



Job Force Board Salutes Roger Burgess, Administrator and CEO at OSF St. Francis Hospital

Roger Burgess, CEO, of OSF St. Francis Hospital

Roger Burgess, Administrator and CEO at OSF St. Francis Hospital, officially retired from OSF Healthcare System and the Job Force Board on Dec. 31, 2003.

A native of Topeka, Kansas, Burgess has served as Administrator at OSF St. Francis Hospital since 1991. Under his direction, he has overseen many improvements in programs and facilities during his tenure, one of the most recent and significant being the development and construction of the kidney dialysis center on the hospital's campus, which has allowed dialysis services to be offered locally for the first time. Examples of additional positive changes under Burgess' direction include development of Home Health services, in particular the formation of a partnership agreement with the for-

mer Bay de Noc Hospice to provide end-of-life care to terminally ill patients and their families, and alignments with physician offices to ensure the availability of primary care services.

Burgess is also very active in the community and state, having served on Michigan Works! The Job Force Board, the Delta County Chamber of Commerce Board, United Way of Delta County Board, State Bank Board, and Salvation Army Board; as Chairperson of the Michigan Health and Hospital Association Council for

Small and Rural Hospitals; and Director of the Upper Peninsula Health Care Corporation, a community corporation organized to encourage medical students from Michigan State University to specialize in rural primary care by providing training in the U.P.

As a long-term member of the Job Force Board, Burgess was instrumental in the development of the Upper Peninsula Healthcare Roundtable, a regional skill alliance that has gained statewide attention for its efforts to address healthcare industry workforce and training needs.

The Job Force Board salutes Dr. Roger Gustafson's contributions to workforce development as he leaves the Career Connections Group



Dr. Roger Gustafson (at right) with pictured here with Mr. Don Mourand.

Dr. Roger Gustafson has contributed outstanding leadership for our six-county Region as a member of The Job Force Board's education advisory group, The Career Connections Group. He represented education as the Director of Career

& Technical Education for the Delta-Schoolcraft Intermediate School District. Now after many years, Roger, a founding member, is stepping down from The Career Connections Group, which he helped evolve to its current form in July 2000.

Dr. Gustafson helped lead The Career Connections Group in its advisory role to The Job Force Board on a broad range of youth and educational issues. Roger led a committee for the Group that developed and implemented the educational portion of the career development strategic plan of The Job Force Board.

Delta-Schoolcraft ISD, Roger's employer for the past 29 years, has three major departments. General Education, Special

Education and Career & Technical Education. Career & Technical Education, of which Roger is the Director, offers 12 programs in Delta County and 5 in Schoolcraft County, serving over 500 students per year.

In his position as the Director of Career and Technical Education with the Delta-Schoolcraft ISD, Roger's duties include the overall supervision of the CTE Department staff in Delta and Schoolcraft Counties, as well as his main focus of grants and budgets for the CTE department. He also serves as the Regional Administrator for Career Education in Delta-Schoolcraft, and Menominee Counties.

Dr. Gustafson feels that some of his suc-

cess as a CTE Director has come from his direct connection with all aspects of the businesses, industry and education within the community. He has been an active member of Michigan Works! The Job Force Board's Career Connections Group since its inception. "Roger has been an instrumental member of the organization, and continually works toward the strategic goal of bringing business and education together in workforce development activities within our Region," stated Don Mourand, Co-Chair of the Job Force Board's Career Connection Group.

Roger is an asset to our Region, and the Job Force Board wishes him continued success in his work at the Delta-Schoolcraft ISD.

Lloyd/Flanders Industries, Inc. Business Tour

A business tour of the **Lloyd/Flanders Industries, Inc.** plant highlighted the Michigan Works! December 19th staff meeting in Menominee. Staff members were fascinated to observe operation of the famous "Lloyd loom," on which Lloyd/Flanders wicker is woven. The tour began with the machine shop and advanced through packaging, manufacture of the "twine" that is the basic furniture building material, then on to assembly and painting of Lloyd chairs, sofas, tables and other pieces.

Plant General Manager Gene Davenport met with the group giving background on

the economic history of the Menominee location including the shut down and re-opening of the plant in the early 1980's to their current status as one of the area's largest and best-known employers. Nearly 400 employees presently work for the company. **Mary Lemery, Human Resources Director**, spoke to the group concerning plant hiring practices. Lloyd is currently hiring production workers using the Menominee Michigan Works! Service Center to handle the application process.

Michigan Works! staff finished their day in Menominee with luncheon at the Serving Spoon on First Street. **Guest speaker**

Sylvie Nelson, President of River Cities Regional Chamber of Commerce, discussed the role of the chamber in the community and the "Bottom Line Benefits" of belonging to the Chamber of Commerce.

"The Lloyd/Flanders Business Tour and presentation by the River Cities Regional Chamber of Commerce has enhanced my working knowledge of the business community that is served by our Michigan Works! Service Center," added Linda Wilke, Business Service Consultant of the Menominee Michigan Works! Service Center. "Our team appreciates the time Lloyd Flanders and the Chamber spent

with us. We are proud of our business partnerships here in Menominee County."



Gayle Vogeltanz, showing a sample of Lloyd/Flanders furniture to Linda Wilke

UPEDA Works to Build a Stronger Upper Peninsula Economy



The Upper Peninsula Economic Development Alliance (UPEDA), a non-profit economic development alliance comprised of: economic developers, utility companies, transportation firms, engineers and architects, and other interested parties has a three prong approach to improving the economy of the Upper Peninsula.

First, the alliance has invested in a business attraction campaign entitled "Bring Your Profits UP!" This initiative is driven by a multi-media marketing campaign which has included: posters, table tents for restaurants and lodging establishments, rack cards featuring Upper Peninsula successful entrepreneurs, radio and television advertisements, and billboards. Leads generated from this campaign are forwarded to the economic development community across the Upper Peninsula to persuade individuals and companies to consider the Upper Peninsula as a place to do busi-

ness and succeed. Second, the alliance has formed a partnership amongst economic developers, Michigan Works! The Job Force Board, and the Eastern UP! Michigan Works! to conduct an existing business program – called the UP Business Barometer. This existing business program allows participants a methodology to meet with existing businesses and identify their needs. The system then allows the alliance to easily identify needs of the Upper Peninsula business community, and develop programs or initiatives to respond to those issues through the third initiative – economic gardening.

Finally, the UPEDA's economic gardening strategy is just gaining momentum. Through analysis of data from the UP Business Barometer and through anecdotal data the alliance will develop initiatives to support the existing business community in the Upper Peninsula. These initiatives will be focused on assisting existing businesses to remain profitable and sustain their current operations, and hopefully identify firms that are on a growth path and provide needed technical assistance to help those

firms grow and succeed.

The UPEDA operates a web-site at www.upeda.com which supports all of these initiatives. The site provides opportunities for users to request information and assistance, learn about successful UP entrepreneurs, access information about the Upper Peninsula economy, and conduct research concerning starting or expanding a small business. The next UPEDA meeting will be March 4, 2004 and will be held in Manistique,

Michigan. You may learn more about the UPEDA or register for the March meeting by contacting James Anderson with Michigan Works! at janderso@jobforce.org or call 906.789.0558 extension 205.

Northeast Louisiana Workforce Development Centers, Inc. takes part in a Michigan Works! The Job Force Board Workshop

Some things are worth the price of admission. That is what a group of workforce development professionals from Louisiana recently found out during a three-day workshop on performance management hosted by Michigan Works! The Job Force Board.

They came ready to learn about management by performance and deal with the cold December weather. After previewing "Escanaba in Da Moonlight", getting the correct pronunciation for pasty, and borrowing some cold weather gear from friends and family,

they boarded their flight from Louisiana in seventy-degree weather and disembarked in Escanaba to face temperatures in the teens. The frosty temperatures and the ever-present specter of snow did not chill their enthusiasm as they prepared themselves for the opportunity to gather some best practices during the workshop.

The first day of the workshop consisted of a discussion of The Job Force Board's role and function within the local community and a sampling of the various data collection elements em-

ployed by the staff of The Job Force Board.

The second day was an open discussion on how to best design a data driven performance system to guide a workforce development organization towards achieving its goals.

The last day was spent touring a Michigan Works! The Job Force Board facility and witnessing the data collection elements and principles of data-driven decisions in action. The reaction of the group was positive. Lydia Crockett, Per-

formance Manager, for Northeast Louisiana Workforce Development Centers said, "The way that the performance system has been set in motion from the top to the bottom is remarkable and definitely worth the price of admission to see first-hand"

If you or your workforce development organization is interested in learning more about the Michigan Works! The Job Force Board performance systems, please contact Jamie Applin at 906.789.0558 x202 or email mwjob@jobforce.org.

Michigan Works! Business Sense



Kelly Beard, Lisa Mongiat, and Tina O'Brien

Michigan Works! The Job Force Board would like to congratulate and welcome one of Marquette's newest Investment Representatives, Lisa Mongiat, to the business community. Lisa is well known in Marquette County for her unselfish dedication to serving the local community and its residents. Past Ishpeming High School teacher, Michigan Education Association Award of Excellence Recipient and Marquette Athena Award recipient are only a few of the highlights of Lisa's life that have helped prepare her for the business world. For those of you who know Lisa, you know she has always held a high regard

for business and personal ethics and a deep concern for serving others, and for customer service.

This is one reason why Lisa contacted her local Marquette County Michigan Works! Service Center when she needed to hire a branch Office Administrator for her new Edward Jones Investment Office. "Lisa came to us in need of a qualified applicant that had the necessary skills, knowledge and abilities required to excel at the position, as well as someone who held the same customer service values Lisa had" said Kelly Beard, Customer Service Representative for the local Marquette County Michigan Works! Service Center, "Knowing Lisa, and the high standards she held herself to, we knew this could be a bit of a challenge."

Lisa's time was limited. With the challenge of starting her own office, and balancing her time between opening her new office, company training, customer visits and her personal life, Lisa knew that she could use some help.

"Lisa was grateful for the assistance of Michigan Works!" said Jackie Earle, Michigan Works! Customer Service Representative, "When Lisa came to us, she was a one-person office, she was doing it all herself."

Lisa said the choice to use Michigan Works! was an easy one, "I had heard that Michigan Works! was available to help businesses so I inquired. I never quite expected the service I received from their team, they really rolled the red carpet out for me, it was well beyond anything I expected."

Lisa added that the staff at Michigan Works! was very thorough and knowledgeable "The Michigan Works! staff assisted in all aspects of the hiring process. From collecting applications to testing applicants and interviewing. The process was complete, accurate and timely. They helped me choose the most qualified applicant possible."

In the end, they hit the jackpot "Due to Michigan Works! Expertise in the hiring process, I was able to find Tina O'Brien for the position." said Lisa, "Tina has proved to be an extremely compe-

tent and highly qualified candidate, with great customer service skills. She is working out beyond expectation.," said Lisa. "I had come to Michigan Works! not knowing what to expect" said Tina O'Brien, "They were very sensitive and responsive to my needs. The assistance I received from the Michigan Works! staff was very courteous and professional."

Lisa concluded by saying "They exceeded all my expectations. I am very grateful for the assistance of Michigan Works! They are one of the best kept business secrets in the UP. When I heard that Miracle Ear, a business located next door to my office, was in need of a secretary, I immediately referred them to Michigan Works! I want to say thank you to all the staff at the Marquette County Michigan Works! Service Center for their help."

Please join us in welcoming Lisa in her new business and in wishing her well in the future. For more information Lisa can be reached by telephone at (906) 226-4074, or her office located at 2112 US 41 West- Marquette, MI 49855.

Solutions in Action!

Michigan Works! Rapid Response Team is busy at work. This team works hard to perform the activities necessary to plan and deliver services to offer a fast and responsive service to employers wishing to provide support to employees during a time of restructuring and change.

The Rapid Response Team assists laid off workers to transition to new employment as quickly as possible.

Many of these efforts take place following a permanent closure or mass layoff but may also take place when a small business is forced to temporarily lay off its staff or in many other circumstances where Michigan Works! Services prove helpful.

Our Rapid Response team seeks immediate on-site contact with the business, representatives of affected workers and the local com-

munity. Some examples of these services include; layoff plans and schedule of the business, background and assistance needs of the affected workers, re-employment prospects for workers in the local community, and available resources to meet the short and long-term assistance needs of the affected workers.

If your firm is interested in how our Michigan Works! Rapid Re-

sponse Team can provide solutions in action for outplacement services, contact: James Applin Michigan Works! The Job Force Board, 2950 College Avenue, Escanaba, Michigan, 906.789.0558 Extension 202.





Ready for Work?

Ready or not, Michigan Works has unveiled a new and exciting initiative called "Ready for Work." This workshop series responds to the needs of the business community and helps provide businesses with quality entry level workers who have a solid understanding of workplace requirements.

For more information, contact your local Michigan Works! Service Center.



www.jobforce.org 1-800-285-WORKS!

Benefit from workshops at Michigan Works!

Managing Change/Assessments– Easy to do assessments that help you bring your hidden skills and talents out. They also help you decide what interests you have. The workshop includes discussions on current issues.

Computer Basics– Learn basic computer skills, the components of the computer, and how they interact. Learn to use word processing software to create resumes and cover letters and how to use the internet as a tool for your job search.

Computer Lab– Utilize computer systems to do your job search, access educational websites, practice typing, OPAC, and follow up or complete any assignments.

Resume, Thank you & Cover Letter writing– Discussion and tips on how to write an effective resume and cover letter that will get you noticed.

Labor Trends/Job Search– Learn new techniques that you can apply to your job search, both online and in networking. Learn to use labor market statistics to help you decide what choice or employment your future has to offer.

Ready for Work– *Would you hire you?* Learn about employment issues and get tips for interviewing. Knowing the right things to do and say when job hunting can make you successful.

Budgeting/Self-Assessment Review and Occupational Outlook– We use this time to review assessments from Monday's class and also to present you with budgeting alternatives and forecasts for specific occupations.

Networking– Discover successful job search methods. Leave with a better understanding of the power of networking and how your own personal list of contacts can help you find employment.

ALGER COUNTY
114 W Superior Street Suite 4
Munising, MI 49862
P: 906-387-4937 / F: 906-387-4938

DICKINSON COUNTY
200 Fairbanks
Iron Mountain, MI 49801
P: 906-774-3647 / F: 906-774-6066

MENOMINEE COUNTY
2604 10th Street
Menominee, MI 49858
P: 906-863-9957 / F: 906-863-9986

DELTA COUNTY
2831 N. Lincoln Road
Escanaba, MI 49829
P: 906-789-9732 / F: 906-789-1904

MARQUETTE COUNTY
1498 O'Dovero Drive
Marquette, MI 49855
P: 906-228-3075 / F: 906-228-4372

SCHOOLCRAFT COUNTY
200 North Maple Street
Manistique, MI 49854
P: 906-341-1111 / F: 906-341-1112

COMMUNITY EVENTS

February 2

Bay Area Economic Club Dinner

Bay College Heirman Center
Call the Delta County Chamber of Commerce for more information (906) 786-2192

February 7

Annual Love Affair Dinner

Danforth Place
Call the Delta County Chamber of Commerce for more information (906) 786-2192

February 9

Business Showcase

LSCP/United States Olympic Education Center Superior Dome
Call the Lake Superior Community Partnership for more information (906) 226-6591

February 25

Business After Hours

Call the Delta County Chamber of Commerce for more information (906) 786-2192

March 1

Bay Area Economic Club Dinner

MeadWestvaco

Bay College Heirman Center
Call the Delta County Chamber of Commerce for more information (906) 786-2192

March 1

Business Showcase

Northern Michigan University's Starbucks Coffee Learning Center at Northern Michigan University
Call the Lake Superior Community Partnership for more information (906) 226-6591

March 17

Business Showcase

Youth for Christ
1113 Lincoln Ave in Marquette
Call the Lake Superior Community Partnership for more information (906) 226-6591

March 26

LSCP Annual Membership Dinner

Call the Lake Superior Community Partnership for more information (906) 226-6591

March 31

Business After Hours