

Classic Auto Collision, Inc.

Not many people can say that their career is the realization of their childhood dreams. Scott Fritz, the founder and owner of Classic Auto Collision, Inc. is one of those few, yet very fortunate individuals.

With a boy-hood passion for cars of any sort, Scott Fritz began his business in 1982 by working and "tinkering" on the vehicles of his friends, family and acquaintances in his home garage. But it only took a short time for his work to become of such demand that he needed to find additional space. At this time he moved from his garage to a 6,500 square foot building on 6th Avenue North in Escanaba. Here, Scott was able to establish his hobby as "Classic Auto Collision." Over the following months and years, Scott continued to grow his business and eventually outgrew his location. Scott broke ground on 2702 3rd Avenue N. in Escanaba in early in 1998 and completed in the new building in fall to fulfill one of his goals of building a brand new high-tech collision facility that has continued to grow in volume and suc-

cess. Now, Classic Auto Collision has 30 employees working out of the 17,000 square foot facility.

Michigan Works! recently had the privilege of working with Classic Auto Collision, Inc. by establishing an apprenticeship program within Classis Auto Collision, Inc with a young man, Jason Swed, who has worked his way up to becoming a fine, quality employee for the organization.

Scott Fritz of Classic Auto stated, "Michigan Works! has become very 'user-friendly.'" Jason Buckley from Michigan Works! is a very thorough, caring professional rep of Michigan Works! and is a pleasure to work with." Mr. Fritz went on to say, "Michigan Works! helps employers and employees benefit from placing good, qualified citizens into specific jobs. Michigan Works! has great capabilities in screening potential employees. We will continue using their services for locating the best people possible for the job."

Classic Auto performs any and all types of bodywork on all makes of vehicles. Bodywork may consist of a minor scratch, paintwork or a major collisions repair. They offer vehicle detailing as well as buffing and polishing. The are also available to order all types of vehicle accessories.

The Classic Auto mission in the automotive collision industry is to always stay on top of the competitor with top-notch quality and service. They value good "old-fashioned" customer service and constant training in management, estimating, body repair and paintwork to accomplish this.

Classic Auto also uses the latest cutting-edge technology to help maintain their good "old-fashioned" customer service. The customer sees cutting edge technology from the minute he or she walks into the office to when the vehicle is being refinished. In the office, the accounting is completely computerized and merges information with an in-depth management program that handles scheduling, parts inventory,



From left to right, Scott Fritz, Owner of Classic Auto Collision, Inc., Jason Buckley of Michigan Works!, and Jason Swed of Classic Auto Collision, Inc.

employee time cards, and other similar items. This management program also tracks each job by breaking down hours performed by specific technicians from either the body shop department, the paint department or detail work so all hours are managed and accounted for. The estimating is completely computerized including digital imaging of the damage on the vehicle that can be sent to many insurance companies via the Internet.

The body shop consists of frame measuring equipment that hooks up probes to
-Continued on page 2-

City of Norway finds new employee through Michigan Works!

When the City of Norway approached the Michigan Works! Service Center in Dickinson County and Business Service Consultant Larry Underhill regarding screening applicants for a city position, a winning combination was formed. The City wanted to add one additional individual that would fit into their office team and since the City Office is a very busy place, this individual had to have the prerequisites the City needed along with the "team spirit" that prevailed in the City.

Michigan Works! was able to help with that process. City Manager Ray Anderson first sat down with Michigan Works! and gave an overview of what they were look-

ing for in a candidate. The Job Order was entered into the Michigan Talent Bank and the applications started to come into the office. The applicants were then given an OPAC test to prove their typing abilities. Nine applicants were tested initially.

Once all of the OPAC test results were forwarded to the City Manager, Ray Anderson, another group of applicants needed to be tested for specific technical skills. Business Service Consultants Larry Underhill and Jeanne Sovey, helped the city to administer this test. Nineteen candidates took the test with all results being confidential and forwarded along to the City for their final interviews and ultimate candidate selection.

"I was able to find the most qualified candidate both with the right technology and interpersonal skills," stated City Manager Ray Anderson. "I work with a qualitative based process in choosing my office help. What Michigan Works! was able to do was to allow me to focus on the qualitative or interpersonal sills of the candidates rather than the technical aspects of their backgrounds. We were able to review their data and make an extremely informed decision regarding each and every candidate. It

was important for us to have a third party (The Michigan Works! Service Center in Dickinson County) help with our evaluations. We are happy with the process that we followed and the help Michigan Works! provided was invaluable. Robin brings her vast qualifications to the City and has been an invaluable addition to our team."

"I am very excited to be a part of the City of Norway Team," stated new employee Robin Antonetti. "The selection process was very easy and the personnel at Michigan Works! gave all of the applicants the attention each of us needed. They helped match my qualifications with what the City was actually looking for."

This was a winning combination for both the City of Norway and for the Michigan Works! Service Center in Dickinson County. If you would like to learn more about the Services that Michigan Works! has available to your business, please call or stop by your local Michigan Works! Service Center. The contact information for each is listed on the back page of this issue, or check out the website at: www.jobforce.org.



Robin Antonetti, left, looks over some documents with City Manager Ray Anderson from the City of Norway

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Michigan Works! Working Toward the Success of Businesses in the Central U.P.

The Michigan Works! Service Center System in the Central Upper Peninsula operated by Michigan Works! The Job Force Board, works continuously to ensure the success of our number one customer base, our area's businesses. One service that has always been a focus of the Michigan Works! System is assisting businesses in meeting their demand for an efficient and cost effective labor exchange system. The Job Force Board has seen various fluctuations in the needs of business. But one factor remains constant; businesses need qualified applicants to fill their job openings in order for the business to prosper and grow.

The Job Force Board is very cognizant of this need, and directly addresses it with



Former Lakeside Machine, Inc. employees listen at an orientation session held to provide information about the services available through Michigan Works!

Goal 4 of the Job Force Board's Strategic Plan. Goal 4 is "To Recruit and provide an adequate supply of job seekers to at least 90% of employers utilizing the Michigan Works! MDCD Michigan Talent Bank/Job Bank Labor Exchange System."

Michigan Works! feels this goal to be important, because by achieving this goal, businesses have the opportunity to refocus and utilize energies, normally reserved for human resource activities, on activities that make their business more profitable.

Overall, the availability of labor is a key regional economic factor. A sufficient supply of skilled labor is necessary for continued economic development as firms locate and expand in our region. Luckily, Michigan Works! has proven very successful in not only supplying it's services and labor pool to existing organizations, but also in using our services and labor pool as a readily available benefit in recruiting new businesses to our area.

One company currently using the services of Michigan Works! is Kohl's. Kohl's has used the Michigan Works! Service Center in Marquette County to

conduct interviews for supervisory positions. Kohl's will also be doing the mass hire for their new store through Michigan Works!, and plans to use the Michigan Works! Service Center as their headquarters until they are ready to open their own facility.

The staff at Michigan Works! has also recently been in contact with Big Lots! In Marquette County. This business is also planning to use the Michigan Works! Service Center in Marquette County for their hiring process.

On a slightly different note, the Michigan Works! Service Centers have also been working diligently with the former employees of Lakeside Machine, Inc., formerly of Gladstone Michigan. Michigan Works contacted these employees! with the goal of getting them back into meaningful employment as soon as possible.

Of these individuals, 17% have found new employment since November 11, 2002. Because Lakeside was certified for NAFTA/TAA benefits, many of the former employees found themselves eligible for training, and 58% are currently enrolled, or have recently finished training through NAFTA/TAA. Overall,

75% of the former Lakeside employees have either found new employment, or are enrolled in training. Through diligence and hard work, these former Lakeside Machine, Inc. employees are getting back into the labor pool, and helping to increase the success of other area businesses.

But this is just a quick sample of some of the work currently being done at Michigan Works!. With six service centers across the Central U.P., Michigan Works! sees to the needs of countless area businesses and job seekers each day.

If you would like to know more about Michigan Works! and what services are available to your business; please contact your local Michigan Works! Service Center. The addresses and phone numbers are listed on the page eight of this newsletter.



By: Will Carne,
President of The Job Force Board

SBA Recognizes Paul Arsenault

The U.S. Small Business Administration (SBA) recently agreed with the Wisconsin Business Bank's nomination of Paul Arsenault as the "2003 Michigan Small Business Administration Financial Services Advocate of the Year." Paul is also the SBA's "2003 Midwest Regional Advocate Award" winner and is now being considered for the national award.

Paul Arsenault is President and owner of Concepts Consulting, Inc., a company that specializes in assisting small business owners to obtain financing for "difficult-to-place" loans. Paul's "can-do" attitude, loan structuring expertise, and his partnerships with government loan programs have been instrumental in his success. This success can be directly measured through the economic benefit to local communities as a result of the \$60 million in loan funds that his clients have received over the past 10 years.

Paul's motto "Success is failing forward" can be seen through his instrumental efforts in the re-development of the K.I. Sawyer Air Force Base, his involvement with Michigan Works!, and his leadership on the Michigan Small Business and



Richard Temkin (right), The State Director for the Small Business Administration and Paul Arsenault.

Technology Centers State Board.

Indeed, Paul's community involvement is quite vast. Paul has served on the Marquette County Board of Commissioners since 1988. He currently serves as a Director for Argonics, Inc., First Step, is the Chairman of The Six County Employment Alliance, and serves on Michigan Works! The Job Force Board. He is also a member of U.P. REAL Entrepreneurship, The Keweenaw Industrial Council, and the Elks.

Arsenault currently resides in Ishpeming Township with his wife, Sandra. They have five grown Children.

Classic Auto Collisions, Inc.

-continued from page 1- vehicles for a complete diagnostic sketch of what may be bent within 1 millimeter of perfection. As for the paint department, Classic Auto has the latest technology spray booth and prep decks that were built and imported from Italy. The booth consists of a water-wash exhaust system that allows no paint fumes to escape the building and limits the fumes within the shop. There is also an in-house paint mixing system that is computerized and automatically mixes the paint per proper programming for a perfect color match.

Classic Auto is confident that their many repeat customers are proof that their service is of the highest standards. The quality of the repair received is second to none and always guaranteed. Any issues that may arise are treated and resolved. The customer service is very friendly and professional in a comfortable atmosphere.

Classic Auto Collision, Inc. has also received many awards. The shop holds an I-Car Gold Class status that is achieved through continuous training. According



Classic Auto is located at 2702 3rd Avenue North

to DuPont customer service indexes, the shop ranks within the top 5% nationally in the quality of repair and overall customer satisfaction. Classic Auto has also been awarded direct-repair contracts with nine different insurance companies. But the best of all of their awards are the many hand-written thank you notes that they receive from happy, appreciative customers.

Classic Auto Collision, Inc. can be reached at (906) 789-1535. If you would like to learn more about Michigan Works!, please call your local Michigan Works! Service Center. The contact information is listed on page 8.

The Delta County Economic Development Alliance's Approach is Working!



The Delta County Economic Development Alliance (EDA) is celebrating ten years of service to Delta County. We believe that our EDA has been on the

cutting edge of effective economic strategy and philosophy. We have subscribed to the Economic Gardening approach for many years, and it is now

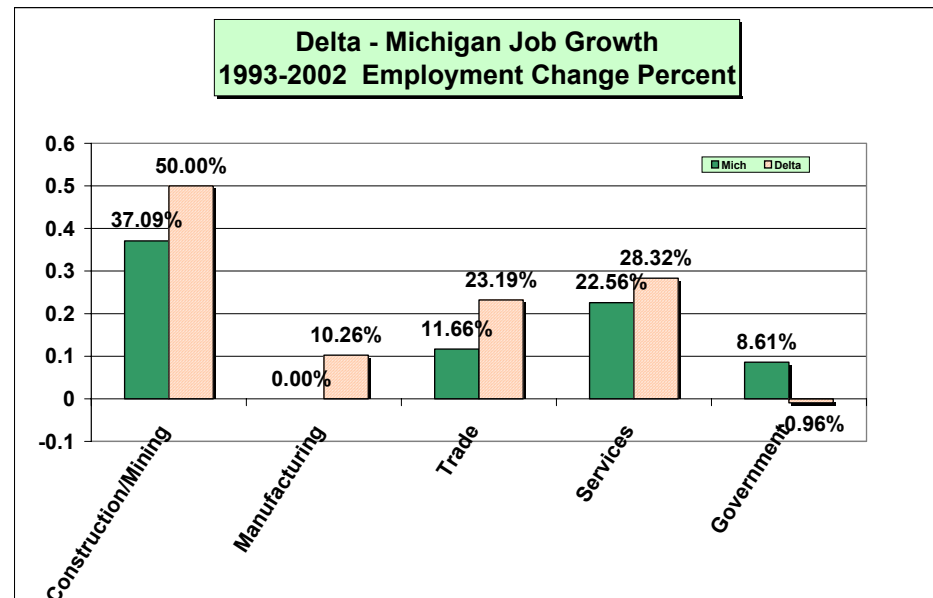
becoming a recognized approach for success across the U.S.

Our prime directive has been to focus on growth and retention of the existing businesses in our area proactively and have a reactive approach to attraction. Many novices do not at first see the value of this philosophy; probably because the effects are more difficult to see than a splashy attraction of a new industry would have been. These detractors complain that we don't do enough to attract business to Delta County.

growth in Delta County versus the job growth in the State of Michigan should set their minds at ease. It is clear that our philosophy works, both when comparing us to our closest peers, the rest of the UP or in comparison to the states as a whole. Not only do we have more growth in numbers employed, numbers in the workforce, and sector variety, but we also have a more stable base to weather business cycles and industry circumstances.

By: Linda Hirvonen
Director, Delta County EDA

The chart to the left showing the job



MDCD Reminds Veterans and Employers of Services Available Through Michigan Works!

During this summer season, the Michigan Department of Career Development (MDCD) honors Michigan's veterans and reminds both veterans and employers of the employment services available to them at the more than 100 Michigan Works! Service Centers statewide.

Veterans' Employment Specialists can assist veterans with finding jobs, verifying and assessing military training, and getting access to other state and federal services for veterans. Veterans' Employment Specialists can help employers post job orders on the Internet, get referrals for pre-screened candidates who meet specific criteria, and learn about tax benefits for hiring veterans – at no additional cost.

“Hiring Michigan's veterans is a smart move because they have received quality job training while serving our country,” said Governor Jennifer M. Granholm. “Our veterans are ready to work from Day One and have valuable skills that many employers need, especially in telecommunications and health care.”

Why hire veterans? Many military jobs have their counterpart on the civilian side, including those in information technology, telecommunications, management, office work, plumbing, construction, carpentry, truck driving, food preparation, health care, and many others. As a part of their military service, veterans have received a high level of

training in their field, and they have transferable job skills and work experience valued by employers in the civilian world. They also possess a high level of discipline.

Veterans seeking jobs and employers seeking qualified employees should call Michigan Works! at 1-800-285-WORKS (1-800-285-9675) toll-free. Callers will be connected automatically to their local Michigan Works! Service Center. Ask to speak with a Veterans' Employment Specialist.

The Michigan Department of Career Development is the state government agency charged with providing the skilled workforce Michigan needs to enhance and maintain its economy. To this end, the state's career and training development agency is working with employers, K-12 schools, community colleges, and local Workforce Development Boards to develop a comprehensive career development system. For more information about the MDCD, visit the department's Web site at www.michigan.gov/mdcd or call 1-866-MY-GOALS

This article was reproduced from the Michigan Department of Career Development website,
www.michigan.gov/mdcd



MEDC Takes Life Sciences Corridor Success Story to BIO 2003 Conference in D.C.

The Michigan Economic Development Corporation (MEDC) recently joined with a number of state partners to exhibit at the BIO 2003 Conference and Exhibition in Washington D.C. The MEDC's presence publicized Michigan's growing life sciences industry to key decision makers, which in the past has influenced companies to locate or expand in the state.

“Michigan's Life Sciences Corridor is growing rapidly, with new commercialization opportunities being created every day,” said Sabrina Keeley, acting CEO of the Michigan Economic Development Corporation. “Our presence at BIO 2003 brought together many Michigan partners to share this message with biotech professionals from across the country and around the world.”

Raili Kerppola, the MEDC's Managing Director, Michigan Life Sciences Corridor, lead an emerging company issues session called “Mega-Mergers, Mega-Opportunities.” The session provided insights into how Michigan is actively engaged in pursuing new opportunities presented by Pfizer's recent acquisition of Kalamazoo-based Pharmacia.

The BIO (Biotechnology Industry Organization) event is the world's largest international biotechnology conference, with 15,000 biotech scientists and business leaders from 47 states and more than 50 nations attending. In the exhibit hall, 27 countries join an additional 1,200 exhibitors to fill 345,000 square feet of exhibit space.

The MEDC's 20 x 20 foot booth featured separate business and cyber café areas to attract conference attendees. The busi-

ness area featured displays from the attending Michigan organizations, while the cyber café provided computer workstations that allowed visitors to check their e-mail during the conference.

In addition to the MEDC, the following Michigan organizations were represented at the MEDC exhibit:

- Detroit Regional Chamber of Commerce
- Washtenaw Development Council
- MichBio
- Southwest Michigan First
- The Right Place (Grand Rapids area economic development)

BIO 2003 also featured 25 educational tracks with 940 speakers covering 199 sessions and symposiums on policy, business development, science and regulatory affairs and forums on bioethics, global health and patient advocacy.

BIO represents more than 1,000 biotechnology companies, academic institutions, state biotechnology centers and related organizations in all 50 U.S. states and 33 other nations. For more information on the BIO organization or the BIO 2003 conference, please visit www.bio.org

The Michigan Economic Development Corporation, a partnership between the state and local communities, promotes smart economic growth by developing strategies and providing services to create and retain good jobs and a high quality of life.

This article was reproduced from the Michigan Economic Development Corporation website,
<http://medc.michigan.org>



Introducing the Rivers Cities Regional Community Leadership Academy

What makes a good community leader? How can someone become one? The Chamber has the answer, thanks to its newest program, the River Cities Regional Community Leadership Academy.

This new program is designed to provide challenges and opportunities for new, emerging and potential community leaders from the River Cities region to strengthen their community leadership skills, increase their understanding of our community needs and offerings, and to empower and encourage them to assume leadership roles in helping move our communities forward.

The objectives of this program is not only to identify future community leaders but to educate participants about community needs and leadership opportunities, improve leadership and community skills, provide networking opportunities with community leaders, develop relationships of value when working together on community projects and assist in matching the talents of participants with community leadership needs.

As part of the Academy, the participants will learn about various aspects of our communities during monthly full-day

sessions, starting with the program's half-day kick off on October 7, 2003. At that time they will explore leadership philosophies and styles and examine individual leadership potential, coupled with community needs.

Other topics will follow once a month and include the following:

- **Education** (Oct. 21): Participants will become knowledgeable with the issues and challenges that impact all levels of education in our region. They will gain a broader perspective of the complexities facing the educational communities today and how they can support educational initiatives.

- **Economic Development** (Nov. 18): Participants will take a closer look at our regional economic climate, including local entrepreneurship, workforce development, tourism and marketing of products. *This session will include a presentation by Michigan Works! The Job Force Board.*

- **Health and Human Services** (Jan. 20): The group will explore the medical and health care industries of today and the future. The session will also

focus on how we can take ownership for and advantage of volunteer opportunities.

- **Justice/Government** (Feb. 17): Participants will discuss important issues with elected officials, tour city/county facilities, speak with local judges and attorneys regarding our judicial system and process, and attend a legal procedure and a government board meeting.

- **Community Leadership** (March 16): This session will focus on the characteristics, skills and qualities it takes to be an effective community leader. The day will include lessons on boardmanship, fundraising, media relations, financial interpretation, confidentiality, lines of authority, and corporate citizenship.

Each session will provide participants with a unique learning experience, as they will be able to delve into the structure, services, relations, challenges and opportunities of a specific segment of our communities. The sessions will also include a combination of presentations by respected local leaders, field trips to numerous learning environments in the region, and hands-on group activities. The Academy committee encourages people who are interested in community leadership to apply to this new program.

The committee is targeting candidates

who demonstrate a desire to further develop their leadership skills and gain a greater understanding of our community's needs, who are active in their positions and in the community, who will make a commitment to the program and who represent a diverse cross-section of our communities.

The cost for participating is \$400 for Chamber members and \$500 for non-members. A limited number of partial scholarships will be awarded to non-profit organizations and small business applicants who may otherwise be unable to participate.

This new Academy would not be possible without the participation of Wisconsin Public Service, Bay Area Medical Center, Angeli's County Market, National City Bank, Tri-City Area United Way, University of Wisconsin-Marinette, Menominee County Intermediate School District and Michigan Works! The Job Force Board.

For more information regarding this program or for an application, please contact the River Cities Regional Chamber of Commerce at 863-2679 or by e-mail at info@rivercities.net

2003 Menominee Waterfront Festival

Mark your calendars and start planning now: the annual Menominee Waterfront Festival is scheduled to be held Thursday, Aug. 7 through Sunday, Aug. 10, 2003 at Great Lakes Memorial Park on the shores of Green Bay. As in the past, admission is free.

The Waterfront Festival will be celebrating its 21st year and features the Upper Peninsula's largest parade, the area's most spectacular fireworks display, youth activities, a wide variety of food booths and exciting musical entertainment throughout the festival.

The festival committee, which has been planning the event since October, is co-chaired by Menominee City Council member Sara Lambrecht, and River Cities Regional Chamber of Commerce President, Sylvie Nelson.

Other committee members include: Tiffany Sislo, Administration and Scheduling; Chuck Burby and Doug Kamin, Site Engineers; Whitey VanDomelen and Wes Boland, Grounds Coordinators and Maintenance; Dan McVane, Yacht Club Liaison; Jim Callow, Entertainment;

Tom DeNike, Finance and Treasury; Nathan Jackson and Chuck Lofman, Booths; Madge Douglas, Publicity; Sean Fernstrum, Blessing of the Watercraft; Ernie Medina, Rotary Club Liaison; Charlie Johnston, Rescue; Kaytee Firnett, Youth Activities; Pete Granquist, Waterball Contest; Steve Vandenburg, Food Booths and Spies Field Brat & Corn Booth; Dan Porath, Volleyball Tournament; Mark Vandenberg and Jim Vandenberg, Fireworks Crew Representatives; Susan Bunting, Teen Dance; Wes Branyan and Jennifer Short, Parade; John Wills 5 and 10-K Run/Walk; Bob Martin, and Katie Jones Wrist Band and I.D. Check Booths; Jay D'Auria, Drum & Bugle Corps.; and Tom DeNike and Jennifer Short, Security, Police and Fire.

The festival is co-sponsored by the River Cities Regional Chamber of Commerce and the City of Menominee. Mayor Stupak serves as honorary chairperson.

For more information, please contact the River Cities Regional Chamber of Commerce at 863-2679 or write to Menominee Waterfront Festival, P.O. Box 427, Menominee, MI 49858.

Public Mine Tours Scheduled

Area tourists and Marquette County residents will once again be able to tour a working iron ore mine and processing plant this summer as Cliffs Michigan Mining Company will open mining and plant operations to visitors. This will mark the 11th year of a public summer mine tour program. The summer tours are a special program developed by the Lake Superior Community Partnership (LSCP) and Cliffs Michigan Mining Company.

This year's tour program is beginning two weeks later than usual due to a temporary reduction in mining operations as a result of flood damage to the Presque Isle Power Plant, which limited the amount of electrical power available to operate Cliff's facilities.

The guided tour will run through late August. One tour per day will be offered Tuesdays through Saturdays and last approximately 2½-3 hours.

Those taking the tour from Marquette will be able to board the tour bus at the Marquette LSCP office at 501 S. Front Street. Those wishing to begin the tour in western Marquette County can catch the bus at the U.S. National Ski Hall of Fame in Ishpeming. Tickets for the tours can be purchased in advance. The cost is \$7.00 per person, which offsets the transportation and administrative costs of the tour program. Tickets will be sold at the Marquette office and at the Ishpeming LSCP office at 610 Palms Avenue in Ishpeming.

The bus will depart from the Marquette LSCP office at 12:00 noon and will arrive at the Ski Hall of Fame in Ishpeming at 12:30 P.M. The tour begins at 12:30 P.M. as visitors receive a video presentation and orientation at the Ski —Continued on page 5.

