the local, regional, and state level to ensure a skilled and productive workforce for the 21st century.

Deaf, hearing or speech impaired callers, please call Wisconsin Relay number 711. Individuals with disabilities who require accommodations and assistance, including language assistance or translation of the information, should contact Employ Milwaukee's Equal Opportunity Office at (414) 270-1700 at least 48 hours before the event. Employ Milwaukee and Job Service/DWD are Equal Opportunity Employers, Service Providers and A proud partner of the [AmericanJobCenter®](#) network.

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