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[www.workforceconnections.org](http://www.workforceconnections.org)



# 2020 - 2021 ANNUAL REPORT

# Note from the Chair of the Board and Executive Director



Teresa Pierce, Executive Director

Greetings Friends—

We are pleased to present our 38th Annual Report! This year was a historic year for WCI as the COVID 19 global pandemic continued to impact almost every aspect of our economy and our organization. We are grateful for the creativity and flexibility that allowed us to continue to operate our programs while providing maximum flexibility to staff and maximum services to the individuals we serve.

Even with the highs and lows of the pandemic, WCI continued to perform very well based on our key metrics of Financial Stability, Organizational Integrity, Program Performance, Employee Engagement and Strategic Planning. In every metric, the organization demonstrated stability and growth. Additionally, during this past year, WCI developed a robust and well researched strategic plan designed to move the organization toward its preferred future.

While the post pandemic economic recovery continues to look blurry due to the Delta variant continuing to spread throughout our communities; and supply chains are trying to find the right balance of inventory; and the labor force is undergoing one of its largest transitions in modern history; and the political landscape is divided, there is much uncertainty in the external world.

However, the post pandemic direction for WCI looks clear. We have active and engaged Board of Directors who provide leadership to the organization. We have talented and seasoned staff who are open to the quick adjustments we need to make, and we have a mission based and vision focused organization that is dedicated to making a difference in the lives of the people we serve. The future looks bright!

Be safe and be kind,  
Teresa Pierce and Ann Boland

# WCI Programs

We connect people, work, and training.

## WIOA

Workforce Innovation and Opportunity Act (WIOA) provides case management and support services to Adults (18+) and Dislocated Workers to get them connected and into employment and training on a career pathway.

## W2

Wisconsin Works (W2) provides employment preparation services, case management, and cash assistance to eligible families.

## FSET

Food Share Employment and Training (FSET) is a voluntary, no cost program that helps Food Share members build their job skills and find employment.

## FGP

Foster Grandparent Program (FGP) places adults 55 years and older in schools to serve as role models, tutors, and friends to children with exceptional needs.

## WISE

The Wisconsin Senior Employment (WISE) provides older adults (55 years and better) with training opportunities and part-time paid work experiences to build work skills and obtain unsubsidized employment.

## EA

Emergency Assistance (EA) assists eligible individuals that are homeless or about to lose their home because they cannot afford to pay their rent/mortgage or because of a fire, flood, natural disaster, or energy crisis.

## HN

Healthcare Navigators help connect and educate individuals on various forms of health insurance. From navigating the Marketplace to learning about Badgercare.



Interested in our programs? Scan the code to visit our request for services page!

Our goal is to meet every individual where they are at and to serve them with dignity and respect.

We are here to help and serve.

# Board of Directors



Ann Boland  
Chair



Doug Billings  
Vice Chair



Dimitar Dzikov  
Secretary/Treasurer



Nick Goins  
Director



Heather St. Clair  
Director



Anne Hlavacka  
Director



Deb Scoville  
Director



Matt Bainter  
Director



Brady Schleis  
Director



Tim Vondrastek  
Director



Mark Wemette  
Director

## WCI's DEI Statement

Workforce Connections is committed to creating a diverse and inclusive space, both internally for staff and externally for each person we serve. No matter your race, age, religion, gender, orientation, identity, or experience; our goal is to create a welcoming environment for all to ensure universal service accessibility. We strive to present our authentic selves while fostering healthy relationships within our community.



# Programmatic Covid Highlights



PY 20 meant Staff remained remote, and all services were offered virtually. Teams, Zoom, and Google meet were all used to help connect in with our communities on platforms that worked for them. We embraced technology and flexibility to maintain quality connections to the people and communities we serve.

Virtual school meant our **Foster Grandparents** needed to learn how to go virtual to continue to support students. The FGP program was able to purchase Chrome books and our staff trained the Grandparent volunteers on the new technology.



Thanks to additional COVID related funding our **FSET** program was able to purchase 15 laptops to create a lending library for participants to use! These laptops allow the ability for continued skill development through access to online classes, TABE testing, and online employment activities.

Business closures and safety concerns for our 55 and better population served in **WISE** meant potential lost wages for an at-risk group. Stipends were granted through our funders to prevent the lost wages while waiting for worksites to reopen.



With local colleges going virtual our **WIOA** program was able to help assist with WIFI and laptop purchases to ensure that our participants training goals were able to move forward.

Our **W2** program embraced the changes to virtual by increasing the technology used to connect with our participants and seeing flexibility in policy. From implementing online TABE tests, DocuSign, and the purchase of an E-learning platform our services remained top notch and accessible.



Administrative switches to remote meant we needed to paperless and embrace technology. From partnering with Avid Exchange for bill pay services, implementing Postify to help with social media, to fully integrating the web-based accounting platform FENXT it was a year to embrace the change.

# WCI Strategic Planning

## Our Updated Mission, Vision, and Values:

### Mission:

We connect people, work, and training.

### Vision:

Strengthen communities through building the workforce.

### Values:

Connected, Committed, Compassionate, Empowering, Accountable and Driven.

### 2021-2025 Objectives:

*We will be successful and accomplish our mission by being financially sound, performance driven, value based, well-trained, and dedicated to organizational development and stakeholder relationships.*

1. Enhance and expand our **Technology** to provide the efficient and effective service
2. Weave **Diversity, Equity, and Inclusion** into everything we do.
3. Increase our **brand awareness** within the community
4. Expand our **fundraising** sources
5. Enhance our **service delivery model**
6. Strengthen our **organizational culture**

# Community Foundation Grant

Workforce Connections partnered with the La Crosse Community Foundation to assist individuals and families by providing one-time monetary payments to help offset hardships including food, housing electricity, heat, or utilities plus matched amounts of fuel cards to help with transportation needs.

With this grant, we were able to provide 73 La Crosse County homes with a total of \$34,500 in funding and Kwik Trip cards.

The funds helped me out a lot. I paid off my internet bill so my daughter can continue her virtual education. I got full tanks of gas for both of my vehicles so I can take my other 4 kids to and from school. We live in La Crosse and my kids are enrolled in the Onalaska School District so I have to commute daily. I will use the remaining cash for April's rent. Thank you for helping my family. I really appreciate it!

- Anonymous

Thank you for your grant, I was able to get my car insurance for my car, get my son a birthday gift and take the kids skating at the roller rink, not to mention my tank is full.

- Patty

It was a wonderful unexpected surprise, we were able to fill our home with food as well as put gas in our car! a full tank something it hasn't seen in 6 months or more. Thank you so much for this wonderful gift.

- Angee

This program really helped me out getting some household essentials and extra food in the house as well as making sure that I was able to get to and from work.

- Remy

It helped me buy food for my family and gas in my vehicle to go back and forth to work. I cannot explain how much the grant meant to me and my little family. Thank you so much.

- Anonymous

## Financials

### Workforce Connections, Inc.

Balance Sheet  
June 30, 2021

Assets		Liabilities	
Cash - Checking	\$ 228,933.00	Accounts Payable	\$ 49,646.00
Cash - Fiscal Agent Services	\$ 64,480.00	Accounts Payable-Fiscal Agent Services	\$ (384.00)
Cash - Sunshine Fund (Employee Funds)	\$ 1,665.00	Accrued Payroll and Related Expenses	\$ 89,924.00
Cash - Health Reimbursement Account	\$ 10,860.00	Capital Lease Liability	\$ 46,208.00
Cash - Money Market	\$ 367,389.00	Unearned Grant Revenue	\$ -
Certificates of Deposit	\$ 150,000.00	Total Liabilities	\$ 185,394.00
Grants Receivable	\$ 260,229.00	Net Assets	
Other Receivables	\$ 7,581.00	Without Donor Restriction	\$ 796,393.00
W2 Fee for Service Receivable	\$ 9,473.00	With Donor Restriction	\$ 209,273.00
Prepaid Expenses	\$ 44,242.00	Total Net Assets	\$ 1,005,666.00
Equipment and Other Assets, less accumulated depreciation	\$ 46,208.00	Total Liabilities and Net Assets	\$ 1,191,060.00
Total Assets	\$ 1,191,060.00		



# WCI Talent



Pamela Amundson  
Finance Coordinator



Kristin Bell  
Career Planner



Anna Benthin  
Career Planner



Laurel Bowers  
Career Planner



Gina Brown  
Director of Operations



Andrea Brownlee  
Career Planner



Erika Deal  
Job Developer



Keely Dolan  
Career Planner



Angela Erickson  
Finance Coordinator



Shannon Franek  
Operations Coordinator



Gidget Gade  
Career Planner



Amy Larson  
Career Planner



Kelly Norsten  
Director of Administration



Faith Oliver  
Career Planner



Wanda Palmer  
Career Planner



Teresa Pierce  
Executive Director



Sadie Schultz  
Career Planner



Della Snyder  
Career Planner



Tina Tucker  
Career Planner



Wendy Urbanek  
Career Planner



Megan Walters  
Career Planner



Emily Ware  
Resource Coordinator



Chelsey Yeskie  
Career Planner

We connect people, work,  
and training.

**Mission**

Strengthen communities  
through building the  
workforce.

**Vision**

We are connected,  
committed, compassionate,  
accountable, empowering,  
and driven.

**Values**