

OSF St. Francis Hospital Named *Delta County Business of the Year*



OSF St. Francis Hospital has provided care to people in the South/Central Upper Peninsula since 1884--for 119 years. The current hospital building was constructed in 1986, with a Medical Office Building added on for physician practices in 1995, and in 2000, the OSF Midwest Kidney Dialysis Center opened on the hospital's campus thanks to generous contributions from local individuals, businesses and organizations.



Roger Gustafson of OSF St. Francis, front, accepts the award from Orrin Bailey, CEO and Will Carne, President of Michigan Works! The Job Force Board.

Today, OSF St. Francis Hospital is a fully integrated healthcare delivery system, part of OSF HealthCare, headquartered in Peoria, Ill. Over 10,000 people are employed within the System -- more than 600 here in Delta County. Hospital services, physician services, home care and hospice are all offered under the umbrella of OSF, with clinics in Escanaba, Gladstone,

Hannahville and Powers.

Michigan Works! is proud that we are able to work with OSF St. Francis Hospital. OSF regularly posts its job opening with Michigan Works! on the Michigan Talent Bank. Individuals interested in applying for OSF are asked to take pre-employment tests and skill assessments through Michigan Works!, which effectively measures the job applicants skills and abilities in relation to the job opening to insure that each job opening is filled by the candidate who best matches the job's required skill levels. Those individuals who do well on the pre-employment testing are asked to fill out applications for employment with OSF St. Francis Hospital. Twice a week, a courier from OSF comes to Michigan Works! to pick up job applications for the hospital.

In addition to the above-mentioned work, OSF St. Francis Hospital is one of the key players in Michigan Works! Healthcare Roundtable. The Healthcare Roundtable of Michigan Works! is a committee consisting of representatives from Michigan Works!, our area colleges and educational institutions, and 17 of our area healthcare facilities. This committee is working together to help meet the needs of the Upper Peninsula for healthcare workers. Since this committee's inception, OSF St. Francis Hospital has been active in all aspects. Because of its devotion to employees, OSF

St. Francis Hospital introduced a leadership development program several years ago for its management team. Each year, managers attend a workshop on leadership development, with focused topics of goal setting and time management, memory skills and community, rewarding and recognizing employees, dealing with stress, teamwork and strategic planning.

Additionally, OSF HealthCare System has recently offered a leadership development program based on feedback for managers. Managers are rated by their peers, bosses and direct reports on various leadership competencies, including how skilled or unskilled they are at the particular competency, and how important it is to their job. Based on feedback, managers receive guidance in putting together a development plan to improve upon areas identified as opportunities, and to gain follow-up feedback to track their progress.

But OSF goes beyond providing leadership development to management. OSF realizes that all Hospital staff are important, and provides development opportunities to the staff through annual Staff Days, annual updates of in-services needed for their profession, with an introduction to new programs and services.

Additionally, employees are invited to regularly scheduled Continuing Medical

Educational (CME) and Clinician Continuing Education (CCE) for updates on health related issues.

OSF also offers a tuition reimbursement program for employees seeking to further their education within the healthcare industry. Over \$19,000 was spent last year in support of staff who attended workshops and seminars, and for those in pursuit of a degree.

Over the years, OSF St. Francis Hospital has promoted many individuals from within to management positions and leadership roles within the facility. For that reason, and many others, staff development is a key focus.

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Local Company has the Edge on its Competition

The Edge Corporation is a new business in Delta County. Formed by a long time cleaning contractor in response to long cleaning cycle time, the Edge is a revolutionary new ergonomically correct product that takes the edge off the time spent cleaning.

After years of experience in contract cleaning, the inventor, Lyle Martin of D & L Janitorial, felt there was a definite need for a more efficient vacuum edge-cleaning tool. Lyle found that while doing construction cleanup the drywall dust near the wall edges was very difficult to vacuum with the standard attachment. At this point he went to work on the design for The Edge. The attachment fits any 1 1/4" vacuum wand and tapers to the floor. The Edge tool turns 90 degrees, so the suction force is focused directly on the edge being cleaned. With the attached wheel the tool does not snag the carpet or have a dragging

effect. The Edge can also be used in hotel/motel and business settings.

The owner of The Edge Corporation received a patent for the sleek design which allows the user to walk and stand upright while edge cleaning between the floor and wall, also The Edge rolls over door frames, chair rails, window and picture frames, making cleaning fast and efficient.

Indoor air quality can be a problem for many people, especially those with allergies. Use of The Edge to clean, in corners, on top of picture frames and other hidden areas can greatly increase air quality in homes and businesses.

Michigan Works! has supported The Edge Corporation with advice on employee handbooks, employment issues, and seminars. All of this information has helped in

improving their business with knowledge.

The Edge Corporation likes to see employment growth in their local area and have themselves provided many new jobs. The Edge Corporation's goal with the support of the community is to provide long-term quality employment in the area in order to support economic development.

For more information, visit www.edge.com. To purchase The Edge, call (800) 281-8284, Monday through Friday from 6 am till Midnight.

If you would like to know what services 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 page eight of this issue.

Lyle and Debora Martin recently received a patent for The Edge vacuum cleaner attachment.



Ready for Work Workshops Supply Quality Workforce to Area Employers

The Ready for Work initiative is taking diamonds in the rough, and refining them to precious stones, giving not only a sparkle to lackluster demeanor, but confidence in a sense of pride and preparedness. Attending the comprehensive Ready for Work two-day workshops provides young job seekers with the necessary tools to begin a solid foundation for first-rate work ethics and is providing business, our primary customer, a better-prepared entry-level workforce.

Throughout our region, business leaders have expressed concerns over employee motivation and lack of the “soft” skills. In a recent Job Force Board survey, only 11 out of 140 businesses responded that applicants and/or new employees possess “desired employability skill levels.” The Ready for Work initiative addresses this very issue. Local employers have been informed of the initiative, some are even

giving preference to applicants holding a Ready for Work certificate, and 632 businesses have given their endorsement for the program.

Since indoctrination of the Ready for Work initiative in September 2002, 898 youth participants have attended the workshops, and 702 youth or 82% have achieved successful completion. Successful completion is defined by accountability requirements. Participants must: sign and return agreements; actively participate in a positive manner; attend both scheduled days; be on time; be prepared and appropriately dressed (day two) for job hunting and interviewing; return a completed and neatly written application form; and pass a quiz. Ready for Work certificates document skill attainment. Participants also receive a laminated pocket version to present to likely employers.

Workshop one incorporates an overall approach to networking and job searching, interviewing, landing and keeping a job, along with addressing delicate issues such as hygiene, common sense, and timeliness. In our six-county area, there are 25 high schools and alternative schools. Twenty-two of these schools have students actively participating in Ready for Work. Students are presented with: a ‘Ready for Work Agreement’, outlining expectations of the Instructor and the Participant; ‘Workplace Competencies’, assessing strengths and



weaknesses of applicants; ‘Rules of Listening’, including clear directions; ‘Nine Keys to Employability’, which provides descriptions of qualities employers expect out of their employees; and ‘Keep the Job’, a list of behaviors to avoid while on the job. Day one begins a process, day two puts the process in motion.

The second workshop demands an actual dress rehearsal of the job search process. Applicants are expected to provide a clear and precise plan for steps that will be taken to approach a prospective employer. They are expected to dress for an interview, and be prepared to receive constructive criticism based on evaluations, application submission, overall appearance and preparedness.

Successful completion of the Ready for Work initiative awards participants with not only a certificate of achievement, but also a feeling of competency. Participants are held accountable for several requirements. Agreements and applications must be signed and returned neatly and legibly. Attendance is required, no early dismissals or tardiness is accepted, and a quiz must be passed in order to receive the Ready for Work Certificate.

In a day and age where every little bit helps, Michigan Works! is striving to help complete the employment cycle. Provid-

ing quality employees to satisfied employers and worthwhile jobs for capable job seekers. Through the Ready for Work initiative, standards are set in place, goals are met, and candidates are presented with the tools to become a polished gemstone, retaining qualities employers need to be globally competitive.

Through business partnerships and school integration, Ready for Work numbers indicate that this development is working. Positive feedback from area businesses and job seekers who have become involved with the workshops indicate one common theme; the Ready for Work initiative is experiencing success in providing a strong base for our ever-developing workforce. Because of the Job Force Board’s commitment to continuous quality improvement, the Ready for Work initiative is evolving and its success can only continue to flourish.

If you would like to learn more about Ready For Work, and how it can help your employees, please call your local Michigan Works! Service Center. The contact information for each is listed on page eight.



Will Carne, President
Michigan Works!
The Job Force Board



Since the indoctrination of Ready For Work in September of 2002, 702 youth have successfully completed the workshop series

OSF St. Francis Hospital Accepts Award at Chamber of Commerce Annual Dinner

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In addition to developing the staff, OSF St. Francis Hospital feels that the health and safety of the staff, patients, and community are a top priority. The hospital has exceeded government standards in many instances to ensure a clean, safe and healthy workplace for its employees and for patients. Employees receive education and training on all new equipment and procedures, and safety drills are held multiple times during the year to help staff prepare for unexpected emergency situations, such as toxic spills in the community, tornadoes and fire. Additionally, OSF St. Francis Hospital has been nominated for the past two consecutive years for the Upper Peninsula Recycler of the Year award for its efforts in recycling, and has been invited as a presenter to guide other area hospitals in their efforts, as well.

Throughout their history, the Sisters and staff at OSF St. Francis Hospital have remained true to their Mission: to serve persons with the greatest care and love. OSF routinely surveys its patients and the com-

munity at large to ask about the care and service they received. Community attitude surveys are conducted approximately every five years. On a daily basis, all of the hospital’s inpatient, emergency department and obstetrical patients are sent a survey in the mail, asking them to rate the facility, staff and services in a variety of areas. Patients who come in for outpatient surgery are called the following day to ensure their recovery is going well and to answer any questions.

OSF St. Francis Hospital knows that its employees are its greatest resource in achieving customer satisfaction. The employees provide front-line care and behind the scenes support, enabling OSF to fulfill its Mission. Employee satisfaction surveys are conducted every 2-3 years, and many employees sit on committees with administration and physicians to discuss issues relating to patient care. Several years ago, the hospital implemented a WOW! Program, which encourages managers to thank employees who have done an outstanding deed, above and beyond what’s required in their job. To date, more than 1,800 WOW!

Awards and thank-you notes have been sent to employees.

In a time when healthcare costs are skyrocketing, OSF St. Francis Hospital remains focused on providing the best possible medical care for our community. OSF St. Francis Hospital, alone, provided over \$6 million in uncompensated care last year to patients in our communities. This includes bad debt, charity care for patients who are have no means of paying for their medical care and shortfalls in reimbursement levels from Medicare and Medicaid. Additionally, the hospital provides many free and reduced fee programs each year that enhance the overall health and wellness of our community. These include: CPR and first aid classes; blood pressure, blood glucose and cholesterol screenings, community flu clinics, health education programs and annual free sports physicals for area youth.

OSF employees also serve on a number of boards and committees within the community. These include the American Red Cross, Delta County United Way, Salva-

tion Army, General Federated Women’s Club (GFWC), Delta County Chamber of Commerce Board, Kiwanis, Rotary and any others.

OSF St. Francis Hospital also has a substantial economic benefit on the U.P. Annual wages and benefits total over \$24,300,000, with annual supplies and services purchased regionally totaling more than \$1,800,000. This represents a combined total of more than \$26 million that is put into the local economy on an annual basis.

Overall, it is clear that OSF St. Francis Hospital is an outstanding asset to our area, providing numerous high quality jobs at the hospital and its connected industries. In smaller towns like ours, it’s often unusual to find high quality healthcare facilities so close to home forcing individuals to spend precious time commuting to other towns. We are lucky to have OSF St. Francis Hospital, and I couldn’t imagine our area without it.

Dr. Roger Gustafson is the Michigan Works! Association's "Volunteer of the Year"

Michigan Works! congratulates Dr. Roger Gustafson as recipient of the Michigan Works! Association's "Volunteer of the Year Award"! This esteemed award is presented to a deserving individual selected from nominations submitted by over 100 Michigan Works! Agencies. Dr. Gustafson was nominated by Mr. Will Carne, President of The Job Force Board serving the six county region. Roger was then selected and presented this award at the September Michigan Works! Annual Conference held in Grand Rapids.

"Our system thrives due to the hard work and determination of dedicated system members like Dr. Gustafson," said Will Carne. "His efforts have played a very large role in shaping the workforce of our area. He deserves our thanks as well as our congratulations!"

Many of us have at one time or another volunteered our services to benefit a community or cause. We can all agree that the gift of time is a precious one, but the gift of time and vision, is even more extraordinary. This contribution of time and vision is something Dr. Gustafson offers the youth in our community on a daily basis.

In his tenure at the Delta/Schoolcraft Intermediate School District, Dr. Gustafson has worked with over 14,000 students through 17 different educational programs. His positions with the DSISD and Michigan Works! The Jobforce Board's Career Connections Group (CCG), have afforded him the latitude of maintaining connections within the business arena, substantially bridging the gap between industry and education.

More specifically, it was through his

guidance that the Career Center in Escanaba, and its Satellite Center in Manistique have both become a reality for area youth.

Dr. Gustafson has served for the past six years, as chair of the Central UP Education Workgroup, a sub-committee reporting to the Career Connections Group. At this capacity he has been influential in overseeing Career Preparation Grants, which include Career Prep, Vocational Technical Education and Secondary/Post Secondary Perkins dollars.

Roger maintains a clear goal of bringing business and education together to further the enhancement of the community. It is through his vision and his volunteer efforts that he remains a valuable asset to the community, providing area youth with avenues to opportunity and experience. At the same



Dr. Roger Gustafson of the Delta Schoolcraft Intermediate School District was recently named "Volunteer of the Year" by the Michigan Works! Association for his work with The Job Force Board's Career Connections Group.

time, he is providing area business with a capable and educated young workforce. Roger is an invaluable asset to youth, community, industry, and business through the giving his time and expertise, Michigan Works! applauds his efforts and believe them to be most deserving of the "Volunteer of the Year" Award.

2003 Marquette County Athena Award Recipient Announced

At a luncheon held recently in Northern Michigan University's Great Lakes Rooms, the 2003 Marquette County ATHENA Award was presented to Lisa Coombs-Gerou. The ATHENA Award is presented to individuals who have demonstrated excellence, creativity, and initiative in their business or profession; provided valuable service by devoting time and energy to improve the quality of life for others in the community; and assisted women in reaching their full leadership potential.

Coombs-Gerou's background is in Community Health. As a volunteer, Lisa is committed to making sure today's girls have the opportunity to excel, whether it is in academics, sports, or in challenging new adventures. She is a coach of 8th grade girl's basketball at Bothwell middle school. When she learned that the 7th grade girl's team did not have a coach, she agreed to coach both. She organized the Marquette Magic intramural girl's basketball team and helped acquire funding needed to provide uniforms, sports equipment and travel funds.

In 1995, Lisa was one of three founding shareholders in the development of TriMedia Consultants which is an environmental technology

and service company. She recently was instrumental in establishing the TriMedia Foundation that supports a wide variety of organizations and events that benefit the community and improves the quality of life for our residents.

Lisa was instrumental in TriMedia Consultants receiving the Michigan Business Pollution Prevention Partnership Award for exemplary recycling efforts. She led TriMedia Consultants evaluation of Marquette's Lower Harbor. Lisa is a member of the American Planning Association, Michigan Planning Association, Upper Peninsula Waste Reduction & Energy Efficiency Team, American Society of Public Administrators, Graduate Association of Public Administrators, and the U.P. Recycling Coalition.

Lisa has been involved with the Girl Scouts since she was a young girl and is a board member of the Girl Scouts of Peninsula Waters, Inc. (GSPW). She has been Council President for two 3-year terms, Council Trainer for three years, Troop Leader for six years, and was a National Convention Delegate. Lisa is President of the Board of Directors of the United Way of Marquette County. In her involvement with the Marquette County Red Cross, Lisa is an instructor for CPR, basic aid

training, babysitting course, HIV/AIDS Education, and swimming. She is an active member of the Messiah Lutheran Church and a founding member and board member of the Hiawatha Land Soccer organization.

Lisa received her Bachelor of Science degree in Health Education from Northern Michigan University and a Master of Public Administration, Community Planning, also from northern Michigan University. As an Outstanding Graduate Student at NMU, Lisa completed her Master's degree while working full-time, being a wife and mother, and devoting substantial volunteerism in her community. Her professional certifications include Certified Industrial Storm Water Operator and the American Planning Association.

Lisa's nomination was accompanied with several letters from young girls whose lives Lisa has touched in some way. An excerpt from one of these letters reads as follows: "I feel that I am a better person because of Coach Lisa Coombs-Gerou. I will always look to her. I still see her a few times a week, as we always talk about what is going on in our lives. She doesn't even say anything sometimes, if she knows I have had a bad day, she just comes up and gives me a big hug. I

can go to her for everything and anything twenty-four hours a day. She has so much to give to this community, and to the world."

The ATHENA Award was created in 1982 through the Chamber of Commerce in Lansing, Michigan to bring into focus the outstanding professional businesswomen in the community and to encourage the opening of leadership opportunities to women within the community's workplace. Past ATHENA Award Recipients in Marquette County include June Schaefer, Dr. Cleofe Chavez, Phyllis Maki, Pat Ryan-O'Day, Peggy Frazier, Lisa Mongiat, Dr. Karen Reese, and Dr. Moira Reynolds. Local sponsors of the award program include Public Service Garage, National City Bank, Peninsula Medical Center, Zonta Club of Marquette, UP Medical Management, and Patty Barton - American Express Financial Advisor.

For additional information regarding the ATHENA of Marquette County program, contact Pamela Noga at 228-4228 x13.



Jackie Earle of Michigan Works! Receives "Excellence in Customer Service" Award

Michigan Works! The Job Force Board proudly applauds Ms. Jackie Earle, as recipient of the "Excellence in Customer Service Award"! Ms. Earle, Business Services Consultant based in the Michigan Works! Service Center in Marquette County, accepted the award this September at the Michigan Works! Annual Conference in Grand Rapids, MI. Ms. Earle was selected from a pool of over 100 nominations from Michigan Works! Agencies across the state! This prestigious award recognizes individuals for exemplary customer satisfaction and instrumentation in the promotion of good customer service in today's workplace, as well as tomorrow's.

Ms. Earle is an integral and outstanding member of the Michigan Works! team. In recognition for her dedication, positivism, and commitment to excellence, Ms. Earle has earned this celebrated honor. Employers, jobseekers, and fellow workers alike have all expressed what a wonderful asset Jackie is to the employ-

ment system. Jackie exudes helpfulness with a level of patience that far exceeds the normal capacity. She is always willing to go the extra distance needed to ensure complete understanding. Her optimism and infectious laughter combine to create a pleasing work environment for everyone.

In addition to her proven abilities, Jackie readily extends herself to building and strengthening partnerships between business and community. She was instrumental in securing the bond between Michigan Works! The Job Force and the Chocolay Area Business Association (CABA), in a direct effort to reach out and supply valuable personnel related information regarding the recruitment and placement of new employees.

This initiative helped to secure well over 15 CABA businesses with the opportunity to seek out relevant qualified applicants for open positions, and in turn provided job seekers the opportunity to seek out

quality employment prospects in the Chocolay locality.

Ms. Earle has also been a member of the Ishpeming Rotary where she recently served on the Group Study Exchange Committee from Argentina. This group of Rotarians from the Santa Fe, NM area, visited the city of Ishpeming in hopes of learning about the local agricultural interests. Jackie presented the committee with first hand tours of Bahrman's Blue Ribbon Dairy as well as the Cleveland Cliffs, Inc. mining operation, providing the Argentinians with an inside look at the agricultural community and it's impact on the surrounding area.

Jackie is committed to the job seekers who frequent the Marquette Michigan Works! resource room. While volunteering to teach the Michigan Works! Ready for Work workshops and her resource room coverage, she extends outstanding service to guide applicants to satisfying and relevant job openings, while helping to create quality re-



Jackie Earle, a Business Service Consultant out of the Michigan Works! Service Center in Marquette County was recently awarded an Excellence in Customer Service Award by the Michigan Works! Association

sumes, formulate job search plans, and perform practice interviews.

All who have had the distinct pleasure of working with Jackie Earle whether an employer searching for a new employee, a Rotarian seeking to broaden an understanding, a job seeker searching for new employment, or a fellow co-worker, each has the satisfaction of receiving unsurpassed customer service. Jackie sets an example worth following and she is a positive force to lead today into tomorrow.

SBC Exclerator Grant Awarded

SBC, formerly Ameritech, recently released a technology grant opportunity for non-profit organizations in the State of Michigan. The Lake Superior Community Partnership Foundation was selected out of over 400 applicants as an award winner.

In 2002, Marquette County community members in a Livable Communities charrette or focus meeting, identified a single, unified a community-wide event calendar as a primary prerequisite needed to improve our community. There are approximately 20 area event calendars, none of which is comprehensive. As discussed in the meetings, event coordinators and organizing groups do not always communicate and there is a need for a centralized calendar that will develop synergy within our community by allowing coordinating and collaborating on event planning.

The specific need that the funded project will address is the creation of a central point of contact in a county-wide community for an events calendar. This will allow visitors and locals alike to access information about what is happening in the area. Event plan-

ners and organizing groups can plan, coordinate and publicize their events. The SBC grant will assist in that goal by significantly improving communication through advanced technology, which will economically impact the entire county and region.

Work on the project is just beginning, with late spring, 2004 set as the time for the calendar to be completed with access available.

TLC Graduates First Medical Transcription Class

Technology Learning Centers announces that the first cadre of six participants in their Medical Transcription Program graduated in August, 2003. Each student was required to complete a fifteen-week course in Medical Terminology followed by a fifteen-week course in Medical Transcription.

According to Todd Carter, Lead Instructor at TLC, the course was intensive and rewarding for the students. In addition to four hours per week in the classroom, most spent 15-20 hours per week on homework.

NMU Career Awareness Day

A very successful NMU Career Awareness Day was held at Northern Michigan University on October 1, 2003, with a variety of businesses and a steady stream of interested NMU students in attendance.

Amy Gibbs and Jackie Earle from the Michigan Works! Service Center in Marquette County manned the table that had information for interested job seekers. Additionally, information was shared with other businesses to make the Career Awareness Day a networking opportunity as well!

Job seeker, Jason Harper remarked in an e-mail the next day, "You were helpful, informative and courteous as always... The positive recognition by the Career Day attendees illustrates that people know Michigan Works! is an excellent community resource."

John Frick, Director of the JOBSearch Center at NMY said of Michigan Works!, "Your willingness to share critical information related to career opportunities with your company was appreciated by all students who attended the fair."

The outlook for employment in the field is excellent. The website for the Bureau of Labor Statistics indicates that "Employment is projected to grow faster than average due to increasing demand for medical transcription services" and furthermore that "some medical transcriptionists enjoy the flexibility of working at home, especially those with previous experience in a hospital or clinic setting." One TLC graduate is in the process of starting her own home-based transcription service, and a second has been hired as a transcriptionist at the Upper Peninsula Medical Center.

The program is ongoing with eight additional students currently enrolled. Students can begin the program at any time. For additional information, call TLC at (906) 225-1557 or visit the website at www.traintlc.com.

