



OPERATION ACTION U.P. ANNUAL MEETING SLATED FOR JANUARY 16, 2004

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Operation Action UP and the business community from across Michigan's Upper Peninsula are gathering **January 16, 2004**, at **Northern Michigan University's Great Lakes** rooms in Marquette, Michigan, to review the accomplishments of the past year and to cast the vision for the next. Key business leaders will share their success stories and their economic development progress will be reviewed.

Mr. Hollister is the former Mayor for the City of Lansing and has dedicated his life to public service. By working under one umbrella, under Mr. Hollister's leadership, the State will ad-



dress labor, economic growth and urban development issues effectively and efficiently.

The *luncheon speaker* is **Mr. Ed Dowling, Executive Vice President Operations for Cleveland-Cliffs, Inc.** Mr. Dowling is responsible for five large-scale mining operations, Cliffs Technology Center, Engineering, Company-wide Operations Excellence, Safety Environmental Management & Materials and Energy Management functions. Mr. Dowling will provide an overview on the combination of the Tilden and Empire Mines and LS&I Railroad into Cliffs Michigan Mining Company, as well as, an update on the iron and steel industry.

Mr. David Hollister, Director of the *Michigan Department of Labor & Economic Growth*, will be featured as the *keynote speaker*.

River Cities Leadership Academy Learns about Economic Development

The River Cities Regional Community Leadership Academy recently took a closer look at regional economics and climate to include local entrepreneurship, workforce development and tourism.

Tours to Great Lakes Pulp & Fibre and KSU Manufacturing gave participants perspectives on how local employers are meeting the demands of global competition and providing a sound economic base for the River



Cities communities. These tours dovetailed into workforce development presentations by Orrin E. Bailey, Chief Executive Officer of Michigan Works! The Job Force Board; James M. Golembeski, Executive Director, Bay Area Workforce Development Board and Pat O'Hara, Dean, Northeast Wisconsin Technical College.

Economic Development Day provided academy participants an opportunity to learn about Business Development Tools with presentations by Dennis West, President of Northern Initiatives and Dennis Russell, Area Development Manager, Wisconsin Department of Commerce.

Sylve Nelson, River Cities Region Chamber of Commerce President, provided an overview of the Chamber, its role in the community, tourism impact and how academy participants have opportunities to volunteer on chamber committees.

Don Clewley, Marinette Economic Development, and Gary Delveaux, Wisconsin Public Service, ended the session with discussion on the importance of supporting economic development and community development as guideposts for upcoming community leaders.

When asked about her participation in the Leadership Academy, Linda Wilke, Michigan Works! Business Services Consultant says, "I am receiving back the benefits ten-fold of the time investment through information received, general community knowledge and networking."

The River Cities Community Leadership Academy is in full swing. Eighteen community members are academy participants. The remaining leadership sessions include Health and

Human Services Day, Justice/Government Day and Community Leadership Day. For more information, contact the River Cities Regional Chamber of Commerce at (906) 863-2679.

Offering of Line School Applications Now Available!



The Lake Superior Community Partnership Foundation is currently accepting application for the Electrical Line Technician Program at the *Midwest Skills Development Center*. The center offers vocational training and technical diplomas based on current and future workforce needs.

An *Electrical Line Technician Program* is the first training program at the center, starting its second class in July of 2004. The program prepares students to install, maintain and operate electrical systems to supply electric energy to residential, commercial, industrial customers, and joint gas and

electric underground generation facilities. Bay de Noc Community College will certify the program.

Graduates of the program will be able to:

- Construct electrical transmission systems
- Relate electrical theory to electric power systems
- Work comfortably at heights
- Climb poles and towers
- Identify substation components
- Operate electrical power distribution equipment
- Troubleshoot power distribution systems
- Communicate technical information
- Construct power distribution system

- Identify methods of electrical generation
- Demonstrate working knowledge of computers
- Commercial Driver's License certification

Program specifics:

- One year technical diploma
- April graduation date prior to construction season
- Guaranteed class interviews upon completion
- Classroom/field work accommodations at Sawyer

The Job Force Board and its Michigan Works! Service Centers are pleased to be part of this innovative partnership that addresses business demand for the growing need of line technicians.

The first class will begin in July 2004

with graduation expected in April 2005. Applications are currently on with a return deadline of April 1, 2004.

To receive an application, simply call the LSCPF office at (906) 226-9658 or 1-888-578-6489.

Interested applicants may also download the application by logging on to www.marquette.org and clicking on Midwest Skills Development Center.

Successful applicants must be 18 years old by July 1, 2004; have a valid driver's license and be a high school or GED graduate. Students will be selected based on the completed appli-



Will Carne, President
Michigan Works!
The Job Force Board

United States Department of Agriculture finds Michigan Works! a valuable workforce development resource for training large groups of employees

Over thirty-five USDA-NRCS employees were recently on-site at the Marquette County Michigan Works! Service Center for training on a new computer software system that involved the use of high-tech learning aids, laptop computers and the Internet.

"We have found Michigan Works! to be extremely beneficial to workforce development," says Bernie Hoetter, of

the USDA-Natural Resources Conser-

vation Services Division, "the practical facilities available and the central location within the Upper Peninsula makes it easier for all of our employees to come together from both the western and eastern reaches of the U.P. The facility is first rate in that it has everything we need to develop our workforce in the most efficient and productive manner possible."

One special benefit was the access to a reliable, high-speed Internet connection. "The Michigan Works! Service Center in Marquette not only met the physical and logistical needs of our training, they also provided us a high-speed Internet connection. We were able to use this to facilitate a connection to our training network that was both fast and reliable. We could not have done the training without it." The services of Michigan Works!



United Parcel Service taps Michigan Works! for Workforce Development

"United Parcel Service is an annual visitor to the Michigan Works! Service Center in Marquette," says Brian Molocci from the Grand Rapids area regional office. "The training services and facility provided by Marquette County Michigan Works! Service Center are excellent, we are very appreciative of their help. Our team is already looking forward to next year!"

Area UPS drivers and drivers' helpers recently attended a one-day training held at the Marquette County Michigan Works! Service Center in Marquette. The annual training focuses

on customer service and operational excellence.

Brian goes on to say, "I would recommend the workforce development services of Michigan Works! to any company that is in need of quality workforce training and training facilities, they are a great asset to the community."

Call your local Michigan Works! Service Center today to see how your company can benefit from the services of Michigan Works at 1-800-MI-Works!

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can help make your company more productive. Call your local Michigan Works! Service Center now to find

out how we can help with your company's workforce development needs toll free at 1-800-MI-WORKS!



United States Department of Agriculture staff works together with Michigan Works!

ACN OPEN HOUSE A SUCCESS!!!

The American Communications Network (ACN) held a successful Open House event at the Marquette Michigan Works! Service Center on Tuesday, December 2nd, where interested job candidates had the opportunity to meet with representatives of ACN regarding employment opportunities. ACN is a customer service center located at KI Sawyer. This fast growing company is a firmly established cooperative marketing company that focuses on helping consumers save money on the telecommunications services they're currently using, such as long distance calls, paging and Internet services. ACN offers competitive services directly to the customer, cutting advertising

costs and saving users money. Paul Arsenaault, Chairman of The Board for the Six County Employment Alliance and Job Force Board member, hailed the partnership between ACN and the Michigan Works! Service Center. "The Job Force Board was happy to assist ACN with their initial recruiting and current recruitment efforts. The Open House at the Michigan Works! Service center is another example of this successful partnership."

Job candidates interested in working at ACN regularly come to Michigan Works! for pre-testing (keyboarding and call center simulation) as part of the application process.

Due to the expansion of the call center, Sherry Dominski, Human Resources, called upon the Michigan Works! Service Center to assist with an Open House to promote CAN job opportunities to the community.

The Open House was a win-win for ACN and interested job seekers. ACN was able to recruit qualified applicants and the community gained the opportunity to learn more about this valued Marquette County Employer.

Sherry Dominski, ACN - HR Business Partner notes that "As ACN continues to grow and accelerate within the telecommunications industry, Michigan Works! has walked hand-in-hand

with us in achieving all our objectives to help foster this growth. With limited turnaround time, Jackie Earle, of the Marquette Michigan Works! team has been instrumental in orchestrating and providing the candidates necessary with each initiative that we present. We look forward to continued success in our future endeavors with Michigan Works!"

If your firm is interested in an Open House, contact your local Michigan Works! Service Center by calling toll free at 1-800-MI-WORKS!



ENTREPRENEURIAL SPIRIT IS ALIVE AND WELL IN ESCANABA

The entrepreneurial spirit is alive and well in Escanaba and you can find it at Kathy's Fish n More. Born and raised in Gladstone, Kathy Fyhr is a single mom on a mission! Her store that opened in March of 2001, located at 1837 3rd avenue North in Escanaba boasts the widest variety of fresh fish and seafood in the entire Upper Peninsula and her marvelous products certainly do not stop there.

Learning to bake bread with her mother and grandmother at age five, by age ten she was being occasionally reprimanded at home for using all the flour while she tried out all of her new bread recipes. Practice makes perfect, because now with a

wide variety of breads, pies, muffins and other sweets, Fish n More is the perfect place to fill anyone's baked goods shopping list.

Kathy's products are always changing and improving. She says "I am constantly trying new things and offering new ideas to my customers, everyone has tried perch but I have great shark and swordfish too." Fish n More also offers the option to order any product that may not be in stock when you visit the store. Every box of fish is hand inspected by Kathy and if she is not satisfied it never comes off the truck.

Together with her four employees, she takes and fills orders from a variety of local and regional businesses.

Her pasties are sent fresh every day to several local restaurants as well as restaurants in Wisconsin, Illinois, Iowa and Minnesota. Her bread and muffins are also served by a wide variety of area businesses.

Fish Fry is a wonderful part of the business as well. Most popular on Friday but, it is available any day of the week. You can eat in her very cute dining room or of course take it with you. The fresh fish choices for fish fry include perch, walleye, jumbo shrimp, whitefish, catfish, trout, swordfish, pollock or anything else from the fresh fish case and she will cook it up for you.

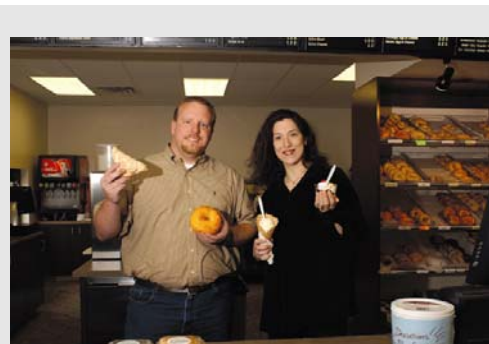
Some other examples of the fabulous offerings at Kathy's Fish n More include: at least five varieties of fresh shrimp including "mega" cleaned shrimp; frog legs; several varieties of king and snow crab; lobster and lobster tails; live shellfish; live lobsters; homemade pickled herring; a wide variety of smoked fish; fresh salmon, walleye, rainbow trout, whitefish, orange roughy, pollock, swordfish and many more; huge cinnamon rolls, muffins, pies and lots of other sweets; tons of great breads; a wide variety of frozen selections including

calamari, mussels, alligator, stuffed clams snails, and lots more; Kathy's trademark smoked fish spreads and the list goes on and on!

Michigan Works! has assisted Kathy with accepting, screening and forwarding applications as well as filling a wide variety of human resource information needs that small businesses can benefit from greatly.

The hours at the store are Monday - Thursday and Saturday from 8:00 a.m. until 6:00 p.m., Friday from 8:00 a.m. until 8:00 p.m. and Sunday from 9:00 a.m. until 4:00 p.m. Kathy says "No matter how many thousands of loaves of bread I've made each one is treated like the first and I want it to be perfect every time!" Stop in and see her or look for a brand new Fish n More coming to the Central Upper Peninsula soon. Be sure to check out Kathy's Fish n More to fill all of your Holiday entertaining needs.

About Michigan Works! she says, "Being the sole owner of a business and a single mom is sometimes overwhelming, if I need help Michigan Works! totally takes the burden off of me!"



Chris and Julie Cooper pose with a few of the many offerings currently available at Cooper's Donuts, Bagels and Frozen Custard

In the December 2003 Michigan Works! Business is Update, we were very pleased to spotlight Cooper's Donuts, Bagels and Frozen Custard. In error, we regretfully announced Julie Cooper as Diane Cooper. Also introduced was Chris Coopers' fascination of the idea for the tactfully named Krispy Kreme donuts, not Crispy Crème, as noted. To Chris and Julie, we sincerely apologize for these errors.

FOUR JOB FORCE BOARD REPS RECEIVE COMMUNITY LUMINARY AWARD



Will Carne and Linda Hirvonen
Luminary Award Recipients

Will Carne, David Rivard, Linda Hirvonen of the Job Force Board and Jenny Keskey, past member of the Job Force Board Youth Council were among 100 Michigan Residents recently awarded the Community Luminary Award in Grand Rapids.

The DTE Energy Foundation and Michigan Nonprofit Association(MNA) congratulated 100 Community Luminary Award recipients from across the State of Michigan. Winners received a \$1,000 contribution to a charitable organization of their choice located in Michigan.

The awards were created to commemorate the centennial of Detroit Edison, DTE Energy's electric subsidiary, and provided an opportunity to recognize outstanding leaders and volunteers for their dedication and efforts in contributing to the development of Michigan communities and inspiring others around them. Award recipients included both new and emerging leaders as well as established community figures.

The Community Luminary Awards were funded by the DTE Energy Foundation, which is dedicated to supporting programs that strengthen the fabric of our communities by developing the potential of their residents, institutions and infrastructure.

The Michigan Nonprofit Association is a nonprofit membership organization dedicated to promoting the awareness and effectiveness of Michigan's nonprofit sector and advancing the cases of volunteerism and philanthropy in the state.

Will Carne, President of the Job Force

Board has been an active community volunteer.

Despite the uncountable hours of volunteer work that Mr. Carne is able to provide for Michigan Works! The Job Force Board in the Central UP, he has still found the time to extend his services to Michigan Works! throughout the state by serving as a Member of the Executive Committee for the Michigan Works! Association. Mr. Carne also serves as a co-chair for the United Way in Delta County, and has served as a United Way Board member for over 25 years. In this position, he is currently working as the Co-Chair for the United Way's 2003/04 Annual Community Care Campaign.

Mr. Carne has been a member of the Escanaba Area Public School Board for over 20 years, an Escanaba Foundation Board Member for 28 years and a member of the Chamber Ambassador Club of Delta County. He serves on the board for Lake State Industries, which is an organization providing job coaching, and job mentoring to individuals with disabilities. He also is involved with the fund drive for Bay Cliff, which is a summer camp for youth with disabilities, he serves on the Bay College Automotive Advisory Board, is a member of the Bay College Century Club and works with the Development Fund for Northern Michigan University.



Jennifer Keskey past youth representative on the Job Force Board's Youth Council logged in over 450 hours of community service last year. As Lt. Governor of Division 11 of Key Club, part of the Kiwanis organization, Jennifer helped to organize and participate in an around-the-clock, 24-hour service project in Marquette County. This project enlisted regional young people to assist the Salvation Army, Goodwill, Habitat for Humanity, Coastal Beach Clean Up and Bay Cliff Health Camp. Jennifer has been a volunteer mentor for the local Health Department's Learn and Serve Project entitled "In My House." Jennifer also organized and participated in a Community Service Project in

Delta County, entitled "Turn Over a New Leaf and Serve." Thirty-two young people representing 8 school districts from her Key Club division provided community service work to a variety of service organizations in the Escanaba and Gladstone area.

As a result of her dedication to community service, Jennifer was awarded the John F. Lucas award, a Kiwanis International Recognition given to outstanding international youth leaders, the Presidential Freedom Scholarship Award by the Corporation for National Service, signed by the President of United States, that recognizes outstanding student volunteers, the John F. Kennedy Leadership Scholarship, the Rapid River High School Principal's Award and the Delta County Chamber of Commerce Athena Award. Jennifer is now a College Freshman, at St. Norbert College, active in the "Emerging Leaders" program and Kiwanis Circle K.



David Rivard of the Job Force Board has committed countless hours of volunteerism and support to our community. In addition to serving as Chair of the Job Force Board's Community Relations Committee, Mr. Rivard has been Chairman of UPCAP Services for fifteen years. He also serves on the Board of Directors for Bay Bank. His commitment to community is further defined by his involvement as a member of the Delta County Emergency Preparedness Committee. He also served 17 years in Kiwanis where he held the position of Club President. Mr. Rivard served as a member of the Lions Club for three years.

Mr. Rivard's civic involvement has included serving on the Escanaba School Board for four years, holding the position of Board President, serving as Chairman of the Wells Township Recreation Board, Chairman of the Delta County Chamber of Commerce, Delta County Economic Alliance, Delta County Airport and Parks Board, Delta County Planning and Zoning Board, Vice Chairman of the Wells Township

Planning and Zoning Committee, Trustee of the Delta County Board of Commission, Board Member of United Way, Operation Action UP and 1st Step, Small Business. His dedication to youth has been demonstrated by his active participation as Coach of Babe Ruth Baseball and Grade School Basketball, Referee for school sports and serving as an Advisor for the Wells Township Boy Scout Council.

Linda Hirvonen, Director of the Delta County Economic Development Alliance and member of the Job Force Board has been an active community supporter. Linda serves on the Job Force Board's Strategic Planning Committee. As Director of the Delta County Economic Development Alliance, her approach to economic development is one of community development. She considers service to strengthen the ability of existing businesses to continue and to grow her primary mission. Ms. Hirvonen has convened two community task forces. Out of one task force came two housing developments in Delta County. From the other task force came the Newcomers Club. Ms. Hirvonen also initiated a New Business Networking group, where she met with a group of 12 first year entrepreneurs over breakfast once a month for sharing and learning.

Ms. Hirvonen has organized and collaborated on a number of events, such as Women in Business workshops, the Business to Business Marketplace, "Uppertunities" and Quarterly Seminars for regional business and industry. She was the catalyst for the development of an Upper Peninsula-wide Economic Development Organization that promotes the advantages of the Upper Peninsula location to do business. From that beginning, the Upper Peninsula Economic Development Alliance grew into a non-profit organization, which she chaired for four years. In her commitment to community growth, Ms. Hirvonen has been instrumental in the development of the Delta Force, a Leadership Academy for emerging community leaders. Ms. Hirvonen has been involved in the creation of the Bay Area Economic Club and serves as its Secretary.