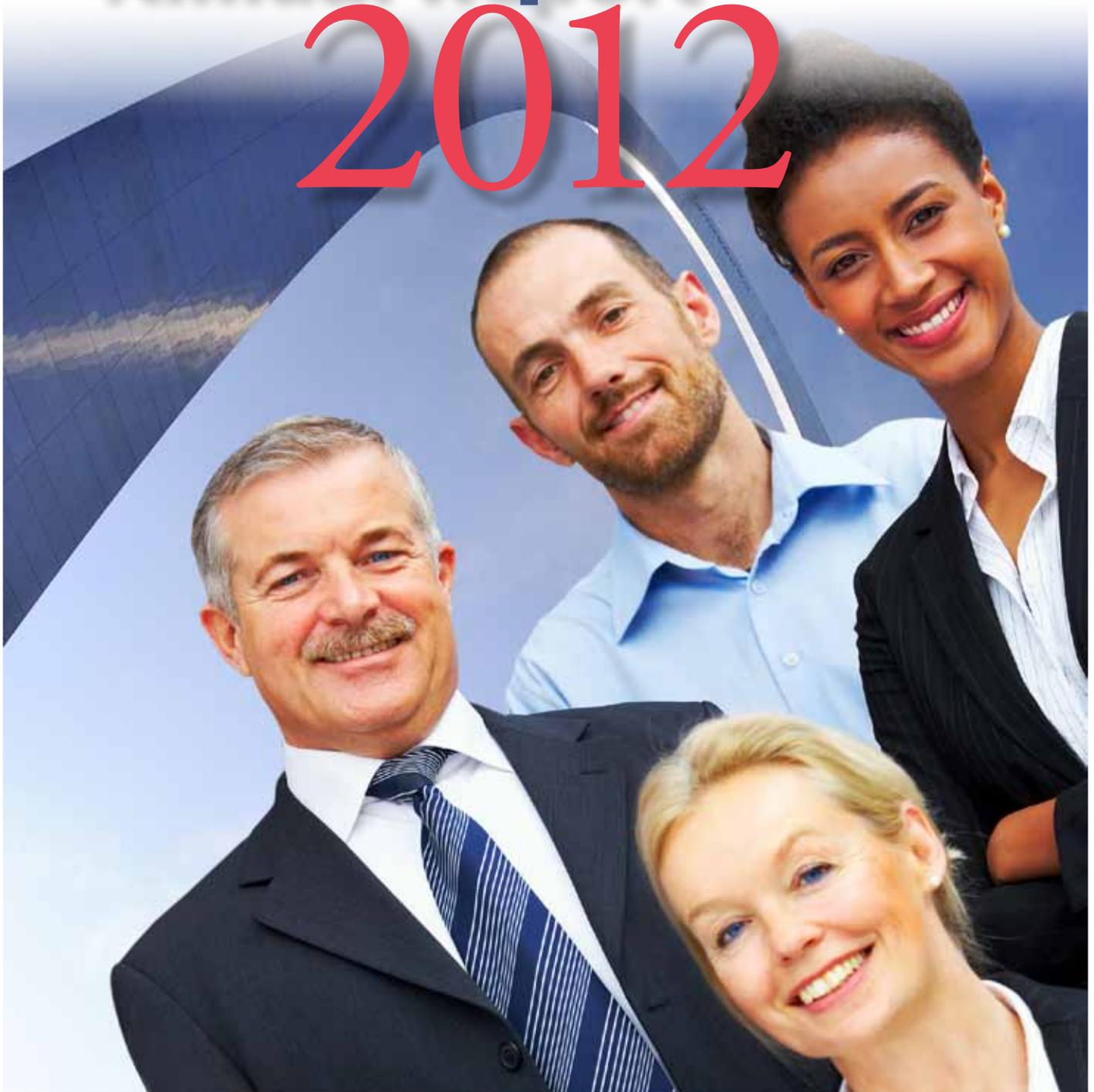


THE ST. LOUIS AGENCY ON TRAINING AND EMPLOYMENT

Annual Report

2012



Francis G. Slay, Mayor



ST. LOUIS AGENCY ON TRAINING AND EMPLOYMENT

SLATE

MISSOURI CAREER CENTER

DOWNTOWN • CENTRAL WEST END

From Our Leadership



▲ **Michael K. Holmes**, Executive Director, St. Louis Agency on Training and Employment (SLATE), Director/LEO Designee, St. Louis Workforce Investment Board (WIB)

The economic strain on our nation over the past five years has placed a severe toll on millions of our fellow citizens. In addition to increased unemployment and uncertainty, the fallout of the sustained recession also takes on some less visible but no less important results. These take the form of missed career opportunities, young adults unable to secure a meaningful first job, skill sets being rapidly outmoded, and experienced workers left with the impression that they are no longer needed or wanted in today's workforce.

These unfortunate facts have repercussions now, and will for decades to come. SLATE has done and continues to do everything in our power to curb the negative impact of these circumstances and do our part to establish a strong workforce adapted to the needs of the 21st century.

Despite the seemingly relentless tide of bad news, there are increasingly hopeful signs for the future of the City of St. Louis and the surrounding region. We see an increasing number of businesses choosing to expand in or relocate operations to our community. In the near future, some truly massive outlays, both public and private, will help kickstart the local economy. SLATE and our many partners are seeing positive results from the programs designed to retrain and assist jobseekers of all kinds.

Of course, SLATE is not immune to fiscal pressures. We are trying to serve more customers with ever more limited resources. But we feel confident that our impact has never been greater, as the many stories and services described in this latest Annual Report reveal.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael K. Holmes", written over a white background.

*SLATE is proud to partner with
the Missouri Department of
Workforce Development (DWD)*



MISSOURI
Career Center
MissouriCareerSource.com

Year End Highlights

FEATURE STORY



WIA Services For Veterans: “We’ve Got You Covered”.

Veterans make up over **10** percent of the total workforce in the St. Louis area, including hundreds of men and women recently returned from service in Iraq, Afghanistan, and other theaters of operation. The transition from prolonged military service to the civilian workforce can present significant challenges, and it is estimated that 50 percent of newly returning veterans face unemployment. SLATE has played a key role in marshalling all the resources available to help our men and women in uniform and accelerated its efforts in the 2011-2012 program year.

The *Show-Me Heroes* program, established by **Governor Jay Nixon** in 2010, has connected many returning veterans to job opportunities when they return home to Missouri. Administered by the Missouri Division of Workforce Development, SLATE has been an active part of the program since its inception. Professional staff help veteran customers package their skill sets, and regularly communicate with employ-



▲ Senator **Claire McCaskil** at the Job Fair for Veterans in Bridgeton, October 2011.

“Missouri Career Centers perform important work in the region helping veterans find job opportunities.” ~**SENATOR McCASKILL**

- ▶ Local business representative presents job opportunities to local veterans at the H2H Job Fair, March 2012.

ers throughout the region, discussing financial incentives such as *On-the Job Training (OJT)*, and growing the community of over **200** employers in and around St. Louis who have taken the *Show-Me Heroes* pledge.

SLATE has also developed the *Work-Ready Employment Assistance Program (WREAP)*, to supplement and expand the scope and reach of *Show-Me Heroes*. In cooperation with Webster University and other partners, SLATE has been offering WREAP sessions across the St. Louis region. These full-day workshops help veterans reintegrate into the job market by covering the eligibility requirements for no-cost training programs and financial aid, networking, Q&A sessions with industry experts and exercises that help veterans better translate their military training and skills into common business language. In 2012, the WREAPs proved so successful that other metropolitan areas nationwide have indicated their interest in replicating similar sessions for their own veterans.

SLATE staff also participate in numerous job fairs across the region that specifically tar-



get veterans. Often, these events draw several hundred veteran participants and over 100 potential employers that represent such industries as manufacturing, banks and insurance, higher education, utilities, IT, transportation, biotech, hospitality, and healthcare. Job fairs not only serve as a source for specific job opportunities, but for outstanding networking opportunities as well. Employers have been impressed by the quality and professionalism of job candidates with military service records.

Among the many partners SLATE works with to serve our customers who have served are the

Missouri Veterans Commission, the St. Louis Department of Human Services, AMVET, the Veterans of Foreign Wars of the United States, the Vet Center, Disabled American Veterans, the Hope Recovery Center, Jefferson Barracks and St. Louis University.



- ◀ SLATE's **Frank Alaniz** conducting a WREAP workshop in Maryland Heights, December 2012.

Mayor Slay shares SLATE's commitment to veterans, and regularly honors both businesses that participate in *Show-Me Heroes* and the veterans they hire with public proclamations. At one such event, Slay stated "We saw them succeeding at the toughest jobs of all and now we need their commitment and dedication to move our region's economy to the next level."

SLATE'S PROGRAMS: *Securing Opportunities*

OJT REDUCES HIRING COSTS FOR BUSINESSES; HELPS JOB SEEKERS • *On-The Job Training (OJT)*, has become an increasingly important tool for SLATE's Business Development department. *OJT* provides wage reimbursement to employers for up to 26 weeks and valuable learning experiences for jobseekers transitioning to a new industry or field. Over the past program year, the Business Development team has managed *OJT* contracts from five different funding sources, including the recently awarded **St. Louis Bioscience Jobs Accelerator Project**. The response from employers has been enthusiastic, and productive relationships have been formed with companies such as *Habitata*, *ABB Power*, *Graham Packaging*, *Bethesda*, *Kypha*, as well as with incubators and smaller start-ups now able to grow and expand to the next level. To ensure that the positive effects of this program continue, SLATE created a full-time *OJT* Coordinator position in 2012.

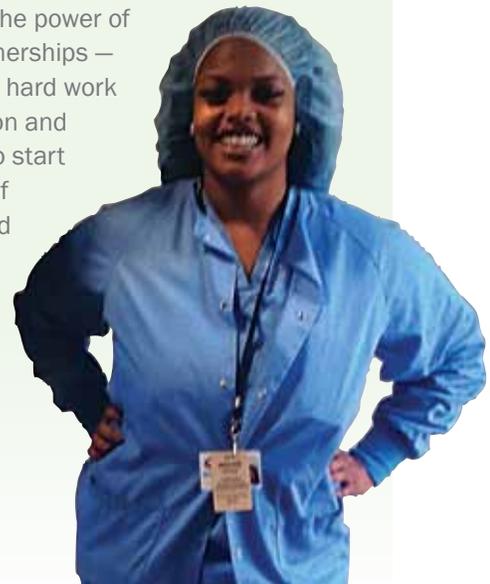
NGCC MODEL IMPROVES CUSTOMER SERVICE AT SLATE • Since 2010, the *Next Generation Career Center (NGCC)* model has been implemented at SLATE in order to streamline procedures, reduce waiting times and serve as many customers as rapidly as possible. When combined with new data tracking policies, a truer picture of SLATE's overall impact was formed, with a total of over **36,000** individual customers served in program year 2011-12, with total uses of our products totaling nearly **65,000**. This

Hear Our Stories: **Youth**

Miranda Prince: FROM HOMELESS

TO HOPE • In 2010, Miranda enrolled in SLATE's WIA-funded youth program as a high school dropout who was both unemployed and homeless. Miranda had almost no work experience and was desperate to gain training and occupational skills. Thanks to SLATE vendor MERS/Goodwill, Miranda was able to obtain temporary employment, initially as a Facility Assistant at the Demetrious Johnson Charitable Foundation and then as an Office Assistant at a nursing home. While she was gaining work experience, she vigorously applied herself in order to obtain her GED.

Employment turned things around for Miranda. She was hired by Barnes Jewish Hospital as a Specimen Transporter. Miranda became an assistant in a BJC operating room, collecting tissue samples during surgeries, and transferring them to the laboratory for testing. Miranda works full-time and is earning \$10.00 an hour. For the first time, Miranda has been able to afford her own apartment and now has a long-term goal – to earn an MD. Such is the power of SLATE's partnerships – they promote hard work and dedication and allow youth to start on the path of fulfillment and prosperity.



Hear Our Stories: **Adult**

Tonya Feltman: **BREAKING THE GLASS**

CEILING • Formerly unemployed St. Louis City resident Tonya Feltman, who registered at SLATE in 2010, helped renovate the expansive roof of America's Center in downtown St. Louis. One of 18 roofers employed on this project by Bartch Roofing Company, Inc., she is one of a known handful of women roofers nationwide. When Tonya met with **Armand Paulet**, SLATE's Construction Trades Liaison, she was introduced to Trey Downing, Project Manager at Bartch Roofing Co. Inc. and was hired as an apprentice soon after her interview. In the years since she has moved on to a number of other projects, and is on the path to journeyman (journeywoman!) status.

Mayor Slay entrusted SLATE to make sure that the number of women and minorities working on the area's public construction projects is growing and that career opportunities in this field are open to all. Tonya was enthusiastic about the support she received from both SLATE and Roofers Local No. 2 – both helped her discover and succeed at her new career.



“You guys were great – you were a big help!”

count, an all-time high for SLATE, reflects not only career counseling and job placement, but registration, UI reporting, workshops, adult education, GED prep, youth programs/contracts and all other services. Also as a result of NGCC, SLATE's Downtown Career Center location boasts a renewed welcome area with a better layout to reduce registration time, new posters and literature displays, more numerous and frequently updated job boards (including one specifically for veterans), and a CIC display screen with continual, informative news on breaking employment opportunities, job fairs and other events, and a schedule of activities at SLATE.

NEW WORKSHOPS ADDRESS DEMANDS OF AREA'S UNEMPLOYED •

Workshops have long been an important part of the spectrum of services SLATE offers to our customers. In this program year, a special effort has been made to provide more, and more targeted, workshops at both SLATE's Career Centers, including:

- **Workplace Readiness:** Resume Preparation, and The Interview Process helps new jobseekers or those re-entering the workforce learn effective methods of conveying their skills and abilities through exercises and immediate instructor feedback.

- **The Importance of Social Media** covers a web-based service providers such as LinkedIn that have become the number one source of job opening advertisements. SLATE now helps all jobseekers harness the enormous power of this emerging resource and tap into the e-job market.

- **Financial Literacy and Budget Planning** helps jobseekers, youth, distressed families and other customers reduce expenses, take advantage of all available financial resources, and plan for the future. The workshop has made possible through the generous help of the *Financial Planning Association of Greater St. Louis*.

- **Math, Math and More Math!**, in partnership with the *St. Louis Public Schools*, has been expanded and is now offered on a weekly basis at SLATE Downtown. This adult education program has created a strong foundation in mathematics for hundreds of customers, skills needed for employment and all aspects of life.

SLATE'S PARTNERSHIPS: **Building Connections**

SLATE HELPS TO SUPPLY MEDICAL PROFESSIONALS FOR LOCAL HOSPITALS • SLATE

spearheaded a healthcare career partnership with *BJC, Bethesda* and the *Madison County, IL Workforce Investment Board*. To help area healthcare providers meet their increased demand for Medical Billing and Coding specialists familiar with current technologies and procedures, SLATE identified and referred qualified participants, who are currently undertaking a 45-hour curriculum of coursework at the *St. Louis Community College Forest Park Campus* in two cohorts. The partnership is assisting qualified students with tuition and other expenses needed to obtain recognized certificates of proficiency and prepare students for entry-level positions such as Medical Billing Specialists, Medical Coders, Claims Examiners, Healthcare Reimbursement Specialists and Health Insurance Specialists.

CITY YOUTH RECEIVE PERSONALIZED CAREER COACHING • SLATE's Youth Services Department

has expanded their existing partnership with the *St. Louis Public Schools (SLPS)* and now works on-site at City schools, interacting directly with entire classes of young men and women throughout the course of the academic year. Overall, the program has served over **500** youth since 2011, ranging in age from 17 to 21; in many cases their family or housing situations present barriers to employment. Now these students receive personalized tutoring, leadership and volunteerism development, job readiness training, ACT test preparation through SLATE's youth service vendors. In addition, a cohort of students from *Roosevelt High School* have been enrolled into a short-term training program specifically designed for them by the faculty of *Ranken Technical College*.



"BJC HealthCare's partnership with SLATE has been extremely successful. We have been able to collaborate to begin a program that has not been attempted anywhere previously. These two organizations coming together has provided BJC the opportunity to meet and educate potential future employees."

~AMY POLLOCK, BJC SENIOR MANAGER

MWA HELPS NEEDY FAMILIES ATTAIN SELF-SUFFICIENCY • SLATE's Missouri Work Assistance (MWA) Team

serves 700+ TANF Customers throughout St. Louis City and nearby communities. The staff works side by side with *Better Family Life* through a seamless case management process, and offers a full range of training employment and supportive services. Typically, individuals enrolled in MWA also meet the WIA requirements and are dually enrolled, giving the customer the opportunity to take advantage of a much wider range of services. St. Louis City remains the most successful region in the state in terms of engaging TANF customers in a work activity.

BIOSCIENCE GETS A BOOST AND FUNDS SLATE'S OJT • In 2011, SLATE, the *St. Louis County Economic Development Council, the Center for Emerging Technologies* and the *St. Louis Minority Supplier Development Council*

successfully applied for a **\$1.8 million** multi-agency federal grant. The *St. Louis Bioscience Jobs and Innovation Accelerator Project*, one of only 20 applications selected out of 125 applicants nationwide, will help strengthen the growth of this key industry sector for our region. SLATE's role is to fund and coordinate On-the-Job Training (OJT) for **60** positions at area bioscience companies, including incuba-

tors and smaller start-ups. A portion of the grant funds will help expand the BounceBackSTL program for dislocated professionals, helping them transition to careers in bioscience. A press conference featuring Mayor Francis G. Slay, Deputy Assistant Secretary of Commerce Matt Erskine and other officials was held in January 2012.

GRADUATE! ST. LOUIS INCREASES AMOUNT OF GRADUATES IN KEY INDUSTRIES

• SLATE continues to partner with community colleges across the bi-state metropolitan area as a result of the Graduate! St. Louis Workforce Consortium made possible through a 2010 \$4.4 million Community-Based Job Training (CBJT) grant. The Consortium consists of *St. Louis Community College, St. Charles Community College, Jefferson College, East Central College, Southwestern Illinois College* and various Workforce Investment Boards from these regions. Graduate! St. Louis is on track to exceed its stated goal of helping **2,250** adult learners successfully complete programs that confer two-year degrees and/or certificates of value in the healthcare, information technology and emerging energy efficiency industries, and help them find employment.

SLATE PROVIDES APPLICANTS FOR GENERAL MOTORS

• In the summer of 2012 SLATE helped *General Motors* in Wentzville to recruit applicants. With hundreds of open positions due to a planned expansion, GM did not have a required minimum education or experience level, but used a random selection process. The response from SLATE's Career Centers was dramatic, with a total of **4,762** applicant referrals placed into the pool, of whom over **300** were veterans.

Hear Our Stories: **Employer**



▲ (Left to right) SLATE's Vet Rep Martin Payne, Habitata's new employee/veteran Melissa Gaugh, Habitata President Kevin Schaedler.

HABITATA BUILDING PRODUCTS/HALCYON SHADES

After Habitata/Halcyon Shades became an active member of the St. Louis WIB in 2009, they began using SLATE for all its pre-screening, recruiting, and hiring needs. Since then, Habitata has assisted SLATE's Business Development Department by sponsoring and hosting events to introduce SLATE to their extensive business network. In 2012, Habitata received two tokens of recognition: the *Flag of Freedom Award* for their commitment to hire veterans as part of the Governor's Show-Me Heroes initiative and the Missouri Association for Workforce Development *Small Employer Partnership Award*, honoring their productive partnership with SLATE. Of Habitata's **13**-person staff, there are four veterans, four African Americans, one Hispanic, three women (two of which are managers), two over 60 years old, and three ex-offenders. SLATE is proud of the role we have played in establishing them as a vital and growing part of the St. Louis City business community.

The company manufactures halcyon shades which control glare and reflect heat without obstructing views.

"We love working with SLATE because they bring us qualified candidates."

~JANE QUARTEL, HALCYON SHADES PRESIDENT

The St. Louis WIB



The City of St. Louis Workforce Investment Board (WIB) provides strategic leadership and oversight of the workforce development programs implemented by Missouri Career Centers in the St. Louis area. These programs assist adults and youth to upgrade their basic and occupational skills while helping businesses to connect with job seekers.

The WIB consists of **35** volunteer citizens, who are appointed by *Mayor Francis G. Slay*. These individuals represent local businesses, public and community-based agencies, and labor organizations. The WIB's **Mission** is to *develop a quality workforce that meets the economic and labor market needs of the region by providing leadership and promoting collaboration between public, private and elected official partners.*

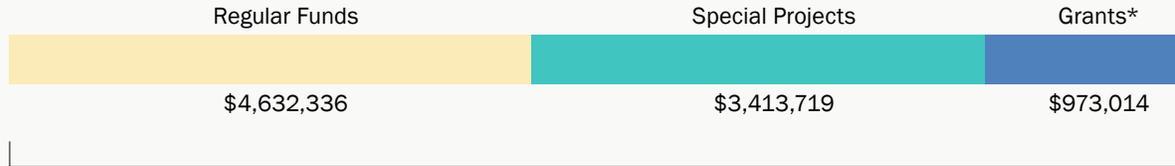
WIB OFFICERS AND MEMBERS '11-'12

Jeff Serocke, Chair	Renaissance Grand/Renaissance Suites St. Louis
Lydia Padilla, Vice Chair	TRC Staffing Services, Inc.
Donny Carroll, Secretary	SLATE Missouri Career Center, Division of Workforce Development
Patrick Bannister	St. Louis Development Corporation
John Beatty	Barnes-Jewish Hospital
Lynn Beauchaine	Lynn Beauchaine & Associates, Inc.
Kelley Bernardi	St. Louis Agency on Training & Employment
Jeff Cartnal	MERS/Missouri Goodwill Industries
Darryl Chatman	Armstrong Teasdale LLP
Pat Coleman	Behavioral Health Response
Ray Creely	Creely Consulting

Michelle Darden	St. Louis Office for DD Resources
Eddie Davis	Center for the Acceleration of African American Business - St. Louis Black Leadership Roundtable
Ed Hamilton	Brown & Kortkamp Real Estate
Cindy Hess	St. Louis Community College
Gregory Hill	Westaff
Russell Ily	Triad Manufacturing
Katherine Joslin	Bethesda Health Group, Inc.
Jane Kerlagon	Business/Education Partnership Connections
Frank Logan, Sr.	St. Louis Public Schools
Cheryl Lovell	St. Louis Housing Authority
Betsy Miller	Ameren UE
Herman Noah	Consultant Services
John Reed	JRJ Services LLC at Chas. L.Crane Agency
Kevin Riggs	SNR Denton US LLP
Kevin Schaedler	Habitata Building Products LLC
Jeather Smith	Missouri Division of Vocational Rehabilitation
Leonard Toenjes	Associated General Contractors of St. Louis
David Walker, Jr.	Brown Shoe Company
Michael Walter	International Brotherhood of Electrical Workers Local Union 1439
Ohala Ward	Near Southside Employment Coalition
Mick Williams	Sawdey Solution Services
David Wright	MO Division of Employment Security
Reginald Young	St. Louis Job Corps Center

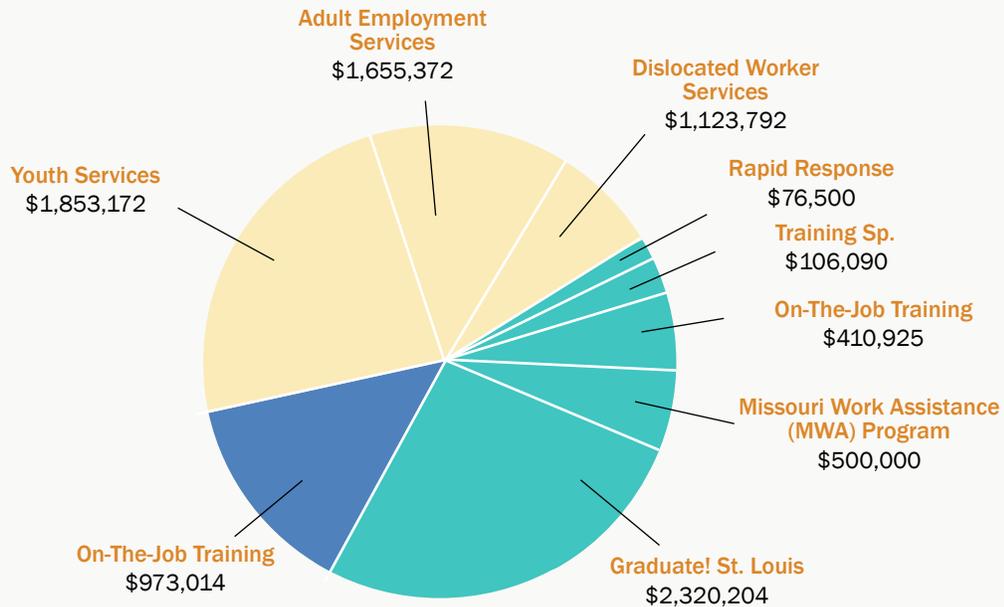
The Numbers

FINANCIALS: FISCAL YEAR: JULY 1, 2011-JUNE 30, 2012



TOTAL BUDGET: \$9,019,069

*new funding only (excludes rollovers)

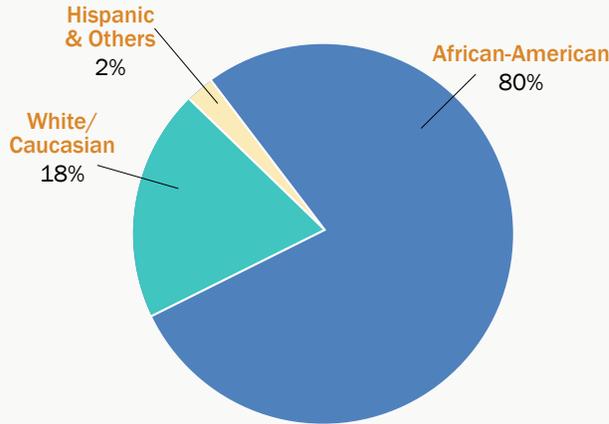


PERFORMANCE: FISCAL YEAR: JULY 1, 2011-JUNE 30, 2012

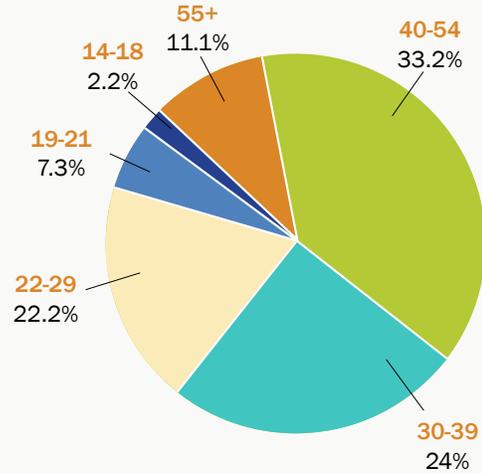
36,492	Job Seekers Served	87.8%	Youth Obtained Degree/Diploma
46%	Adult Participants Placed Into Jobs	31.7%	Youth Literacy/Numeracy Gain
60%	Dislocated Worker Participants Placed Into Jobs	700	Missouri Work Assistance (MWA) Participants
74.6%	Adult Participants Still Employed After Nine Months	1,002	Veterans Served
80.6%	Dislocated Worker Participants Still Employed After Nine Months	43.6%	Veterans Placed Into Jobs
27,543	Attended SLATE workshops	75.7%	Veterans Still Employed After Nine Months
364	Participants Obtained GED or Credential	124	Placements through St. Louis Construction Orientation Intake Center
522	Participants In Occupational Training, Including On-The-Job Training (OJT)	131	New Business Clients
513	Year-Round Youth Served	17	Companies Served through Rapid Response

Our Clients:

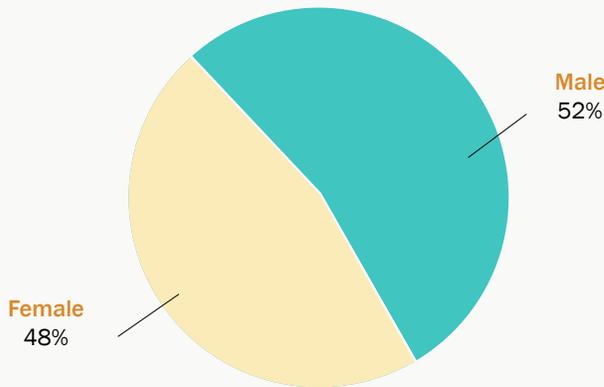
PERCENTAGE BY RACE



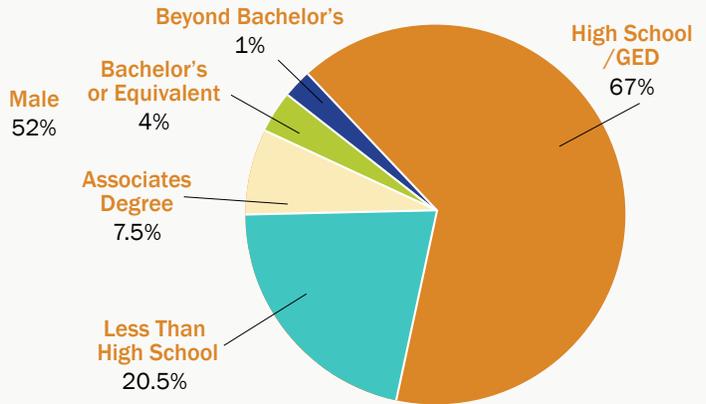
PERCENTAGE BY AGE



PERCENTAGE BY GENDER



PERCENTAGE BY EDUCATION



Annual Report prepared by:



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