



# *Workforce Alliance*

ANNUAL REPORT 2021-2022

**T**he last few years have certainly been challenging for all of us. Providing a variety of employment and training services to job seekers and employers required a number of changes to the way we did business. The pandemic also amplified the difficulties distressed communities would face to successfully navigate the new remote and hybrid world.

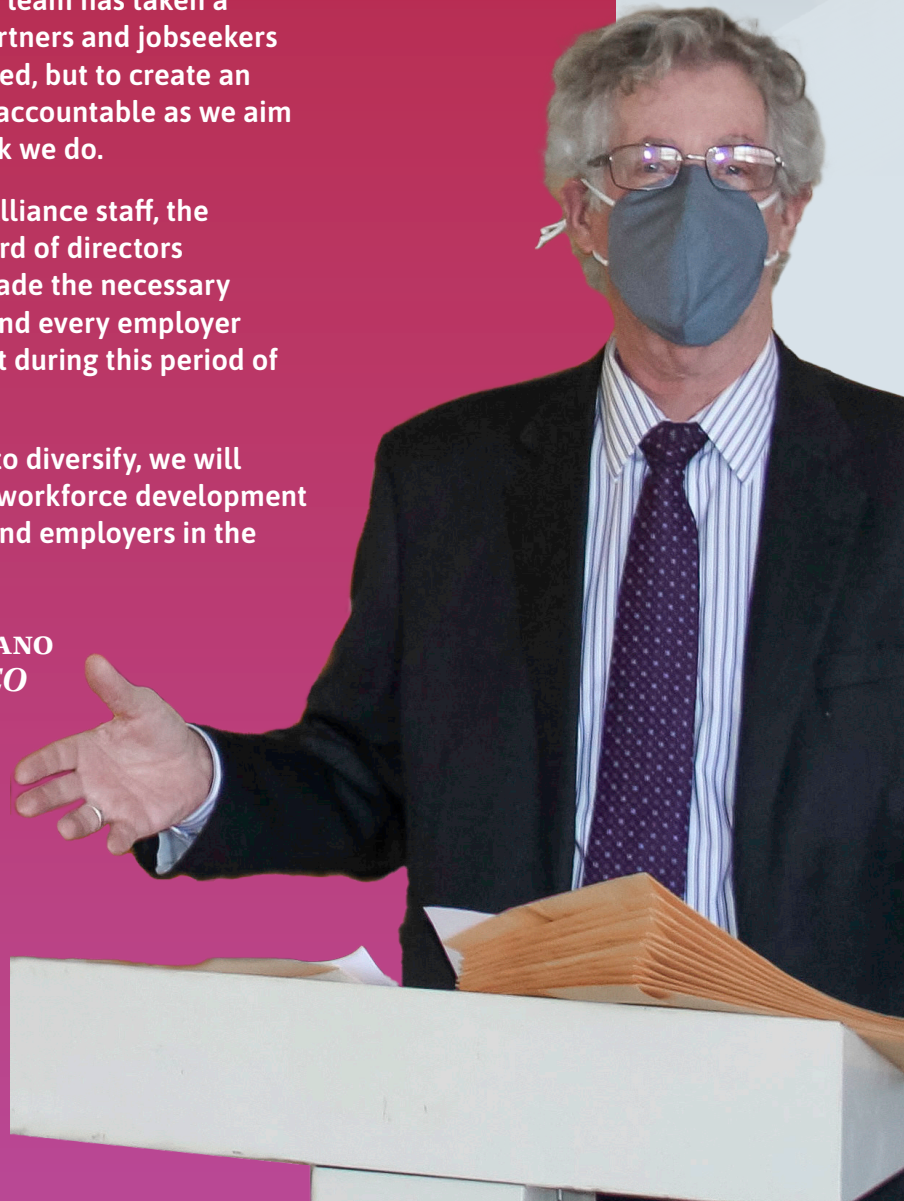
Workforce Alliance began identifying areas in which we could improve our service delivery and we also implemented a comprehensive initiative aimed at increasing diversity, equity and inclusion. While our outcome data showed that we were successfully serving Black and Brown customers in existing programs, we wanted to do more to achieve racial equity.

Since embarking on this effort, our DEI team has taken a deeper dive into working with staff, partners and jobseekers to not just hear the needs they presented, but to create an action plan that would hold everyone accountable as we aim to achieve racial equity within the work we do.

I am proud to say that the Workforce Alliance staff, the American Job Center staff and our board of directors responded to the urgency we faced, made the necessary adjustments so that every job seeker and every employer were provided the services they sought during this period of uncertainty.

As Connecticut's workforce continues to diversify, we will continue our efforts to strengthen the workforce development system for both jobseeker customers and employers in the South Central Connecticut region.

**WILLIAM P. VILLANO**  
*President & CEO*





**W**orkforce Alliance continues to be a leader in workforce creation in the South Central region of Connecticut. This can be attributed to a number of factors however the primary reason is our dedicated and talented employees. We have a group of employees who work tirelessly to ensure that we are providing opportunities and training to all of our customers. Additionally, we have a dedicated group of Board of Directors who are committed to the mission, vision and values of Workforce Alliance. Our Board is made up of members with diverse backgrounds and perspectives that help set the strategic direction of Workforce Alliance.

The Board and staff continue to work tirelessly to move Workforce Alliance forward. One of the ways in which we are leading the industry is our work surrounding Racial Equity

& Inclusion. Through various Board and employee committees our focus has been to ensure that racial equity and inclusion is at the forefront of any decisions we make and strategy that we lay out. We are very proud of the work done to date however we know there is more work to be done.

I would also like to recognize and thank Robin Golden for her years of service as Board Chair. Robin has been a strategic leader of the Workforce Alliance Board and we appreciate everything she has done.

We will continue to work with our partners in the 30 towns that are supported by Workforce Alliance so that we can contribute to improving the well-being of those that we serve.

**ED DOOLING**  
*Chairman of the Board*



**2,703**

Job Seekers  
Served



**13,654**

Career Center  
Customers



**9,087**

Customers  
Employed



# Next Steps Program

The Next Steps Re-Entry Program is designed to help ex-offenders become employed by providing life skills, job training and work-place readiness. Workshops and other services have been reinstated in-person. In the last year, 85 ex-offenders have been served through Next Steps and 50 were placed into employment. Since 2003, Next Steps has placed 2,372 total placed in jobs. The Next Steps Program worked with police, courts, probation, and parole services, and community organizations to provide a program that increases the odds of success.

***This program supports successful re-entry into the workforce for Connecticut residents who are out of work due to the impacts of the COVID-19 pandemic. As our community continues pandemic recovery efforts, Workforce Alliance is doing critical work to provide life skills and job training to people seeking employment.***

*Congresswoman (CT-03)*  
**ROSA DELAURO**



# American Job Centers

Since implementing a hybrid in-person and virtual service delivery model we have expanded our reach to serve over 17,000 people in the past year at our New Haven, Meriden, Middletown and Hamden Centers and virtually. Becoming more embedded in the communities we serve, Ambassadors are deployed throughout the region offering our services to job seekers on-site at local libraries, community colleges and community partners with over 300 outreach events.

Virtual workshops and job clubs have allowed for more job seeker participation. Customers have the option of attending either in person or online. New workshops to address the post-pandemic workplace, computer literacy, and for Afghan refugees were launched.

# Ticket to Work Program

The Ticket to Work program provides safety nets (called Work Incentives) for individuals who receive disability benefits from Social Security. The program provided benefits counseling to 20 individuals for the 2021-2022 fiscal year.

70% of the participants achieved gainful employment, with the average wage of \$49,760. annually.



## Robin Gibson

Has worked in food service and janitorial services for most of her career and was looking to transition into a different career . Her interest was administrative or customer service-related careers.

But without prior work experience in these areas, she was having a difficult time securing a position . The job seeker's consultants and staff helped her update her resume to focus it on administrative and customer service-related employment opportunities and referred her for the Subsidized Employment Program to assist her with obtaining a potential opportunity related to these career paths. She obtained a part-time Subsidized Employment opportunity as a Data Entry Associate for a healthcare employer and a health monitor position.

# Health Career Advancement Program

Health Career Advancement Program (HCAP) provides occupational trainings in the healthcare field for Temporary Assistance for Needy Families (TANF) recipients, low-income individuals and dislocated workers. During the Pandemic trainings continued to run virtually allowing participants to start their training without delay. Along with tuition assistance participants receive wrap around services such as laptops, hot spots, exam fee, and auto repairs. Participants also received job search assistance from our Business Services Team. HCAP served 94 Individuals this program year. Participants were introduced to careers in Certified Nursing Assistance, Phlebotomy Technician, Patient Care Technician Pharmacy Technician (Hospital Based), Emergency Medical Technician, Sterile Processing Technician.

***The Workforce Alliance has been an excellent partner in supporting entry level health care jobs in our organization. Their expertise in resources and support have assisted our potential employees to a successful career in health care. We are grateful for our relationship and their expertise!***

**JUDITH HAHN**  
*Yale New Haven Hospital*



## Michelle Lockhart

is a single parent of two teenage children. When she came to The American Job Center she was looking for a career that would allow her stability and financial independence. She received training for EMT through our partner at Hunter's Ambulance. Along with training Michelle received supportive services such as transportation assistance, uniforms, and coverage for testing fees payments that allowed her to complete the training successfully. She currently is employed at Manchester Memorial Hospital full-time making a competitive wage and is really enjoying her new career.

# Skill Up For Manufacturing

Manufacturing jobs are leading the way with the most growth. Our Skill up for Manufacturing program focuses on securing training and positions in the manufacturing sector. Since February of 2019, Skill Up has held 22 classes and graduated 250 students. The programs partners with community colleges (Gateway Community college and Middlesex Community College) and local technical high schools (Eli Whitney and Vinal Technical High School). A total of 191 students have secured employment following training. Students receive OSHA , Lean Six Sigma, 175 to 245 Pre-apprenticeship hour and Community College Certificate of Completion.

Some of the companies employing graduates include: Pratt & Whitney, Honeywell, Whelen Engineering, Hobson & Motzer and many others. Some positions are Mold Set Up Technician, Electronic Test Technician, Quality Control Inspector and many more.

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***The State of Connecticut and The States Manufacturers are fortunate to have The Workforce Alliance in place at this critical time. They are doing a great job to help overcome all the issues in this shortage of workers and the needed training.***

**CHRIS ULBRICH**

*CEO Ulbrich Stainless Steels and Special Metals, Inc.*

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## Randy Flores

Through the Skill Up program, he was able to gain the support and skills that helped him land the job with Sikorsky. “It’s [Skill Up for Manufacturing is] a very good program. There are lots of opportunities available. It’s not a program that’s going to hand you the material and ask you to do it passively. The teachers will sit down and go at your pace instead of rushing you to do things. It’s definitely a really good program.”



## Donald Smalley

Was looking to return to the workforce after recovering from a health issue that kept him out of work for a period of time. Donald was determined to get back to work in the areas of media, distribution, or manufacturing. Through the American Job Center and Workforce Alliance, Donald participated in the Ticket To Work program and also in the Skill Up for Manufacturing program. Donald completed the manufacturing program where he renewed his Osha 10 Certification and gained the Lean Six Sigma certification. He worked with staff to upgrade this resume to reflect his new gained skills. Donald is now employed at the Charter Arms in Shelton, CT.

# Youth Programs

Youth programs provide career exploration and guidance, support for educational attainment, and opportunities for skills training in growing employment sectors and occupations.

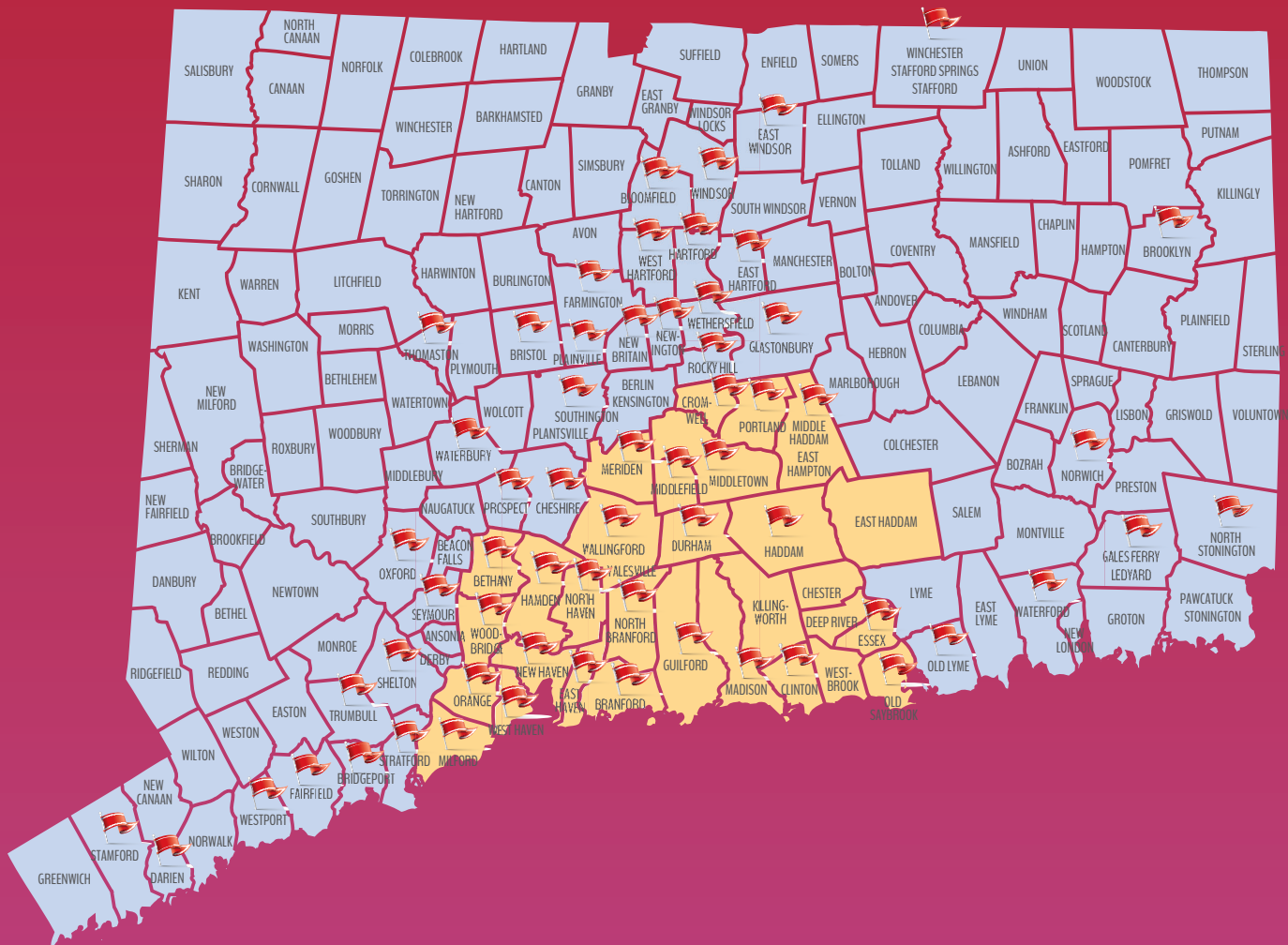
We do this through our American Job Center offices (specifically Project CEO) and a network of partners with year-round training and employment programs for 14-21 year olds still in school, and 16-24 year olds who are out-of-school. Additionally, the summer youth employment program funded paid work experience for 685 youth from 20 South Central CT municipalities.

Beyond the summer program, an additional 242 in-school youth and out-of-school young adults earned a combined 78 credentials ranging from a high school diploma or GED to industry-recognized certifications in information technology, security, business/office skills, manufacturing or healthcare. This year, 110 youth also entered employment or began higher education.

Options for youth were provided by Children's Community Program of Connecticut, Common Ground, Community Renewal Team, Women and Families Center and the Tri-Town Collaborative (a partnership of Meriden, Middletown and Wallingford Adult Education offices).



# Employer Locations of Job Placements in Connecticut



## SOUTH CENTRAL CT REGION

BETHANY  
BRANFORD  
CHESTER  
CLINTON  
CROMWELL  
DEEP RIVER

DURHAM  
EAST HADDAM  
EAST HAMPTON  
EAST HAVEN  
ESSEX  
GUILFORD

HADDAM  
HAMDEN  
KILLINGWORTH  
MADISON  
MERIDEN  
MIDDLEFIELD

MIDDLETOWN  
MILFORD  
NEW HAVEN  
NORTH BRANFORD  
NORTH HAVEN  
OLD SAYBROOK

ORANGE  
PORTLAND  
WALLINGFORD  
WEST HAVEN  
WESTBROOK  
WOODBIDGE

Workforce Alliance Fiscal Year 2021 - 2022

# Budget Summary Report

Workforce Innovation & Opportunity Act	5,560,747
Jobs First Employment Services (1)	2,716,967
Apprenticeship Connecticut Initiative	1,589,012
COVID Related Grants	856,868
Connecticut Statewide Accessible Workforce Service	670,715
Ex-offenders Reentry Opportunities (USDOL & USDOJ)	539,900
Private Grants	233,687
Other Government Grants	222,247
Health Careers Advancement Project	207,004
Connecticut Workforce & High-Tech Industry Skills Partnership	176,882
<b>TOTAL</b>	<b>13,988,161</b>

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