

LAWDS

Libraries Activating Workforce Development Skills

Presented by: Julie Enloe
One-Stop Operator
South Central Wisconsin



The LAWDS Project is funded in part by a Laura Bush 21st Century Librarian grant from the Institute of Museum and Library Services.



The LAWDS Project brings together public library staff with staff of local Workforce Development Boards (WDBs) and Wisconsin's American Job Centers to facilitate more seamless support of job-seeking patrons, business owners and entrepreneurs.

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Past Approaches to Public Workforce Development Programming

Supporting the economy by investing in workforce is something the U.S. government has done since the Morrill Act of 1862, which funded agricultural and mechanic schools.

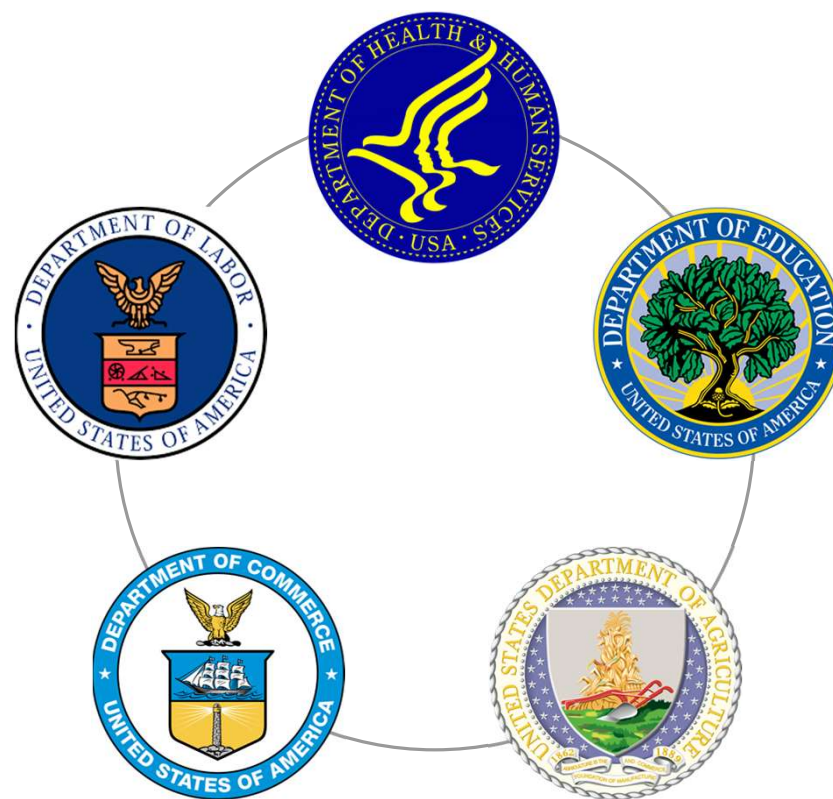
Federal agencies continued to support the workforce development system, often by **specializing** in customers and activities.



A System-Approach to Public Workforce Development

In 2014, Congress passed a federal law, the Workforce Innovation and Opportunity Act (WIOA), with broad bipartisan support.

This legislation required that all government-funded workforce programs **work together as one system** to serve **common customers**.



No Wrong Door

WIOA ushered in the concept of “No Wrong Door” to access federally-funded employment and training programs through coordinated workforce systems.



Wisconsin's Local Workforce Structure



- 1 Southeast
- 2 Milwaukee County
- 3 Washington-Ozaukee-Waukesha
- 4 Fox Valley
- 5 Bay Area
- 6 North Central
- 7 Northwest
- 8 West Central
- 9 Western
- 10 South Central
- 11 Southwest

Core Programs Provide Streamlined Services

WIOA Title IB: Adult, Dislocated Worker and Youth Programs	<ul style="list-style-type: none">• Contracted by local WDBs• Career, training and support services focused on job placement• Activities supporting youth towards career and education goal attainment
WIOA Title II: Adult Education and Literacy Act (AEFLA) Programs	<ul style="list-style-type: none">• Technical colleges and community-based providers• Adult Basic Education• English language learning
WIOA Title III: Employment Services	<ul style="list-style-type: none">• DWD Job Service• JobCenterofWisconsin.com• Job search and placement assistance• Employer recruitment services
WIOA Title IV: Vocational Rehabilitation	<ul style="list-style-type: none">• DWD DVR• Services to assist eligible individuals with disabilities gain, maintain and advance in competitive integrated employment



JOB CENTER
Serving Sauk, Columbia & Marquette County

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network

211

UNITED WAY

Contact: Dial 211 Text your zip code to: 898-211 211wisconsin.org

Description: When you need help and don't know where to turn simply dial 2-1-1 to reach a caring community resource specialist. United Way 2-1-1 (*formerly First Call for Help*) is an information and referral service that connects people to a variety of resources such as: help paying bills, support groups, food pantries, community clinics, and many other services. This service is available every hour of every day and can assist in almost any language.

Customers: Open to all individuals.

711

WISCONSIN RELAY

Contact

Dial 711

Description

A free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech disabled. This service is available every hour of every day and can assist in Spanish as well.

Customers Served

Open to all individuals.

Other Services

ADULT EDUCATION & LITERACY

Contact/ Location	Madison Area Technical College https://madisoncollege.edu/learning-centers	608-258-2440
Description	Technical colleges and community-based providers offer Adult Basic Education (ABE) and English language learning (ELL)	
Customers	Open to all individuals.	

AGING & DISABILITY RESOURCE CENTER (ADRC)
MARQUETTE COUNTY

Contact: Marquette County ADRC 608-297-3101
428 Underwood Ave
Montello WI 53949
<http://www.co.marquette.wi.us/departments/human-services/aging-unit>

Description: We provide information to the general public about services, resources, and programs in areas such as: disability and long-term care related services and living arrangements, health, adult protective services, employment and training for people with disabilities, transportation, home maintenance and nutrition. ADRC staff will provide help to connect people with those services and to also apply for SSI, FoodShare, and Medicaid as needed.

Customers: Open to all individuals.

BADGERCARE

MARQUETTE COUNTY HUMAN SERVICES

Contact: <https://access.wisconsin.gov/>
Get the App: MyACCESS Wisconsin

Marquette County

East Central Consortia Call Center

888-256-4563

Description: BadgerCare is part of the Medical Assistance Program (MA). The MA program pays for medical costs for eligible individuals. BadgerCare customers may pay premiums or have deductible or co-pays. Recipients receive a Forward Health card similar to an insurance card that they present to the medical provider.

Customers: Low income families that meet financial and non-financial eligibility criteria.

BADGERCARE PLUS

MARQUETTE COUNTY HUMAN SERVICES

Contact: <https://access.wisconsin.gov/>
Get the App: MyACCESS Wisconsin

Marquette County

East Central Consortia Call Center

888-256-4563

Description: BadgerCare Plus is part of the Medical Assistance Program (MA). The MA program pays for medical costs for eligible individuals. BadgerCare Plus customers may pay premiums or have deductible or co-pays. Recipients receive a Forward Health card similar to an insurance card that they present to the medical provider.

Customers: Low income families that meet financial and non-financial eligibility criteria.

BILINGUAL JOB SEEKER SERVICES (SPANISH/ENGLISH)

JOB SERVICE

Contact	Job Service Reception Desk	888-258-9966
Description	Bilingual staff is available to provide bilingual assistance to Spanish speaking job seekers. Some workshops are presented in both English and Spanish.	
Customers	Open to all individuals.	

BONDING

JOB SERVICE

Contact Job Service Reception Desk 888-258-9966

Description A Fidelity Bond provides insurance protection for employers against dishonest acts by employees such as theft, embezzlement, and vandalism. By decreasing the risk to employers, the Fidelity Bond also increases the job seekers' chances of being hired despite blemishes on their record.

Customers Open to all employers or any person who has been denied employment due to conviction record, credit risk, illegal drug use, or dishonorable discharge from the military.

BURIAL FUNDING

STATE OF WISCONSIN

Contact	Wisconsin Funeral & Cemetery Aids Program (WFCAP) www.dhs.wisconsin.gov/em/wfcap.htm
Description	Funding for funeral and cemetery expenses up to program limits.
Customers	Low income individuals that meet financial and non-financial eligibility criteria. Family members interested in funeral assistance should speak with their funeral directors.

CAREER COUNSELING

JOB SERVICE

Contact Job Service Reception Desk 888-258-9966

Description Individual assistance is available in career planning, problem solving, and organizing an effective job search. A professional and experienced career counselor is available to meet with job seekers. Customers should call to schedule an appointment.

Customers Open to all individuals.

CARETAKER SUPPLEMENT

MARQUETTE COUNTY HUMAN SERVICES

Contact	Marquette County East Central Consortia Call Center	888-256-4563
Description	Cash assistance for parents who are receiving State and Federal Social Security Insurance (SSI).	
Customers	Low income individuals that meet financial and non-financial eligibility criteria.	

CELL PHONES

SAFELINK

Contact

www.safelinkwireless.com

Description

Free cell phones.

Customers

Low income individuals that meet financial guidelines

CHILD CARE FUNDING – WISCONSIN SHARES ASSISTANCE

MARQUETTE COUNTY HUMAN SERVICES

Contact

www.access.wisconsin.gov

Get the App: MyACCESS Wisconsin
Marquette County
East Central Consortia Call Center

888-256-4563

Description

Child care funding is available for qualified individuals. Participants must be in qualified activity such as work or a combination of work and school. Payments go directly to qualified child care providers. Generally, participants are required to pay a co-payment.

Customers

Low income individuals that meet financial and non-financial eligibility criteria.

CHILDCARING, INC.

Contact: Marquette County Inquires 1-800-628-8534
Email: info@childcaring.org

Description: Childcaring assists families in addressing challenging issues in finding quality, affordable and available child care. The referral program links families to regulated child care through use of a database, containing child care providers that are licensed, regularly certified or provisionally certified. The database identifies potential child care programs based on specific needs of the family. Childcaring is part of a network of accredited, non-profit Wisconsin Child Care Resource & Referral agencies providing advocacy and support services for child care in Adams, Clark, Langlade, Lincoln, Marathon, Marquette, Portage, Taylor, Waushara, and Wood Counties.

Customers: Open to all individuals.

**DISLOCATED WORKER PROGRAM
WORKSMART NETWORK – WIOA**

EMPLOYMENT & TRAINING ASSOCIATION

Contact	www.WorkSmartNetwork.org Marquette County	608-355-4810
Description	Services are provided to those who have been laid-off from their employment due to foreign competition, economic downturn, company mergers or other reasons not related to the person's job performance and who do not have employment alternatives within their occupations.	
Customers	Workers who have been either (1) laid-off or given notice of lay-off, UI eligible or exhausted and unlikely to return to the same industry or occupation; or (2) victim of plant closing or substantial lay-off; or (3) previously self-employed and are currently (a) unemployed or (b) going out of business due to natural disasters or economic conditions in the area.	

DIVISION OF VOCATIONAL REHABILITATION (DVR)
STATE OF WISCONSIN –DEPARTMENT OF WORKFORCE DEVELOPMENT

Contact	dwd.wisconsin.gov/DVRAPPLY Portage Office 2875 Village Road, Ste. 200 Portage, WI 53901	800-422-7138 (Toll Free) 608-742-6250
Description	DVR provides individualized services to eligible consumers who need assistance to prepare for, to find and to keep employment. Examples of some services are assessments, vocational counseling and guidance, assistive technology, job seeking and placement and training.	
Customers	Individuals who have a physical or mental impairment that makes it difficult for them to get or keep a job, and who need services to prepare for work, or to find and keep a job.	

EMERGENCY ASSISTANCE

FORWARD SERVICE CORPORATION

Contact	Marquette County	855-771-8420
Description	Emergency funding for issues related to rent and housing.	
Customers	Impending homeless customers. Must have received a five-day notice from landlord.	

ENERGY SERVICES, INC.

Wisconsin Home Energy Assistance Program (WHEAP)

Contact

esiwi.com

Sauk County
916 Eighth Ave
Baraboo, WI 53913

608-356-8887

Columbia County
204 E Edgewater St. Suite 103
Portage, WI 53901

608-742-4088

Description

WHEAP and related programs provide assistance with heating bills, weatherization and furnace repair and replacements.

Customers

Customers that meet eligibility requirements.

FOODSHARE

MARQUETTE COUNTY HUMAN SERVICES

Contact

www.access.wisconsin.gov

Get the App: MyAccess Wisconsin

Marquette County

East Central Consortia Call Center

888-256-4563

Description

The FoodShare (FS) program provides low income customers with funds to buy food. Benefits are distributed via Quest cards that work like debit cards.

Customers

Low income individuals that meet financial and non-financial eligibility criteria.

FOODSHARE EMPLOYMENT & TRAINING PROGRAM
FORWARD SERVICE CORPORATION

Contact Marquette County 855-771-8420

Description An employment and training program designed to enable FoodShare recipients to receive case management services in order to move promptly into unsubsidized employment.

Customers FoodShare recipients referred by DCDHS Economic Support Specialists to the FoodShare Employment & Training Program.

HMO MEMBER SERVICES
AUTOMATED HEALTH SYSTEMS

Contact Call Member Services at 800-362-3002 or
email memberservices@wisconsin.gov

Description This service provides information regarding the
Medicaid programs that are available through the
Department of Health and Family Services. An
HMO specialist will be able to answer questions
regarding HMO's, Medicaid and Forward Cards.

Customers Medicaid/BadgerCare recipients.

HOUSING PROGRAMS

CAP SERVICES

Contact: Housing Assistance 715-343-7500

Location: Marquette County

Description: This program provides a **one-time** crisis assistance to households – generally rent. This program actually combines different funding sources including Emergency Food & Shelter Program and United Way. Client applications are reviewed and approved based on a number of criteria, including funding availability, the ability to positively resolve the crisis and other factors.

Customers: Open to all individuals.

HOUSING SEARCH

WI DHS, WHEDA, DEHCR

Contact <http://wihousingsearch.org>

Description **WIHousingSearch.org**, a free resource to help you find a home that fits your needs and budget. Property providers can list apartments or homes for rent any time, which means that our list is always current.

Customers Open to all individuals.

JOB ACCESS LOANS

FORWARD SERVICE CORPORATION

Contact Marquette County 855-771-8420

Description Short term, no interest loans designed to assist with emergency vehicle repairs for employment purposes. This program is restricted by intermittent, limited funding.

JOBCENTEROFWISCONSIN.COM

JOB SERVICE

Contact Job Service Reset password #5: 608-266-7252

Description JobCenterofWisconsin.com is Wisconsin's single largest source for job applicants. Employers can enter their own job orders on Job Center of Wisconsin.com. A Job Service employment specialist is on duty to assist job seekers in the Job Service computer resource area or jobs can be viewed over the internet. There is no fee to the employer or job seeker.

Customers Open to all individuals and employers.

JOB CORPS

Contact	Pam Crisafulli http://jobcorps.doleta.gov	414-429-3666
Description	A US Department of Labor career development program providing educational and career skills training at 122 centers nationwide. Program offerings include: High School Diploma, GED or HSED; vocational and employability training; driver's education; housing; meals; basic medical and dental insurance; living and clothing allowances and completion bonuses. Graduates of the program are eligible for career transition services for up to 18 months post-graduation.	
Customers	Low income and/or disabled US citizens or legal residents between the ages of 16 and 24.	

LABOR MARKET INFORMATION

JOB SERVICE

Contact JobCenterofWisconsin.com

Description Job seekers and employers may receive employment and unemployment data, occupational wage information, industry employment, manufacturing economic indicators, population data, and annual inflation rates. For more labor market information, go to JobCenterofWisconsin.com

Customers Open to all individuals and employers.

LEGAL ACTION OF WISCONSIN

Contact: legalaction.org 855-947-2529

Description: If you are a low income person in Columbia, Dane, Dodge, Green, Iowa, Jefferson, Lafayette, Rock or Sauk County our Madison office may be able to help with certain civil legal problems.

Customers: Open to all low income individuals.

LIFT Wisconsin - Technology for Free Legal Help & Links to Community Services

EMPLOYMENT & TRAINING ASSOCIATION

Contact www.legaltuneup.org 608-333-5104

Description LIFT Wisconsin is designed to increase economic prosperity for Wisconsin residents with our new web-based Legal Tune Up app and our virtual legal clinics. We help people remove civil legal barriers and connect participants to programs that can facilitate better jobs, housing, and healthcare. Areas include:

- Driver's license reinstatement
- Expungement of past arrest records
- Job search and career training assistance
- Restructuring child support orders
- Evictions
- Healthcare billing and debt issues

Customers Low Income residents of Wisconsin

MEDICAL ASSISTANCE

MARQUETTE COUNTY HUMAN SERVICES

Contact	www.access.wisconsin.gov App Store: MyACCESS Wisconsin Marquette County East Central Consortia Call Center	888-256-4563
Description	The Medical Assistance (MA) program pays for medical costs for eligible individuals. Costs must be approved by the MA program. Customers receive Forward Health Cards similar to insurance cards that they present to the medical provider. BadgerCare Plus is part of the Medical Assistance Program.	
Customers	Low income individuals that meet financial and non-financial eligibility criteria.	

MEDICAL ASSISTANCE PURCHASE PLAN (MAPP)
MARQUETTE COUNTY HUMAN SERVICES

Contact	www.access.wisconsin.gov App Store: MyACCESS Wisconsin Marquette County East Central Consortia Call Center	888-256-4563
Description	MAPP is part of the Medical Assistance (MA) program, which pays for medical costs for eligible individuals. Customers receive Forward Health cards similar to insurance cards that they present to the medical provider.	
Customers	Individuals determined disabled by the Disability Determination Bureau or elderly (over age 65) who are also working part-time.	

**MIGRANT AND SEASONAL FARM WORKERS OUTREACH
JOB SERVICE**

Contact Job Service Reception Desk 888-258-9966

Description Migrant outreach workers are available to assist with employment applications, refer to specific employment opportunities, provide information on farm workers' rights with respect to the terms and conditions of their employment, and refer to other organizations serving Migrant and Seasonal Farm Workers (MSFW).

Customers Open to all migrant and seasonal farm workers.

**SSI (SOCIAL SECURITY DISABILITY INSURANCE) OR
SSDI (SUPPLEMENTAL SECURITY INSURANCE) ADVOCACY FOR W2 CUSTOMERS**
FORWARD SERVICES CORPORATION

Contact	Referral by Economic Support Specialist – otherwise send to ADRC
Description	Assisting customers with the process and paperwork involved in applying for SSI and SSDI. Activities include reviewing customer documentation, attending appointments with customer and ensuring necessary paperwork is filed with Disability Determination Bureau.
Customers	W2 customers applying for SSI/SSDI

SSI/SSDI ADVOCACY AT THE ADRC
AGING & DISABILITY RESOURCE CENTER (ADRC)

Contact Marquette County ADRC 608-297-3101
428 Underwood Ave
Montello WI 53949
<http://www.co.marquette.wi.us/departments/human-services/aging-unit>

Description Assisting customers with the process and paperwork involved in applying for SSI and SSDI. Activities include reviewing customer documentation, attending appointments with customer and ensuring necessary paperwork is filed with Disability Determination Bureau.

Customers Open to all individuals.

STATE JOB LISTINGS & TESTS

JOB SERVICE

Contact www.wisc.jobs

Description See the State employment listings online.

Customers Open to all individuals.

TRADE ADJUSTMENT ASSISTANCE

JOB SERVICE

Contact Job Service Reception Desk 888-258-9966

Description The Federal Trade Act provides special assistance to workers who lose their jobs due to foreign competition, including work being moved outside of the United States.

Customers Open to all individuals whose company has been deemed Trade affected by the US Department of Labor.

TYPING TEST – CIVIL SERVICE

JOB SERVICE

Contact Job Service Reception Desk 888-258-9966

Description Individual typing tests are administered on a computer for any state position with typing requirements. Customers should call to schedule an appointment.

Customers Open to all individuals.

UNEMPLOYMENT BENEFITS

DEPARTMENT OF WORKFORCE DEVELOPMENT

Contact <https://dwd.wisconsin.gov/uiben/> 414-435-7069

Description To apply for Unemployment benefits apply on-line at <https://dwd.wisconsin.gov/uiben/>. If you have questions about or need help with your benefits, please call.

Customers Customers who have been laid-off due to no fault of their own, returning military veterans coming off active duty, those with reduced hours may claim unemployment benefits

OFFICE OF VETERANS SERVICES

STATE OF WISCONSIN –DEPARTMENT OF WORKFORCE DEVELOPMENT

Contact	Job Service Reception Desk Statewide	608-405-4409 888-258-9966
Description	DVOP Disabled Veteran Outreach Program (DVOP) staff are available on a walk-in basis and by appointment to meet with Veterans with significant barriers to employment. Veterans must complete a pre-screening form from Job Service staff prior to meeting with Vet staff. Veterans can find help with career planning, view job listings and receive veteran related information. Local Veterans Employment Representative (LVER) is available to assist job ready Veterans for job match assistance, On-the-Job Training (OJT) or Apprenticeship opportunities.	
Customers	People who have served in the U.S. military and other eligible customers.	

W-2 PROGRAM

FORWARD SERVICE CORPORATION

Contact	www.access.wisconsin.gov	885-733-1311
	Forward Service Corporation via Dane County Job Center	
Description	W-2 recipients will receive intensive case management services toward the goal of gainful unsubsidized employment. Individuals can earn a W-2 payment through participation in agreed upon placements and activities such as job seeking skills workshops, job search, career exploration, job skills training, work experience, and subsidized employment.	
Customers	Low income individuals who meet financial and non-financial eligibility criteria.	

WINDOWS TO WORK

EMPLOYMENT & TRAINING ASSOCIATION

Contact	Natalie Flores - Oakhill Ginny Whearty – Fox Lake	608-242-4546 608-242-7414
Description	Windows to Work (W2W) is a program that provides re-entry tools, support and career coaching services to incarcerated individuals beginning 3-9 months prior to release and for approximately one year post-release. While the Workforce Development Boards manage the program throughout the state, EATA administers the Windows to Work program at Oakhill Correctional Institution and serves individuals releasing to Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk counties. Interested individuals must enroll in while in Oakhill Correctional Institution.	
Customers	Only Department of Corrections (DOC) prior authorized ex-offenders from Oakhill Correctional Institution	

WIOA PROGRAM TITLE I (WORKSMART)

EMPLOYMENT & TRAINING ASSOCIATION

Contact	www.WorkSmartNetwork.org Sign up for an Information Session Marquette County	608-355-4810
Description	The Workforce Innovation & Opportunities Act (WIOA) Adult Program is a program designed to aid eligible adults in returning to productive employment. Services may include: resume and cover letter assistance; job search assistance; career counseling; employability assessment; employability skills training; classroom training; supportive services; etc. Individuals will be asked to provide documentation for: identity, citizenship, authorized alien status, selective service registration, age, Wisconsin residency and proof of income.	
Customers	Eligible adults, dislocated workers and youth services.	

WISCONSIN SENIOR EMPLOYMENT PROGRAM (WISE)

Contact	Marquette: Susan Garbisch	920-907-9898
Description	The Wisconsin Senior Employment Program (Senior Community Services Employment Program) is an employment training program for low-income, unemployed individuals aged 55 years and older. The program provides subsidized, part-time work experience for a limited time through community service to obtain the skills necessary for permanent employment. Participants in the program learn new skills and talents, or enhance existing ones, through valuable work experience and other training to become competitive in today's workforce.	
Customers Served	Low-income, unemployed individuals aged 55 years and older.	

WORKSHOPS
JOB SERVICE

Contact	Job Service Reception Desk www.scwijobs.com https://www.youtube.com/c/wiworkforce/videos
Description	Workshops are offered on a variety of job-search related topics. Registration is required in advance. All workshops are open to the public and at no charge to the customer. NOTE: Workshop availability is subject to change. The workshop schedule is available at the Job Service reception desk.
Customers	Open to all individuals.

WORKSMART NETWORK

EMPLOYMENT & TRAINING ASSOCIATION

Contact	www.WorkSmartNetwork.org Marquette County	608-355-4810
Description	The Workforce Innovation & Opportunities Act (WIOA) Adult Program is a program designed to aid eligible adults in returning to productive employment. Services may include: resume and cover letter assistance; job search assistance; career counseling; employability assessment; employability skills training; classroom training; supportive services; etc. Individuals will be asked to provide documentation for: identity, citizenship, authorized alien status, selective service registration, age, Wisconsin residency and proof of income.	
Customers	Eligible adults, dislocated workers and youth services.	

YOUTH BUILD
RENEWAL UNLIMITED

Contact Renewal Unlimited

<http://www.renewalunlimited.net/>

608-742-5329

Description Youth Build is a community-based pre-apprenticeship program that provides job training and educational opportunities for at-risk youth ages 16-24 who have previously dropped out of high school.

Customers At-risk youth ages 16-24 who have previously dropped out of high school

Thank You!



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1-888-258-9966 | www.jobcenterofwisconsin.com | www.dwd.wisconsin.gov