



SIWIB NEWS

NEWSLETTER FOR BOARD MEMBERS

VOLUME 4: ISSUE 8: DECEMBER 2008

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Visit our Web site at
www.siwib.org

Christmas comes early NEW IS COMIN' TO TOWN!

Exciting employment *NEWS* came just a little early as a Christmas present for southern Illinois job-seekers. After extensive research and evaluation of communities across the United States, *NEW* selected Carbondale as a best fit for the company because of the community's positive reception as well as the area's strong technology infrastructure and workforce. The November 11th announcement of *NEW*'s work-at-home program expansion into Carbondale is the result of partnerships between the City of Carbondale, John A. Logan College, Connect SI, and Man-Tra-Con.

N.E.W. Customer Service Companies, Inc. (*NEW*), the leading provider of extended service plans and buyer protection programs for consumer products, is pleased to announce the expansion of its work-at-home program into the Carbondale Area. Over the next three years, the program is estimated to generate 480 home-based customer care representative jobs, depending on the level of applicant interest. The home-based employees will be dedicated to fielding inbound calls to assist customers with their products.

"We have been working diligently with *NEW* representatives since July and are very pleased they have chosen Carbondale as their next area for expansion. With today's technological advancements, future employment opportunities like this will become the norm," said Mayor Brad Cole.

Perhaps most encouraging was the nod from *NEW*'s senior vice president of customer experience, Ray Zukowski towards the regional, multi-sector collaboration which is becoming a trend in southern Illinois. "When we go into a new market, we evaluate the work force talent, technology, infrastructure and economic development," Zukowski emphasized. In particular, the coordinated efforts of the city of Carbondale's Kevin Barty, John A. Logan College's Pres. Robert Mees, Man-Tra-Con, and Connect SI proved invaluable in recruiting the company.

Interested job candidates met with *NEW* representatives at several job fairs held in late November at the campuses of John A. Logan and Rend Lake College as well as Man-Tra-Con One Stop Business and Employment Center in Marion. Virtual job fairs are also available on the website at www.newhomebasedccr.com.

Interviews begin immediately and the first six-week, company-paid training program begins January 12 on the John A. Logan College campus. For more information about career opportunities as a customer care representative with *NEW* or to apply for a job online, visit the website above.

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SIWIB News is sponsored by the Southern Illinois Workforce Investment Board and published monthly by Man-Tra-Con Corporation under a Workforce Investment Act (WIA) grant provided by the Department of Commerce and Economic Opportunity (DCEO). This publication seeks to promote workforce development efforts in Local Workforce Area 25. Equal Opportunity Employer/Program. Auxiliary aids are available upon request to individuals with disabilities. For those who do not use traditional print this information is available electronically. For specific access information please contact (Voice) 618-998-0970, ext. 274, or darrenbailey@mantracon.org. Please allow two weeks advanced notice for interpreter requests.

Message from Our Chair...



MARY M. ROE

I wish to thank all of you for the confidence you have expressed in electing me as your Board Chair. It is my distinct honor to serve as your Chair! I am excited about working with you and with an excellent Executive Committee consisting of William Armstrong, John Alongi, Jim McPhail, Janice McConaughy, Kathy Lively, Milton Maxwell, Michele Rheinecker, Alan Summers and Tyler Young. I also wish to express a special thank you to William Armstrong for his past work as Board Chair. Thank you for your continued commitment of serving the people of southern Illinois and your valued and much appreciated leadership on the Board.

The U. S. Department of Labor has recognized the efforts of our veterans by establishing the Hire Vets First Initiative. More than 120 veteran job fairs were conducted in 31 states across the U.S. Locally veteran job fairs were conducted on Friday, November 7th at the Marion VFW Post 1301 in Marion and at the Rowland Lewis Community Building at Veteran's Park in Mt. Vernon.

(cont. on page 4)

WIA Policy & Planning Committee Update

FUNDING UPDATE

The following is an update since our last meeting in August. To date Man-Tra-Con Corp. has requested at total of \$4,009,733 in funding needed to serve our existing customers. To date we have only received \$763,598 of the grant funding requested. The following is a timeline of events regarding our funding issues:

- 05/30/2008 - Our first request for 1S grant funds of \$3,778,938 was submitted. This request was for staff costs and facility costs as well as client training & support costs that were not allowable under our TAA Grants. After receiving this request, DCEO asked that we wait and re-apply using the guidelines for 1E funding that were to be established. DCEO amended their state policy to allow more TAA customers to be eligible to receive transportation assistance through the TAA grant instead of 1S/1E WIA grants. This along with a reduction in force that went in effect 10/3/2008, allowed us to reduce our original request of \$3,778,938 to \$1,388,870.
- 07/01/2008 - A TAA mod for \$763,598 was submitted. This mod was received on 10/16/2008. This money is to cover direct client training and support obligated through 09/30/2008. No staff or facility costs can be charged. DCEO notified us that they would release 1 million dollars to be sent to up ASAP. The actual funding level to be received is only \$582,090. We submitted the applications on 09/16/2008 as requested. We have yet to receive this funding.
- 08/06/2008 - The new 1E final guidelines were received on August 18th. A statewide conference call was held to answer questions regarding the new 1E guidelines.
- 08/14/2008 - Kathy met in Springfield with DCEO staff (Therese, Ray, and Becky) showing downsizing plans.
- 08/18/2008 - We completed and sent the 1E application to DCEO in the amount of \$1,388,870.
- 08/27/2008 - TAA Mod #2 for \$1,275,175 was submitted. This mod is to cover direct client training and support for the period of 10/01/2008-09/30/2009. No staff or facility costs can be charged.
- 09/17/2008 - DCEO notified us that they had received an NEG award from the Department of Labor. This grant is to be used for TAA participants who are co-enrolled in the WIA program and receiving wrap around services. DCEO informed us that they are holding our 1E application submitted on 10/24/2008-09/30/2009. No staff or facility costs can be charged.
- 10/24/2008 - DCEO notified us that they had received an NEG award from the Department of Labor. This grant is to be used for TAA participants who are co-enrolled in the WIA program and receiving wrap around services. DCEO informed us that they are holding our 1E application submitted on 10/24 in the amount of \$1,388,870 until they receive the paperwork (NOO) for the NEG. Then they will formally respond to our request.
- 11/05/2008 -

MONITORING UPDATE

06/16/2008 DOL/DCEO Monitoring- Have not received a formal report from DCEO.

08/01/2008-09/30/2008 DCEO Monitoring of WIA and TAA customer files and processes was conducted. There were only two findings 1) no evidence of RFP or Sole Source documentation of a vendor, 2) A recreated form was used instead of a DCEO original form for determining transportation and per diem allowance. Appropriate documentation was submitted for corrective action and accepted by DCEO.

ENROLLMENT STATUS UPDATE

We have served 1,771 customers who were laid off due to the large plant closures of Archway, TUMS, and Maytag Whirlpool Corporation. Since these layoffs have occurred, we have exited 964 customers from our program of which 515 have obtained employment. The remainder of our customers are enrolled as follows:

	Active Customers	Active in Training	Dec Grads	May Grads
TAA	807	543	226	254
WIA Adults	153	73	10	34
WIA				
Dislocated Workers	28	24	3	3

Youth Council Update

The Youth Council has participated in two meetings - October 8 and November 12, 2008, at the Marion Man-Tra-Con office. Meetings continue to be scheduled the second Wednesday of each month. Providers attended the October session, and also participate in monthly meetings with Man-Tra-Con staff. The Youth Council currently has approved five proposals for the PY08 that include: Project Echo (Williamson County), Operation Rebound (Jackson County), MERS/ Goodwill - Jackson County, MERS/ Goodwill - Perry County, and YouthBuild/United Methodist Childrens' Home (Jefferson County).

Peg Falcone has resigned her position on the Youth Council. Heartfelt thanks are extended for all of the hard work and dedication during her years of service. Terance Henry, recently appointed as a Youth Council member, brings enthusiasm and new perspective to the meetings.

The Council reviews monthly reports from each youth provider. Ethel Holladay reported on the first discussion held with Chuck Smith, June Hickey, Judy Randall, Salvador Tomas, Michelle Cerutti, Roxanne Brewer-Coffey, and Rebecca Henry to revise the format of these reports to highlight successes of the program dually sharing barriers/obstacles faced in attaining goals. Please see the SIWIB Web site (www.siwib.org) to view all approved minutes from previous meetings. The next meeting will begin at 4:00 p.m. on December 10, 2008. A conference call-in option is available to all members and is furnished with each agenda prior to the meeting. ■

One-Stop Committee

The One-Stop Committee met on October 21, 2008; Vice-Chair Angela Holmes-Young called the meeting to order. Natalie Cooper reported from the Marion resource room has increased from the previous month. Karen Laws reported the Mt. Vernon site has also been very busy. Four job fairs are planned for Pepsi Mid-America - two in Mt. Vernon, one in Marion, and one in West Frankfort. Penny Valentine announced upcoming job fairs targeting Veterans on November 7. Cindy Webb provided the group with an update on Illinois workNet; individuals are no longer required to create an account to access job postings. The One-Stop Centers are ranked second in the state for new registrations, average number of sessions, and total sessions reported for the current reporting period.

Kathy Lively discussed the involuntary lay-off of Man-Tra-Con staff; thirteen employees were impacted. The Special Projects department has been dissolved. Roxanne Brewer-Coffey is now the Youth Services Manager and Cary Minnis is working on the Governor's Sub-Cabinet Nursing Grant under the leadership of Ms. Lively. The Memorandum of Understanding is in-house awaiting the signature of the Illinois Department of Employment Security representative. (Note: the signature was obtained and the MOU was mailed 11/4/08.) Marvin Harvey, the winner of the Ruth Snider Individual Achievement Award was honored at the Governor's Workforce Conference. The Southern Illinois Reentry Group, winner of the Innovative Solutions Award will be recognized at the SIWIB meeting in December. Dr. John Washburn will also be honored at this meeting after resigning his position as a board member. The next One-Stop Committee meeting is scheduled for Tuesday, December 2, 2008. ■

Spotlight On...

BOARD MEMBER KATHY LIVELY

SIWIB treasurer Kathy Lively, well-known across southern Illinois with her myriad community involvements—especially in economic development—was recently honored by Southern Illinois University at its annual "Inspiring Women" gala as one of four 2008 Inspiring Women of Achievement.



The event's website defines its goals as honoring "women who made significant, unique, and lasting contributions in their community or workplace, and have served as role models of achievement for others. Women honored devote themselves tirelessly to their work or the improvement of their communities and the lives of others."

This most recent honor is but another in a long list of awards including being designated a "Leader Among Us" in 2006 by the *Southern Business Journal*. Ms. Lively won the 2007 Governor's Workforce Conference *Individual Leadership Award* for her contributions to workforce/economic development. Another significant career accomplishment was being chosen by the Governor to serve on the Delta Regional Authority Advanced Leaders Program for 2005-2006.

Working tirelessly certainly does define Ms. Lively. As CEO of Man-Tra-Con Corporation, Ms. Lively has led the effort to aid and retrain thousands of unemployed workers—including those displaced by the Maytag and Technicolor Universal Media closings in 2006. Her efforts also led to MAN-TRA-CON being the pilot site for the Illinois workNet system, a "virtual One Stop Center" website. Kathy currently serves on the Illinois workNet Re-branding Task Force.

Her focus with Man-Tra-Con has been retraining and continuous education—Ideas which mesh perfectly with her background in adult education. Ms. Lively was previously the Associate Dean of Adult Basic/Secondary Education at John A. Logan College. She is also a past president of the Illinois Adult and Continuing Educators Association and the past Chair of the Illinois Community College Adult Education and Family Literacy Advisory Council.

But Ms. Lively's work surely does not end there as she is the Executive Director of *Connect SI*—a regional economic development initiative focusing on the unification of the southern 20 counties of southern Illinois and its connection to the global economy. *Connect SI's* vision is one of economic, social, and environmental prosperity. Already the collaborative effort is paying dividends—including the recent recruitment of the *NEW* Corporation to Carbondale.

Ms. Lively also serves an advisory member of the Williamson county Regional Development Corporation (REDCO), a board member of the Jefferson County Development Corporation, and an active member of several local Chambers of Commerce. Of course, this is all in addition to her responsibilities to the *Southern Illinois Workforce Investment Board*.

Kathy and her husband Randy, lifelong residents of southern Illinois, live in Herrin and are the proud parents of two, both of whom attended John A. Logan College. In addition to her many professional and community activities, Kathy enjoys spending time with her two grandchildren. ■

(Continued from page 2)

The Board Development Committee conducted a teleconference on Friday, October 24, 2008. Chairman Milton Maxwell convened the meeting at 12:03 p.m. In addition to approving the minutes of their August 25th meeting, the committee was unofficially informed of the Board re-certification for another year. DCEO requested the next time the SIWIB Bylaws are amended that a reference to PY-06-WIA-Notice Number 06-NOT-09 (term expiration dates) be included.

On Thursday, October 9, 2008 the Executive Committee met at 5:00 p.m. to discuss approving the MOU. SIWIB Chair Mary M. Roe informed the committee the Chief Local Elected Officials had met on September 25, 2008 and had approved the Memorandum of Understanding with the proviso that there were no significant changes to the document. Ms. Roxanne Brewer-Coffey provided the committee with a brief overview of the document. Ms. Brewer-Coffey stated the shared costs for operating the two centers were much less than those contained in the previous MOU. She reported all of the signatories of the document had approved the MOU and signed-off on it with the exception of one. The one exception had agreed in principal to the details contained in the document but had not received official authorization from his new agency director allowing him to sign-off on the document. Official signatory authorization was anticipated any day. (Since the meeting, the official signatory authorization was received and the MOU has officially been submitted and approved.) ■

This is the eleventh work-at-home program that NEW has opened throughout the United States this year alone. In addition to the work-at-home training sites, NEW has a total of 9 contact centers in the U.S. that it owns and operates. NEW is the leading provider of extended service plans, buyer protection services and product support, providing coverage to more than 150 million consumers worldwide. Founded in 1983 with headquarters in Sterling, Va., NEW provides award-winning, post-sale consumer care for leading retailers, consumer service providers, wireless carriers and financial services firms.

NEW has expanded its product offerings and now delivers a comprehensive customer care solution that begins on day one of the product purchase and extends through the end of the product lifecycle. For more information, please visit NEW at www.newcorp.com or call 1-800-WHATS NEW (1-800-942-8763). ■

The committee also discussed the December SIWIB meeting agenda. The committee decided to ask Ms. Lively to oversee the invitations and guest list for the meeting and dinner. She was also asked to take charge of the menu for the dinner based upon available funding. The committee decided to hold a reception at 5:30 p.m. followed by the SIWIB meeting at 6:00 p.m. and a dinner following the meeting at approximately 6:30 p.m. The committee chose the invitations to send to members and special guests. ■

The one exception had agreed in principal to the details contained in the document but had not received official authorization from his new agency director allowing him to sign-off on the document. Official signatory authorization was anticipated any day. (Since the meeting, the official signatory authorization was received and the MOU has officially been submitted and approved.) ■

Message from Our Chair

(Continued from page 2)

These job fairs were part of the Hire Vets First initiative. The program assists veterans secure employment and employers hire a quality labor force. More information about the Hire Vets First Initiative can be found at: <http://www.dol.gov/opa/media/press/vets/vets20081535.htm>.

The State of Illinois has launched a new statewide campaign to address middle skill jobs. Over one half of the jobs in Illinois' labor market are middle skill jobs. New openings of middle skill jobs are forecast to reach nearly one million by 2014. The state's Skills2Compete Campaign is designed to address this issue. Information about the Skills2Compete Campaign can be found at: http://www.skills2compete.org/site/c:fhLlKYPPLLuF/D_4137765/K_9AF6/StateCampaigns.htm?tr=y&aid=4151951.

We saw the election of our 44th president and the beginnings of a new administration in our federal government. In January we will witness his inauguration and I believe the ushering in of new federal workforce legislation will follow. With a federal budget deficit and our economy in need of rebuilding, your talents and leadership are needed more than ever before to assist with the restoration of our economy and renovation of our workforce. With your help I believe we will rise to the occasion and collaborate, coordinate and communicate with our workforce partners in order to rejuvenate our regional economy. ■

CALENDAR OF EVENTS

DECEMBER 10, 2008

Youth Council
4:00 p.m. at the
One-Stop Business
& Employment Center in
Marion, Illinois

DECEMBER 11, 2008

Chief Local Elected Officials
5:30 p.m. at the
Rend Lake Resort and
Conference Center in
Whittington, Illinois

DECEMBER 11, 2008

SIWIB
6:00 p.m. at the
Rend Lake Resort and
Conference Center in
Whittington, Illinois

JANUARY 6, 2009

One-Stop Committee
8:00 a.m. at the
One-Stop Business
& Employment Center in
Marion, Illinois

JANUARY 15, 2009

**Business and Economic
Development Committee**
5:00 p.m. at the
Family Opportunity Center in
DuQuoin, Illinois