

**In The  
Spotlight**

**UGLETI LAUNCHES SUCCESSFUL YOUTHCORP INITIATIVE**

In the summer of 2004 UGLETI (Upper Great Lakes Educational Technologies, Inc.) launched the Marquette/Alger YouthCorps. This demonstration project provided an intergenerational atmosphere that offered underserved people in the Marquette area computer technology classes taught by tech-savvy youth. One of the significant findings of the UP Link Michigan rural broadband initiative conducted by UGLETI was that there exist gaps in both the supply of high speed Internet services and gaps in public demand for the service. This project addresses the demand gap.

The Marquette/Alger YouthCorps conducted a summer pilot program aimed at helping increase awareness and usage of computers and the Internet by senior citizens,

is increased broadband demand stimulation through awareness and education.

The public was offered the opportunity to learn basic computer



skills and Internet usage such as e-mailing, searches, on-line shopping, genealogy, and other entertaining and informative topics. Sessions were conducted at the Peter White Public Library Computer Center in two hour increments on weekday evenings, one night a week for four weeks and were staffed by high school age students supervised by Library and UGLETI staff.

training from Michigan Works! Representative Amy Gibbs. Amy emphasized appearance, positive first impressions and identifying with different aged populations. Youth trainers were then introduced to the Intro to the Internet curriculum and teaching approaches and techniques.

The YouthCorps found that the adult learners signaled an interest in hiring the youth trainers to provide professional services in selecting and setting up home computer systems, and setting up email accounts at home.

In response to this interest, youth trainers will receive entrepreneurial training during a workshop



*Dr. Tawni Ferrarini, an Associate Professor of Economics, Serves as the Director for the Center for Economic Education at NMU.*

on the Core Four Business Planning curriculum in conjunction with Northern Michigan University's Center for Economic Education. Dr.

Tawni Ferrarini and students from NMU will introduce the YouthCorps to Core Economic Principles and how to incorporate these principles into a business plan that will model a small business offering customized home computer instruction, installation, maintenance and repair.

UGLETI's future plan for the YouthCorps program is to make it adaptable to any rural community in the Upper Peninsula and to package the training and disseminate it to rural community libraries or tech



*Pictured from L to R: Amy Gibbs, Michigan Works! Representative, Bill Duguid, Tyler Dolan, Robert Brugman, Casey Mallo, and UGLETI Project Coordinator Nicole Dewald.*

families and special interest groups (small business, local government, non-profits, and under- and unemployed individuals) in the two county area. The goal of the project

The program received 25 applicants for the youth trainer positions. Four qualified youth trainers were hired. The youth trainers were given a ready to work in-service

**COMMUNITY EVENTS**

**November TBD**  
**Business After Hours (5:00-6:30)**  
UPCars.net  
Call the Rivercities Chamber for more information  
(906) 863-2679

**November 1st**  
**Business After Hours (5:00-7:00)**  
Wells Fargo  
Call the Lake Superior Community Partnership for more information  
(906) 226-6591

**December 1st**  
**Business After Hours (5:30-7:30)**  
Builders Exchange  
Location: Delta Pub, Gladstone  
Call the Delta County Chamber of Commerce for more information  
(906) 786-2192

**December 6th**  
**Business After Hours (5:00-7:00)**  
Wattson & Wattson Jewelers  
Call the Lake Superior Community Partnership for more information  
(906) 226-6591

**December 14th**  
**Business After Hours (5:00-7:00)**  
Norway Mountain/TV-6  
Call the Dickinson Area Partnership for more information  
(906) 774-2002

centers UP-wide.

A parallel pilot project was conducted this summer in Kingsford, Michigan at the Dickinson-Iron ISD Technical Education Center. Local youth trainers were hired and with the coordination of ISD employees the classes were also a great success.

For more information contact Andrew Bek at UGLETI by calling 906.228.4143 or by visiting their website at [www.ugleti.org](http://www.ugleti.org).



Will Carne, President Job Force Board



## DAGENAIS ENTERPRISES AWARDED BUSINESS OF THE YEAR AWARD AT THE DELTA COUNTY CHAMBER OF COMMERCE ANNUAL DINNER

Delta County is extremely fortunate to have Dagenais Enterprises, a business that truly represents the entrepreneurial spirit and drive of the Upper Peninsula. Today Dagenais Enterprises is a regional leader in automotive sales and service through Riverside auto, is a major player in the financial services industry with First Bank, and is also the owner of three manufactured home parks serving the residents of Delta County.

Dagenais Enterprises began its entrepreneurial journey in the grocery business with the Piggly Wiggly Grocery store in Escanaba. The business grew from a small family owned grocery through an expansion into Gladstone and Sault Ste Marie. Passionate about their growth as entrepreneurs, the Dagenais family operated the Northland Motor Inn and continued their entrepreneurial journey into the auto dealership busi-

ness, purchasing Riverside Auto in 1968. This auto dealership has now grown to 6 locations across the region.

The entrepreneurial spirit and passion of this company is exemplified through their expansion into the Banking Industry, with First Bank. Overall, this Company employs over 300 employees with an annual payroll of 8.3 million dollars.

One of the criteria of being the Business of the Year is to demonstrate business excellence. This company has received a vast number of Franchise Dealership awards for service at the sale, service after the sale and processing during the Service Department. Both Corporate and/or local surveys are conducted which determine the awards that have been achieved over the years. It promotes employee satisfaction by annual reviews with new employees receiving 90 and 120 day feedback reviews to

ensure aligned company communication strategies.

This business is involved in community involvement through its Dagenais Foundation which has had far reaching economic support to local charities and assistance to a wide variety of programs to assist Delta County and surrounding communities in specialized services and needs. Delta County is lucky to have Dagenais Enterprises as a premier entrepreneurial example of how dedication and hard work can build a business organization and support the development of the community as well.

The Michigan Works! Service Center of Delta County is also proud that it is able to work with Dagenais Enterprises. Dagenais

Enterprises utilizes the value added services of Michigan Works! for the outreach and recruitment of employees across the region. It is clear that Dagenais Enterprises is providing numerous high quality jobs throughout their organization.

To learn more about First Bank visit the web at [www.first-bank.com](http://www.first-bank.com) and to learn more about the Riverside Auto Group visit them at [www.riversidehasit.com](http://www.riversidehasit.com).



### 2004 DELTA FORCE LEADERSHIP ACADEMY GRADUATION

Two members of the 2004 Delta Force Leadership Academy graduated, along with their peers at the Delta County Chamber of Commerce Annual Dinner. Kathy Hartlaben and Amy Berglund of the Delta County Michigan Works! were on hand to receive their "diplomas." It has been a ten-month course to learn about the Delta County community, its resources, and to learn and apply the leadership forces within, to build networks, expand comfort zones, and to embark on a path of service and leadership. It is a community development program designed to identify, nurture, educate and motivate

emerging leaders and to involve students more actively in community affairs. Training revolves around five essential elements of leadership: character; accountability; culture; ethics; and leadership process. Topics covered were Leadership and Community Service, Economic Development, Education, Government, Justice and Law Enforcement, Environmental Awareness, Health and Human Services, plus Media and Communication. Instructors and facilitators were composed of volunteers from local business members and returning members of 2003 Delta Force.



Will Carne, President of Michigan Works! Job Force Board, presents the Business of the Year Award to Bob and Jeanine Dagenais of Dagenais Enterprises at the Chamber of Commerce's Annual Dinner.

## ALLO FUNERAL HOMES HONORED WITH THIS YEAR'S CENTURY AWARD



Tom Zerbel (right), Director of Allo Funeral Home, accepts the Century Award at the Delta County Chamber of Commerce Annual Dinner from Will Carne (center) President of Michigan Works! Job Force Board and Job Force Board member Linda Hirvonen (left).

Tom Zerbel, born and raised in Marshall, Michigan learned the fundamentals of the industry he works as a young child working chores for his uncle, who owned and operated a funeral home. That family run funeral home passed two generations to Tom's uncle. Now, Tom is the owner and Funeral Director of Allo Funeral Homes in Escanaba and Spalding, where he has worked since 1975. Tom joined the Allo family after he received his mortuary license in 1975, and has been with the firm since, in a variety of capacities.

On October 7, 2004 Tom Zerbel accepted the Century Award at the Delta County Chamber of Commerce Annual Dinner to celebrate the longevity of Allo Funeral Homes. Tom is now the owner and Director of the oldest funeral firm in Delta County, and has one of the longest longevities in the Upper Peninsula. The Allo tradition dates back to January 1, 1905, when John Allo started in the business, with his first recorded undertaking at the Allo & Field Undertaking Parlor. The original facility was formerly in the Cleary Building. In 1908, Mr. Allo moved the business to where it stands now on South 10<sup>th</sup> Street in Escanaba and renamed it the Allo Funeral Home in 1908.

When asked what sets Allo Funeral Homes apart from others Tom

stated that all Funeral Homes provide similar services and facilities for the care of the death of a loved one. He stated his staff works exceptionally hard to meet the needs of the families they serve by tailoring services to the individual needs of each family. This is accomplished by listening to what the family tells them to find out what is important to them and then customizing to meet those needs. Creating a place of comfort and peace is also important to Tom, as it was to the Allo family. Visitors will find their facilities tastefully decorated, and a peaceful waterfall flowing in the Escanaba home, to offer visitors a moment of tranquility.

Tom has also been active in several local organizations during the years including the Escanaba Rotary Club, United Way of Delta County, First Presbyterian Church and various City of Escanaba committees. During the 1970's Tom was instrumental in establishing a number of local outreach programs still active today. First was a widow/widower support group. Later he worked with OSF St. Francis Hospital in developing protocol to provide resources and support to parents whose baby died at the hospital. He then went on to establish New Beginnings, a support group for parents experiencing the death of their baby by miscarriage, stillbirth, newborn death or SIDS. In

1977 he introduced the hospice concept to the local health care professionals during a conference on the terminally ill. The result was the formation of Bay de Noc Hospice, the first care providing hospice program in Michigan. While serving on the OSF St. Francis Hospital board, Tom was instrumental in bringing the dialysis unit to Delta County in 2002. Tom feels community involvement is important in his business in establishing trust with the people he works with. Tom is also a member of the National and Michigan Funeral Directors Associations.

In 1986 Tom started an additional business, the Burial Cradle, in recognition of the tremendous need of grieving parents for closure and proper burial in the death of an infant child. These caskets, made of strong polystyrene, are available in three proportionate sizes and may be used as a casket and vault combination. In 2003 Tom also developed cremation caskets for infants. Both of these products are manufactured under the business name of Bay Memorials locally. The 10" burial cradle baby casket is the smallest casket produced in the world and the cremation caskets are the first cremation

caskets manufactured for babies.

Tom has received numerous recognitions as a volunteer and for various professional achievements. He is one of only 350 funeral directors in the country to earn the title of CFSP as presented through the Academy of Professional Funeral Service Practice and was the first recipient of the J.D. Jorgenson Award by the Michigan Funeral Director's Association. In 1979 Tom was the first funeral director in Michigan to become certified by the Academy of Professional Funeral Service Practice. He is one of a few funeral directors in the UP to have this to his credit. Tom also authored several publications to his credit including a number on the topic of Hospice.

Tom is married to his wife Chris of 35 years and they have 3 daughters. Tom is making plans for celebrating the 100<sup>th</sup> anniversary next year of Allo Funeral Homes. The Escanaba location of Allo Funeral Homes has a showcase of antiques and artifacts from the history of the business. Included in the collection is the top hat (and its original box) that John Allo was known for wearing, with a cane, as he led local parades in Escanaba.



## MIDWEST SKILLS DEVELOPMENT CENTER TO HOLD AN OPEN HOUSE

The Midwest Skills Development Center will hold an Open House on Thursday, November 4, 2004 from 2:00 pm to 4:00 pm at the center located at 411 "A" Avenue, Gwinn and the public is invited to attend. This open house will provide the community and potential students an opportunity to see the

facilities and meet with the board members, the instructors, the educational partner, and current and past students. For more information about the Midwest Skills Development Center or the Lake Superior Community Partnership Foundation please call Cookie (906) 226-9658.



## LAKE SUPERIOR COMMUNITY PARTNERSHIP WINS MICHIGAN WORKS! PARTNER OF THE YEAR AWARD

**Mt. Pleasant, MI** – The Lake Superior Community Partnership Foundation's Midwest Skills Development Center (MSDC) was recently honored by the Michigan Works! Association at their annual state-wide conference.

Nominated by Michigan Works! The Job Force Board, the MSDC received the *"Partner of the Year"* award for its efforts in creating an Electrical Line Technician program to meet the demands of the utility industry.

"We are extremely proud to have been recognized as Partner of the Year," comments Amy Clickner, Foundation Director. "This award is a testament to all the "partners" that made this program happen. If it weren't for the collaboration of

industry, education, business, labor, workforce development and community ... this vision would have never come to pass."

The Midwest Skills Development Center is a model in collaborative workforce development designed to meet the needs of current employers. The Electrical Line Technician program, certified by educational partner Northern Michigan University, is one that utility companies have requested. The pre-apprenticeship program is a nine month program including both classroom and field courses.

For more information on the program, please call the Lake Superior Community Partnership Foundation at (906) 226-9658 or log on to [www.marquette.org](http://www.marquette.org).



*Shown from left to right are: Trenda Rusher, Director of Washtenaw County Michigan Works! and Chair of the Michigan Works! Director's Council; J. Michael Zelley, President of the Michigan Works! Association; Amy Clickner, Director of Operations, Lake Superior Community Partnership; Willard Carne, Workforce Development Board Chair, Michigan Works! the Job Force Board/Six County Employment Alliance; Kathy Salow, U.P. Analyst, Michigan Department of Labor and Economic Growth-LMI.*



## BUILDING THE LEADERSHIP OF TOMORROW, TODAY MARQUETTE COUNTY LAKE SUPERIOR COMMUNITY PARTNERSHIP ANNOUNCES THE CLASS OF 2005

Known for its excellence in community development, the Lake Superior Community Partnership has announced the Leadership Academy's next group of participants, the Class of 2005. The diverse group of twenty individuals has been chosen to participate in the eight month long program of community awareness and leadership training that kicks off in October.

"We had a great recruitment year and have participants from many different professional and educational backgrounds," indicates John Frick, Director, NMU JOBSearch Center, member of the Academy's Class of 2000 and Chairperson of the Academy Steering Committee. "The variety of participants bodes well for diverse views and great discussions. The Academy and our participants will flourish as a result of the great exchanges that I am sure will take place." The Lake Superior

Leadership Academy Class of 2005 includes:

**Amanda Blondeau**, Northern Initiatives; **Jacquelin Cole**, Wells Township School; **Cindy Heise**, Wells Fargo Investments; **Jessica Hokenson**, Hetrick & Associates; **Terry Klavitter**, Great Lakes Recovery Centers; **Delynn Klein**, Marq-Tran; **Christine Lake**, NMU Superior Dome; **Kathy Leone**, Wells Fargo; **Cookie Maki**, Lake Superior Community Partnership; **Gail Nelson**, Women's Center; **Philip Niemi**, STS Consultants; **Linda Peterson**, Landmark Inn; **Virgil Pokorski**, Marquette General Health System; **Doug Ramsay**, Northern Michigan University; **Katherine Reynolds**, Area Health Education Center; **Cathy Seblonka**, Peter White Public Library; **Nina Garcia-Stewart**, Michigan Works!; **Kathleen Thompson**, Northern Michigan University; **Pat-**

**rick Thomson**, Upper Peninsula Health Plan; **Ellen Weingarten**, Northern Initiatives.

The Academy was first formed as a project of the Ishpeming-Negaunee Area and Marquette Area Chambers of Commerce. After the Chambers' 1999 merger with the Lake Superior Community Partnership, the Academy was continued to help promote community leadership by better educating potential leaders about their area, its assets, challenges and encouraging involvement.

"Participation in leadership training and community involvement is as simple and as complicated as just that – participating," states Frick. The Academy is county wide in focus and made up of an opening retreat and nine day long sessions, each concentrating on a specific facet of our area. Tourism, the regional economy, the justice system, education

and arts and culture are just a few of the topics that will be discussed and reviewed in depth during the sessions. Academy Day Chairs, charged with developing each agenda, make every effort to include interactive opportunities in the sessions, as hands on learning experiences are generally considered the most effective for adult learners.

The Academy year starts with an overnight retreat and learning session facilitated by Dr. Larry Peppers who previously taught courses in the sociology of organizations and team dynamics at Clemson University. Peppers conducts similar sessions for community leadership development organizations around the United States and in several foreign countries.

For more information about Lake Superior Community Partnership, please visit their website at: [www.marquette.org](http://www.marquette.org).