

## 2019 Annual Report

### OMJ Center Highlights – 2019:

Below are some of the 2019 highlights from the OMJ|BCW Centers:

OMJ|BCW's Southwest Ohio Job Fair held on February 7, 2019 at Miami Valley Gaming was a tremendous success. 95 employers met with 562 job seekers from 18 different counties. Staff from Butler, Clermont and Warren contributed to the success as well as ODJFS Employment Professionals, other Partner staff and OMJ volunteers. Positive feedback from the employers included appreciation for the venue and location as well as the volume of participants. Several employers commented that they wished for more entry level candidates.

In partnership with the Butler County Regional Transit Authority and Cincinnati State Middletown, 2 job fairs occurred on April 16 and April 30 featuring employers that are along the transit line. Training on how to ride the bus system was also offered along with raffles for transit passes.

On April 3, 2019 the Clermont OMJ Assistant Director, Ted Groman, and Workforce Investment Board Executive Director, Stacy Sheffield, participated in a podcast coordinated by the Clermont Public Library system. Joining them were representatives from the Chamber of Commerce, UC Clermont, various library branches, and Scarlet Oaks. This podcast was to highlight in-demand jobs in our area and was broadcasted during In-Demand Jobs Week May 6 – 10, 2019. In addition to the aired podcast featuring WIB Executive Director Stacy Sheffield and OMJ Clermont Director Ted Groman, Midpoint Library also helped to inform the public about In-Demand Jobs week. As our partner, they featured OMJ materials and books featuring In-Demand careers at their West Chester location.

In August, (and in subsequent meetings) Partners and Providers were formally asked for Continuous Quality Improvement feedback. Questions were asked such as, "How might we improve our services to business customers?" "How might we improve our services to jobseekers?" "What do you need to be successful in your Workforce Development role?" and "What is working well in Area 12?" The responses were varied but included themes such as a need for: marketing, technology, transportation, and silo breakdown. Positives included: communication flow, new partners, and a shared vision. BCW leadership values this feedback and will incorporate it into our plans and future projects.

On September 4, OMJ Leadership and Executive Director, Stacy Sheffield attended OWD Bureau of Workforce Services Orientation Day in an effort to integrate ODJFS Business Services into the existing services at OMJ. The session provided an overview to all that ODJFS OWD offers and was targeted toward new ODJFS staff that will be implemented into the various workforce areas.

In October, OMJ|BCW provided the third All Staff training of the year. Mindy Muller, of Community Development Professionals, taught the staff how to motivate others and we analyzed our individualized leadership styles. Interactive exercises helped formulate ideas about how to productively interact with one another.

Based on feedback from Bob Hass, the WIB contracted monitor, the OMJ|BCW management made a site visit to the Stark County OMJ center on October 23rd. The team met with the WDB Procurement & Performance Manager, the Operator, Program manager, CCMEP manager, and Business Resource Network representative. We heard about their processes and how they have adapted to changes over time. There were lots of similarities between the centers and they shared experiencing many of the same challenges as Area 12.

Butler OMJ hosted a Community Action Poverty Simulation for partners and the public facilitated by our Community Action Partner (SELF). 34 people participated area wide and gained insight into the culture of poverty.

OMJ|BCW ended the year with the success story of Brittany S., a Warren County CCMEP participant who is currently enrolled in an apprenticeship program with Festo manufacturing, who was chosen by the company to visit their world headquarters in Germany and will have the opportunity to learn about its global operations and practices. She was chosen from all their apprentices in the United States, and we are honored that her exemplary work with Festo has been recognized in such a prestigious manner. Stay tuned for updates to this story when she returns in early Spring.

## Job Seeker Services

### Area 12 Volume – 2019

Type of Visit	Butler	Clermont	Warren	Area 12 Total
Total Clients	6452	3820	1947	12219
New Clients	3158	595	1193	4946
Veteran Clients	155	54	86	295

### Area 12 Workshops - 2019

Types of workshops delivered and number of participants, by Center:

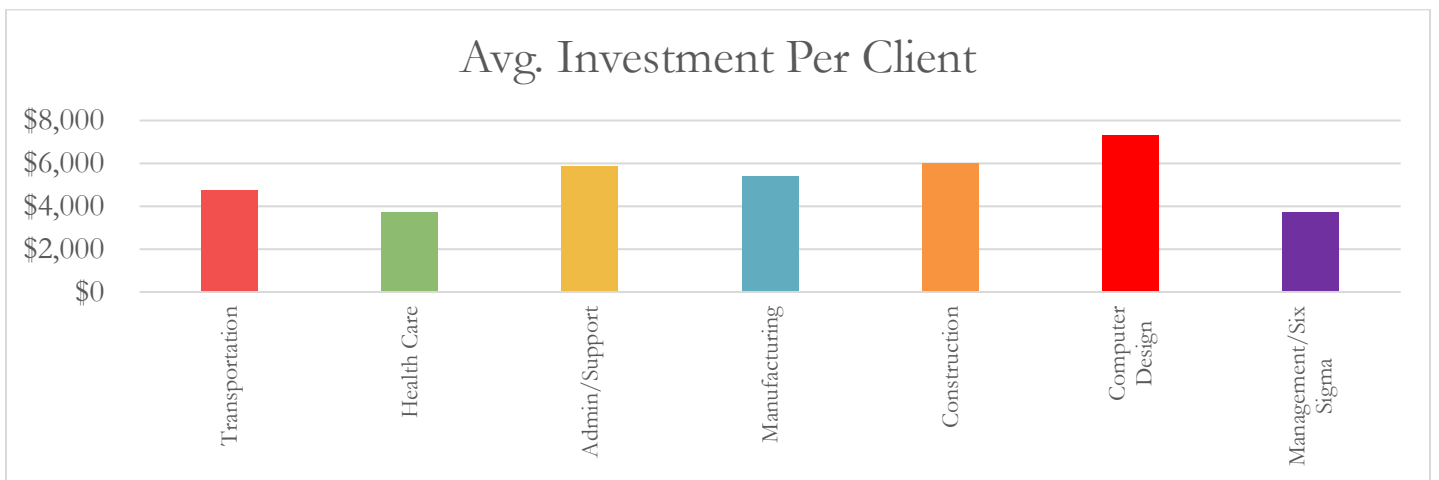
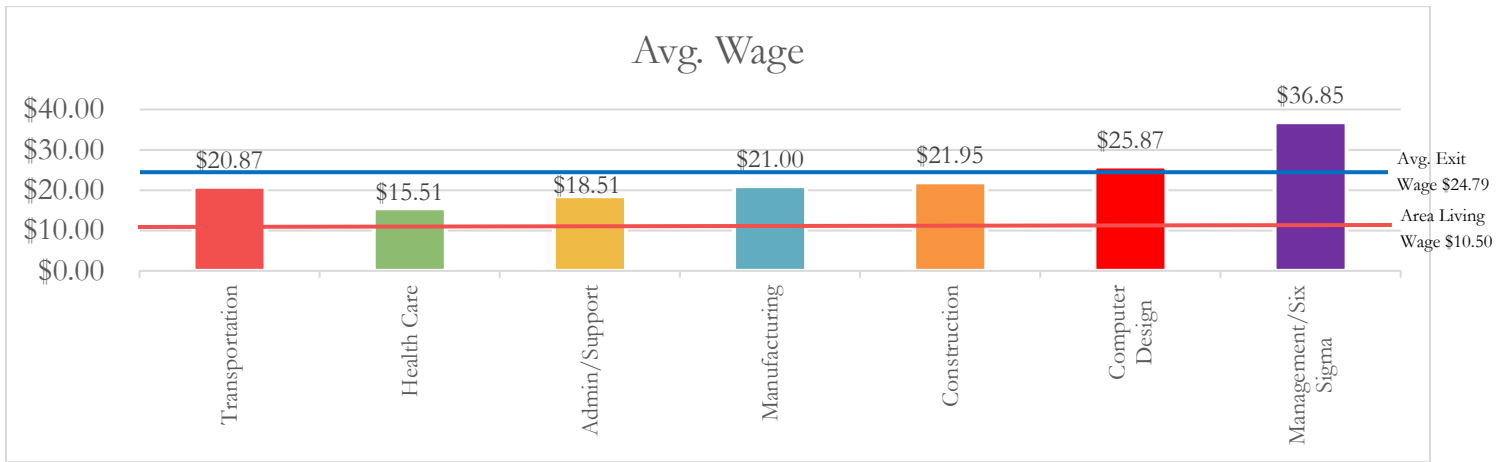
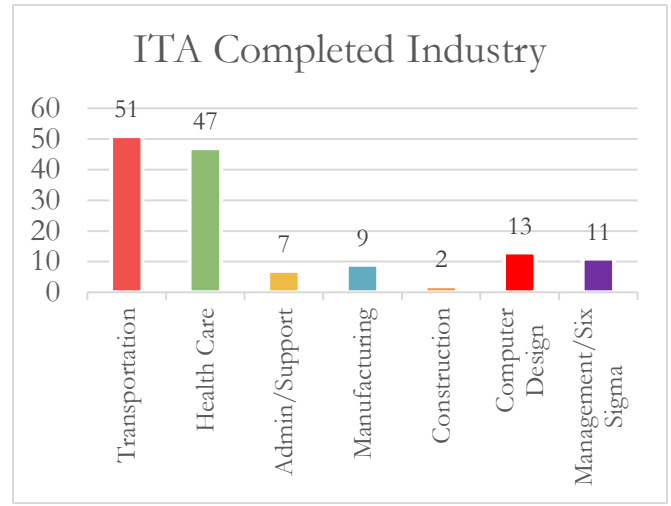
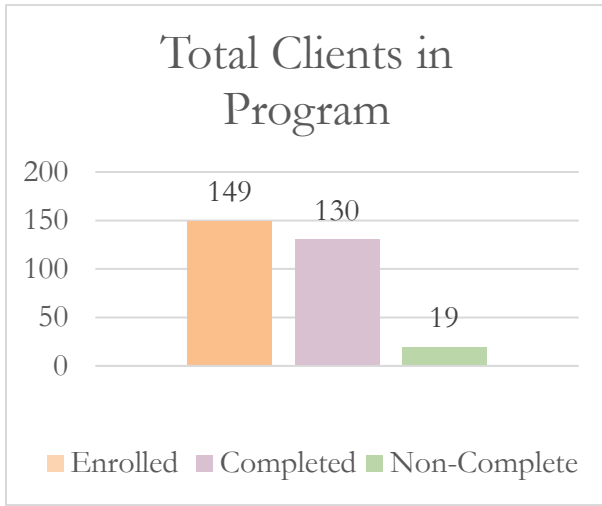
Workshop Title	Area 12 Total
Orientation of OMJ   BCW Services	1449
OhioMeansJobs.Com (Registration, Usage, Job Search)	254
Resume Writing	337
Job Readiness Seminar (Mock Interviews)	21
Job Interview Preparation Workshop (Mock Interviews)	148
Job Search Strategies	68
Basic Computer Skills	75
Basic Microsoft Word	77
Basic Microsoft Excel	106
Personal Finance (Financial Literacy)	64
The Power of Networking -Personal Branding -LinkedIn	263

## Career Development Services

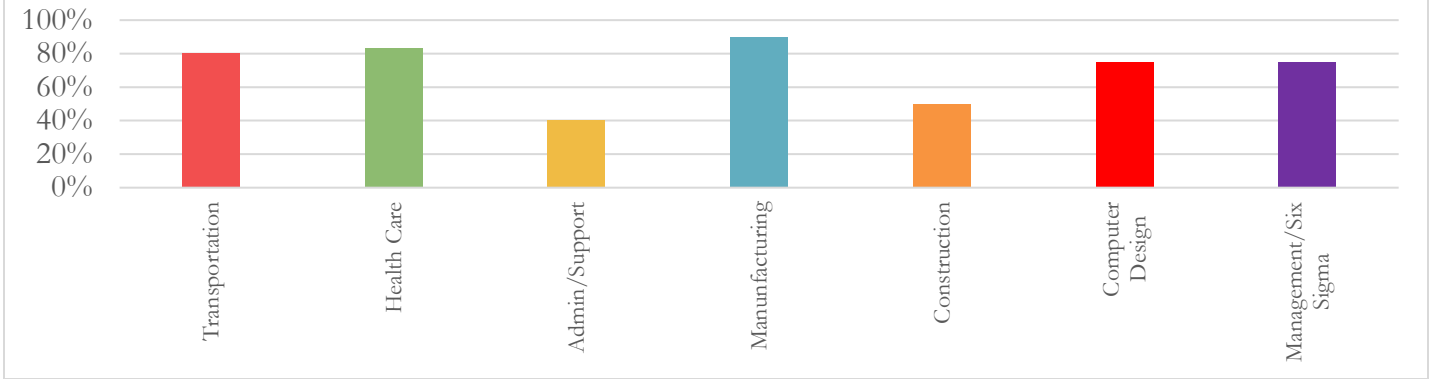
### New WIOA Enrollment – 2019

Population Served	Butler	Clermont	Warren	Area 12 Total
# Adult Worker Served	96	30	20	146
# OJT	6	0	3	9
# ITA	90	30	17	137
Population Served	Butler	Clermont	Warren	Area 12 Total
# Dislocated Worker Served	61	14	6	81
# OJT	11	1	0	12
# ITA	50	13	6	69
Population Served	Butler	Clermont	Warren	Area 12 Total
# Dislocated Opioid Served	2	1	0	3
# OJT	0	0	0	0
# ITA	2	1	0	3

# ROI - ITA PY 2018 (July 2018 – June 2019)



## Working in Field Rates



### Top 5 In-Demand Industries

\*Unofficial- based on JobsEQ research of 3-Year Average Annual Growth

1. Health Care/Social Assistance
2. Construction
3. Professional, Scientific and Technical Services
4. Administrative Support, Waste Management and Remediation Services
5. Arts, Entertainment and Recreation

### Investment vs. Benefit Performance

\* Area 12 Results: Order determined by highest wage for the lowest investment

1. Management/Six Sigma
2. Construction
3. Transportation
4. Manufacturing
5. Computer Design/IT
6. Admin/Support
7. Health Care

## Business Services

### Highlights – 2019

#### Job fairs:

Several successful Job Fairs have occurred Area Wide this year. OMJ|BCW's Southwest Ohio Job Fair held on February 7 at Miami Valley Gaming was a tremendous success. 95 employers met with 562 job seekers from 18 different counties. Positive feedback from the employers included appreciation for the venue and location as well as the volume of participants. In partnership with the Butler County Regional Transit Authority and Cincinnati State Middletown, 2 job fairs occurred on April 16 and April 30 featuring employers that are along the transit line. Training on how to ride the bus system was also offered along with raffles for transit passes. On June 24, Area 12 hosted a successful job fair at the Eastgate Holiday Inn. It was well attended with 246 job seekers and 38 employers. The OMJ|BCW Southwest Ohio Job Fair was repeated on November 19 with 200 job seekers in attendance and 95 employers served.

**Hiring events:** 3326 job seekers attended 635 hiring events Area Wide this year.

## Activities – by Industry – 2019

Type of Industry	Area 12 Total
Accommodation and Food Service	162
Administrative & Support Services	67
Computer Systems Design	19
Construction	59
Finance & Insurance	34
Health Care	208
Manufacturing	340
Retail Trade	161
Transportation & Warehousing	229
Other	958
<b>TOTAL:</b>	<b>2237</b>

## Rapid Response:

Employer	# Employees served
Hamilton Caseworks	30
Rent A Center	15
Iconex	67
General Motors, West Chester	240
Bosch Battery	68
US Bank	50
Security National Automotive Acceptance Company (SNAAC)	60
Le Saint Logistics	26

## Customer Feedback - 2019

Customer Satisfaction Ratings (Achieve 75% positive rating):

Job Seekers: 95% Satisfaction

Please rate how well we met your expectations:

	EXCELLENT	GOOD	FAIR	POOR	NO OPINION	TOTAL	WEIGHTED AVERAGE
Staff Courtesy	82.43% 1,332	13.99% 226	2.04% 33	0.62% 10	0.93% 15	1,616	4.77
Staff Knowledge	80.83% 1,299	15.56% 250	1.87% 30	0.50% 8	1.24% 20	1,607	4.75
Prompt Service	80.44% 1,291	15.89% 255	1.99% 32	0.62% 10	1.06% 17	1,605	4.74
Useful Information	79.94% 1,283	15.64% 251	2.12% 34	1.18% 19	1.12% 18	1,605	4.72



## Businesses: 86% Satisfaction

Please rate how well we met your expectations:

	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>NO OPINION</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Staff Courtesy	84.49% 354	13.13% 55	1.43% 6	0.00% 0	0.95% 4	419	4.81
Staff Knowledge	78.28% 328	14.08% 59	3.58% 15	0.00% 0	4.06% 17	419	4.67
Prompt Service	79.95% 335	15.04% 63	2.86% 12	0.24% 1	1.91% 8	419	4.73
Useful Information	72.22% 299	15.22% 63	6.52% 27	0.72% 3	5.31% 22	414	4.53
Candidate Flow	40.00% 166	13.49% 56	20.00% 83	18.80% 78	7.71% 32	415	3.48
Quality of Candidates	39.86% 165	19.08% 79	19.32% 80	6.28% 26	15.46% 64	414	3.71

## Looking Ahead:

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Increase WIOA enrollment beyond Training & Education services

Reach the Long Term Unemployed

Increase Dual Enrollments with Partners

Further integrate Business Services