The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

2007–2008
Workforce Progress
REPORT
Mayor’s MESSAGE

Join me in recognizing the efforts of the Southwest Ohio Region Workforce Investment Board (WIB) to bring better alignment of the needs of both businesses and job seekers in the City of Cincinnati and Hamilton County.
— Mayor Mark Mallory, Lead Elected Official, Southwest Ohio Region Workforce Investment Board

Through the Super Jobs Center, the WIB’s operational hub, we continue to provide services to both employers and job seekers. As the Lead Elected Official of the WIB, I would like to highlight for you some of our achievements.

This year the WIB adopted the high demand industries identified by the GO Cincinnati Study, and added another priority, construction, to address the economic inclusion goals of the Banks Development project. Anticipating this, the Center steered 559 job seekers toward training in key industries, spending $1,523,164.23 on job training in 2006–2008 and yielding 3,539 job placements.

Further, in response to the challenges of our nation’s transitional economy, the Center deftly addressed the needs of 25,671 job seekers—including youth, Hispanic and minority workers—in the past year. Also, tremendous strides in securing new futures for ex-offenders were achieved through increased collaboration with the Community Action Agency’s Fresh Start Ex-Offender Re-entry Program.

To better align our resources in order to compete globally, the Business Services Team at the Super Jobs Center continues to work with local companies to determine the skill sets demanded of local workers.

This has been a transitional year for the WIB, with new president and executive director Sherry Kelley Marshall and new chairman Walter McLarty, Chief Human Resources Officer of TriHealth. They lead the WIB as it embarks on our region’s new career pathways for workforce development initiative.

I congratulate the Southwest Ohio Region Workforce Investment Board on the significant progress they have made to help ensure the success of both businesses and individuals in our region well into the future.

Sincerely,
Mayor Mark Mallory, Lead Elected Official, Southwest Ohio Region Workforce Investment Board

PERFORMANCE SUMMARY

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<tr>
<th>FY 2006/2007</th>
<th>Cumulative Number of Job Seekers Served: 8,684</th>
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<td>Cumulative Number of Successful Placements (Job Seekers Employed): 2,503</td>
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<th>FY 2007/2008</th>
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<td>FY 2007/2008</td>
<td>Cumulative Number of Successful Placements (Job Seekers Employed): 3,539</td>
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<tr>
<td>FY 2007/2008</td>
<td>Cumulative Number of Business Contacts: 1,102</td>
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Join me in recognizing the efforts of the Southwest Ohio Region Workforce Investment Board (WIB) to bring better alignment of the needs of both businesses and job seekers in the City of Cincinnati and Hamilton County.
The Southwest Ohio Workforce Investment Board contributes to our community and local economy in significant ways. Through the Super Jobs Center, we offer programs that reach diverse employee populations and meet the requirements of diverse industry sectors. Our strategy is to identify business sector job requirements—the demand side of the equation. Then we train and refer applicants to open jobs—the supply side of the equation. — Walter McLarty, Chairman, Southwest Ohio Region Workforce Investment Board

With this strategy, we can efficiently meet and sustain the needs of both employers and job seekers.

To measure effectiveness, the WIB established performance measures that track established goals for training and employment of youth, adults and dislocated workers. Indeed, we set the performance standard in the State of Ohio for job referrals and hires in the past fiscal year.

As I begin my term as Chairman, I am excited by the opportunity to help further our mission—to create and develop a comprehensive workforce development system that engages the entire community towards ever-increasing levels of self sufficiency.

Gainful employment is the answer for many personal and social conditions that cause emotional breakdowns and community destruction.

A working community is a healthy community. It pays taxes; it builds and maintains infrastructure; it supports education and fine arts. Employment solves problems and helps communities thrive.

My goal is to work with colleagues and community partners to provide programs that prepare and help individuals locate jobs that have meaning and economic value. By matching and placing job seekers where needed, the WIB will generate individual, corporate and community-wide successes.

Sincerely,

Walter McLarty, CHRO/Chief Human Resources Officer TriHealth Inc.

By bring disparate groups together we can create synergy that fuels our community towards prosperity. A solid talent development system teeming with a well-trained workforce generates a better chance of attracting and retaining business to our region.

As you’ve seen in the preceding pages, these past two fiscal years yielded many important, successful workforce developments through programs serving business and job seekers. The WIB is dedicated to driving even further ahead to ensure that our regional economic climate thrives.

Looking forward, we will continue to develop a system to train and supply workers for a variety of industry sectors—including the construction projects for the Banks Development along the Ohio River—through collaboration with industry, labor and the community.

Also, we received a grant to develop a process to better engage disabled workers in both public and private workspaces. The WIB has re-organized a measurement and continuous improvement committee to establish standards to evaluate both our own performance and that of the partner agencies we fund.

Additionally, through the Super Jobs Center and its satellites, we make direct, proactive connections with communities throughout Hamilton County. These efforts include job fairs that connect job seekers to new employment opportunities in local neighborhoods.

I am energized by the profusion of fresh ideas and the outpouring of energy from the WIB’s leadership, gifted WIB staff, and Super Jobs Center team. I welcome our ongoing progress and success as we move forward to meet the challenges of the changing economy and build an adaptive workforce.

Sincerely,

Sherry Kelley Marshall, President and Executive Director Southwest Ohio Region Workforce Investment Board
Both employers and job seekers can benefit from the wide range of services provided by the Super Jobs Center and its two satellite locations. Here, an overview of the offerings.

**Business Services**

**On-the-Job Training (OJT):** Employers can recoup up to half of the wages paid to workers through on-the-job training for new employees. OJT is particularly encouraged in higher skill occupations, and in some instances, can be done in conjunction with classroom training at educational institutions.

**Customized Training:** Designed to meet the special requirements of an employer or group of employers. Customized training allows the employer to set up specialized training for new employees.

**The Incumbent Worker Training Program:** Grant funding is available to train workers who are currently employed by “for-profit” businesses throughout Ohio. The program is flexible to meet the business’s training objectives and gives employers the option to use a public, private, or in-house provider.

**Job Postings:** Employers are encouraged to use the Center’s free job postings. Job postings can be made through a Business Services Representative and will be given wide dissemination through our network of satellite offices, partnering agencies, and through the state of Ohio’s job matching system (SCOTI).

**Job Candidate Recruitment and Screening Services:** Hundreds of job seekers use the services of the Super Jobs Center monthly, providing a steady flow of talented candidates for employers in the Cincinnati region. Super Jobs Center staff can recruit, assess, and screen candidates to fill employer vacancies.

**Hiring Events:** At the Super Jobs Center, hiring events provide customized recruitment activities for individual employers, with assistance in screening the candidates offered as well.

**Rapid Response Services:** During layoffs, a rapid response team provides employees information and guidance about unemployment benefits, how to find their next job and other assistance available to them.

**HR Consultations:** After assessing an employer’s needs, the business services staff can provide recruitment resources, develop employee applications, create job descriptions, supply labor market information and assist with other basic human resource needs.

**Job Seeker Services**

**Resource Room:** Many of the tools a job seeker needs to communicate with an employer are available in the Super Jobs Center’s resource room. Whether it’s faxing a resume, emailing a thank you note, or completing an on-line application, job seekers can accomplish the tasks at the Super Jobs Center.

**Workshops:** Every month at our main Center there are workshops offered that cover subjects related to job searching. Some of them are: Resume Writing, Cover Letter Writing, 7 Phases of an Interview, and more.

**Job Leads:** The Super Jobs Center matches job openings at local companies with qualified candidates. From healthcare and banking to construction and manufacturing, entry-level job seekers and managers alike can access job leads through the Center.

**Career Coaching:** One-on-one assistance is available to job seekers experiencing challenges with their job search. Career coaches assess needs and create a plan of action to help achieve specific career goals.
The Super Jobs Center made tremendous progress in reaching out to both job seekers and employers under Director Michael Blackmon’s leadership. By refocusing the goals of the business service and career coaching teams to better align workforce development initiatives with the employment needs of our area, the Center’s 41 staffers have made great strides, he says.

The Center appointed an internal marketing representative in the past year. Charged with spreading the word about the Center and its services, says Blackmon, “she raised our presence in the community and with businesses and organizations to another level.”

Further, the business service team increased its efforts to better serve the needs of the business community—working to assess the needs of client companies to tailor training offerings accordingly. “With our structure based on our area’s demand industries, we can better determine the training programs to steer our job seekers to,” Blackmon explains. “Then we can supply the right candidates to those demand occupations.”

The Center also reached out to both Hispanic and ex-offender populations, he says, citing a big rise in performance between the 2007 and 2008 fiscal years.

“We targeted the Hispanic market by partnering with the Hispanic Chamber of Commerce,” reports Blackmon. “We sponsored activities with them, including hosting one of their networking events here at the Super Jobs Center, and we exhibited at the Cinco de Mayo Festival.”

By raising awareness of the Center with both Hispanic-owned business and Hispanic workers, the Center was able to exceed its performance goals and contribute even more to the economic vitality of employers, workers and the community.

Through a relationship with the Community Action Agency’s Fresh Start Program—based at the Center’s Jordan Crossing satellite facility—the Center also exceeded ex-offender target goals, says Blackmon.

“The Fresh Start Ex-Offender Re-entry Program gives formerly incarcerated persons an opportunity to access comprehensive employment services to help them re-enter the workforce, including upgrading skills, completing a GED, or enrolling in a training program,” he explains. “Our placement rate for participants in the Fresh Start program in fiscal year 2007 was 18%, but for fiscal year 2008 it’s up to 46%.”

The two organizations are working to blend their services, as well as to gain buy-in from the local business community, notes Blackmon. “Our business services team made significant strides in connecting with the right companies, communicating the benefits—including tax breaks—to them, and ensuring that we’re delivering quality candidates.”

With the downturn in the economy, all three Super Jobs locations have seen a dramatic increase in traffic and service use—as tracked by the Center’s G*STARS system. Fiscal year 2007 saw 8,684 new people use the three One-Stop facilities. In fiscal year 2008, 25,671 new customers entered the system.

All of those users benefited from the Center’s increased collaboration with in-house representatives from the Ohio Department of Job and Family Services (ODJFS).

“We’ve created a seamless flow for the job seeker with both agencies,” Blackmon notes. “Even though the funding sources for services from each group might be different, we’re all here for the same reason: to match employers and job seekers.”

To better serve both job seekers and employers, the Center has increased the number of job fairs they host—now offering one a quarter. Additionally, the Center is organizing at least ten company-specific hiring events a month.

Finally, Blackmon is pleased with the fresh level of new ideas he’s observed from the WIB’s new leadership.

“President Marshall has done a good job of making the transition to new board members seamless to myself and my staff,” he says. “She’s instituted a new level of tying what we do to its affect on the community, and therefore enhancing how we all interact together.”

Although the Center has shown dramatic results over the last two years, Blackmon continues to seek even better performance.

“Breaking down barriers to employment for our at-risk populations, including adult and youth former offenders, is not only the right thing to do...it makes good business sense. By creating pathways to good jobs, we dramatically reduce the likelihood that a person will wind up back in jail—freeing up costly resources, easing the burden on our taxpayers, and enhancing community safety.” — Commissioner David Pepper, Hamilton County

“I look at this job as being a marathon and not a sprint, so I like us to maintain a strong pace and accelerate when needed,” he says. “There are still many enhancements that we’re looking to make to improve our services to both businesses and job seekers in the future.”
Since 2005, the Super Jobs Center has handled the collection, registration and screening of resumes from individuals seeking employment with GE Aviation.

"Initially, the staff from the Super Jobs Center visited with us on-site on numerous occasions to get a better understanding of the skills needed for some of the jobs," recalls Teresa Lacefield, manager of hourly employment at GE Aviation’s Evendale facility.

"The specialists we have worked with at the Center always show an interest in our needs and continue to spend the necessary time with us to understand all aspects of positions for which we have a need."

Averaging around 3,000 resumes annually, the support provided by Super Jobs specialists is an enormous help, says Lacefield. "That allows us to focus on the assessment and interview processes to ensure hiring the best of the best."

Further, the Center posts GE Aviation positions on the Ohio job matching system to help the company meet their more difficult-to-find high tech and specialty skills openings. The company has also benefited from the Center’s business workshops.

"They provide current information and innovative ideas for effective business practices," she concludes.

The Super Jobs Center helps Reds hit a home run when hiring seasonal employees

The partnership between the Cincinnati Reds and Super Jobs was initiated when Barbara A. Boles, Director of Human Resources and Diversity for the Cincinnati Reds joined the organization in fall 2004.

One of the first tasks she faced was ensuring that the organization was staffed with 900 seasonal workers for the 2005 season. Although the organization is fortunate to welcome back approximately 75 percent of those dedicated workers every year says Boles, the Reds still need to fill the remaining open positions with new hires.

To do so, Boles contacted the business services team at the Super Jobs Center and explained her need. Four years later, the relationship between the Reds and Super Jobs has evolved into an efficient, cost-effective solution to what was once a daunting challenge.

"Prior to Barbara’s arrival we conducted open interviews at the ballpark," recalls Mike Maddox, Director of Stadium Operations. "Unfortunately, these open interviews were comprised of a high percentage of candidates that we eventually learned were not qualified for the positions we hoped to fill."

In order to ensure that every new applicant had an equal chance at employment, Maddox continues, supervisors conducted the same thorough interview with each candidate—qualified or not.

"Clearly, this process was not very efficient and changes needed to be made," he says. "When Barbara suggested contacting an outside agency to help pre-screen applicants so our supervisors only interviewed qualified candidates, we thought it was a great idea."

The Reds’ hiring process now involves directing applicants to one of four hiring events held at the Super Jobs Center’s Central Parkway facility. At the events Center staffers guide job seekers through the list of job descriptions—including event and public safety security, elevator operators, guest suite attendants, and runners who deliver food orders to patrons in the stands—and direct them to complete a brief qualifications profile.

"The process has improved each year, with our supervisors interviewing a high majority of qualified candidate profiles," says Maddox.

A bonus, he and Boles agree, is the helpful staff at the Super Jobs Center, who have meticulously organized and managed the entire process.

"Our experience with Super Jobs has been positive in all aspects of the process," adds Colleen Rodenberg, responsible for the Ball Park Operations side of Reds’ HR. "From the beginning, the Super Jobs representative was professional and organized, and we could be as involved as we wanted in the applicant screening process."

Although the Reds HR and operations teams chose to conduct additional screenings internally, the option to use the Center’s complete panel of screening services is an appealing option to the busy staff, says Rodenberg. "I am also impressed by how quickly Super Jobs gets the profiles back to us—usually within 24 hours. We found good candidates through the Super Jobs screenings and have extended job offers to many."

Today, John Hale, an HR Manager who joined the Reds in February 2007, works with the Super Jobs Center to coordinate the hiring process.

"Super Jobs is an excellent resource and partner in helping us meet the challenges of our part-time, seasonal staffing needs," Hale adds. "The entire staff at Super Jobs has been very helpful and accommodating—especially by promoting and holding the hiring events in their facility, which has proven to be an efficient and successful part of our recruiting program."

"I am really impressed and very satisfied with our relationship with the Center," says Boles. "The staff takes our needs very seriously, and they ensure that we have the staffing we need. The results have been amazing."

Further, Boles continues, working with the Super Jobs Center gives the Reds another outlet for the organization’s strong emphasis on community outreach. "Working with the Center allows us another opportunity to be involved in the community and to create jobs," she concludes. "I’m so excited about that relationship; it’s helped us out tremendously."
When Amazon.com contracted with Staff Management/SmX in Fall 2007, their immediate need was to staff three Hebron, Kentucky fulfillment centers to handle the seasonal demands of the impending holidays.

New to this area, the staffing firm contacted Chuck Walters, business service team director at the Super Jobs Center, for assistance in filling nearly 2,700 temporary openings.

“One of our business service team members had previously worked with Amazon.com to fill similar needs,” recalls Walters. “So we understood the sheer magnitude of the staffing numbers that the company would need in order to fill all the orders they receive at that time of year. Plus, it was a great opportunity for the company to tap into job seekers from the Cincinnati area—something that had not been done before.”

The business service team recommended that Amazon.com-specific hiring events be held at the Super Jobs Center’s three locations: Central Parkway, Jordan Crossing and Tri-County. Within a couple of weeks of the initial contact, Walters and his team planned for two hiring events a week, spread among the three locations.

“To ensure that each hiring event received the maximum exposure to the most prospects, we hosted many events in the Central Parkway location’s resource room, due to its highly visible location in the Center,” explains Walters. Running for a 12-week period in September, October and November of 2007, the 24 hiring events yielded more than 800 placements for the three Amazon.com fulfillment centers.

Although the placements were for seasonal positions, the pay was $11 an hour with no prior experience required—well above the region’s typical part-time temporary pay scale. Further, the seasonal timing allowed city and county residents the opportunity to earn additional income during the holiday season. Ultimately, 300 of the new hires were asked to stay on as permanent workers.

Seasonal positions filled at Amazon.com

Staffing agency relies on Center to meet clients’ needs

Throughout the past year, TariCel Management Staffing grew their business tremendously. Because of this, they needed an additional resource to help serve the needs of their clients.

“In the fourth quarter of 2007, we helped one of our larger clients fill several hundred warehousing positions to accommodate the holiday rush,” recalls Celine Piri, president and CEO of TariCel. “We contacted the Super Jobs Center that October and they developed a strategy to help us meet our client’s needs.”

The Center offered TariCel another resource for recruiting by posting the job descriptions throughout the Center’s three locations. The Center also hosted orientations for new hires, and offered job seekers the opportunity to take advantage of supportive services including gas and bus cards to help them with transportation to their new positions.

After completing the initial hiring assignment, the Center continued to help TariCel as the staffing company shifted to a new focus on recruiting for professional and healthcare positions.

“Additionally, the Super Jobs Center has referred candidates to us for our own internal, full-time office staffing needs,” says Piri. “We have been extremely satisfied with their responsiveness and the resources they make available to both businesses and job seekers.”

Since 2005, the Super Jobs Center has been the “front door” for walk-in applicants seeking positions with Cincinnati Children’s Hospital Medical Center.

“We refer all of our walk-ins to the Center, because we know they will receive a much higher level of attention,” explains Julia Abell, senior director of employment at Children’s.

“At the Super Jobs Center there are computers available and someone to coach applicants on how to use them. In addition, the Center offers opportunities for applicants to participate in various training programs,” she says.

Further, reports Abell, the Center has helped the hospital fill their Patient Attendant position, a high-volume recruitment need. To do so, Center staffers review applications, conduct initial testing of applicants and then forward qualified candidates on to Cincinnati Children’s recruiter for that area.

“The Super Jobs Center is always easy to work with, incredibly responsive and very motivated to do whatever they can to assist us in recruitment,” concludes Abell.
Truck driving runs in Fred Lewis’s family. His uncle and cousin have both driven big rigs for years, and, after hearing how much they enjoyed their careers, Lewis decided to give it a try in January 2008. “I’d been in landscaping, and I was ready to work in a totally different field,” Lewis recalls. “When I called around to a couple of different truck driving schools about enrolling in their Commercial Drivers License (CDL) training programs, I also asked about financial aid.”

One of the schools suggested that Lewis consult with the Ohio Department of Jobs and Family Services, which in turn advised him to contact the Super Jobs Center. Lewis met with Candace Jones, a Center career coach, who helped him start the process of applying for a WIA grant for continuing education. He quickly completed the required paperwork and passed the Center-administered Tests of Adult Basic Education (TABE). “I had all my paperwork in to Candace within two days—and she told me that I must really want to do this because very few people turn in their paperwork that fast,” Lewis says.

While Lewis’s grant application was being processed, he completed his application to attend classes at Tri-State Semi Driver Training Inc. On March 10, Jones informed Lewis that his grant application had been approved; he started the first of three week-long classes at Tri-State the next day.

By April 5, Lewis had passed CDL tests for both Class A and Class C certifications, permitting him to drive tractor-trailers as well as passenger busses.

Within a month, Lewis was hired by Trans-State Express Inc. He now drives long-haul routes throughout the eastern portion of the Midwest. “The Super Jobs Center really helped me, and I really appreciate Candace,” he says. “She was very helpful, and she did everything she could to keep me informed about the process as it was going on. It was a great program and I’m glad I made the contacts I did.”

“The Super Jobs Center helped Fred Lewis apply for a WIA continuing education grant that he used to earn his commercial drivers license and switch careers from landscaping to long-haul truck driving.

Center helps landscaper with a grant to switch to career in truck driving
Job Seeker

New skills lead to new job at Children’s Hospital

After her previous full-time position at the University of Cincinnati College of Medicine was terminated at the end of 2006, Lareeces Bailey contacted the Super Jobs Center for help both with improving her skills and with finding a new position.

Under Scott’s guidance, Bailey’s application was approved in less than three months, enabling her to start the training program in the spring of 2007.

Shortly after she completed her coursework, Bailey was hired by Cincinnati Children’s Hospital Medical Center as a Customer Service Representative II in the PeriOp Department. Her duties involve data entry of surgical procedures to generate billing statements.

“Working with the Super Jobs Center has been one of the most positive experiences of my life,” she says. “I suggest to others seeking a new career to start at the Super Jobs Center and be prepared to work hard to obtain the skills they need.”

In order to get the maximum benefit from the Center’s offerings, explains Bailey, job seekers must follow the program’s itinerary. “In my opinion, nothing in life is free but opportunity,” she concludes, “and the Super Job Center can assist you in pursuing those opportunities.”

Job seeker finds position... at the Super Jobs Center!

Pamela J. Bell first contacted the Super Jobs Center upon completing her bachelor’s degree in human resources at the University of Cincinnati.

“Having just been laid off from a company where I’d worked as a human resources coordinator after I’d completed my degree, I was having a hard time finding another position in human resources,” she recalls.

“Sheldon did an excellent job of keeping me informed as to the status of my application, and he always advised me of any additional documents that were needed to speed up the process,” Bailey says. “His approach was always positive and professional—I am grateful for his assistance and confidence in me.”

After working at the Center for several months, Bell’s skills were identified as a good match for a retention specialist position.

Her duties now include providing job search assistance to WIA participants, helping them access the support services they need, including gas cards, bus cards and uniforms.

“I actually have experience with the Center’s supportive services myself,” notes Bell. “The Super Jobs Center provided me with a bus card to help me get back and forth to work after I obtained my previous position at the Center for Chemical Addictions & Treatment. It was a good start for me, and I’m happy to help others in the same way.”
Deborah Rose-Milavec joined the WIB staff as Youth Services Coordinator in April 2007. Her experience working with at-risk populations in community based organizations, combined with her high energy and commitment to quality, made her an excellent fit for this position.

“When I came on board, there were already many strong WIA youth education, training and employment programs in place,” she recalls. “However, the Board wanted to bring a new level of efficiency to the work in progress across the region.”

That charge led Rose-Milavec to facilitate the STRIVE initiative, bringing together over 25 diverse education, training, employment and youth development organizations to form the first ever Youth Employment System in Cincinnati/Hamilton County.

“STRIVE participants are dedicated to serving both youth and employers and to developing a system that is more economical, efficient and effective via a common process,” she notes. “The system will also be subject to continuous improvement using local data.”

In January 2008, the Youth Council changed its name to the Emerging Workforce Development Council (EWDC), a more accurate reflection of what its providers are charged to do, and of what is at stake for the local community, explains President Sherry Kelley Marshall.

The ability to train and retain a talented and prepared workforce is critical to the success of our local, regional and state economy, adds Tyrone Stuckey, CEO of TYS Construction Service Inc., and chairman of the EWDC.

“Creating this talent pipeline is no small task,” he says. “Under the WIA we have the opportunity to work with young men and women who have incredible potential but face tremendous social, economic and personal challenges and barriers.”

To that end, the EWDC has engaged in a strategic planning process to build a comprehensive business plan for the next five years. The plan will guide its investment of WIA funding, along with two other WIBs statewide, to focus on building a youth services system.
To enhance the Super Jobs Center’s data collection and ability to report on activities and customer statistics, the WIB purchased and installed the G*STARS tracking system. Under the leadership of Chuck Bowles, deputy director and operations manager for the Super Jobs Center, all job seeking customers at the Center are enrolled in the system and able to use their customer-friendly swipe card to register when they return for additional services.

G*STARS allows the Center to achieve five goals:

- Encourage users to take ownership of their workforce development process.
- Generate more detailed demographic data for analysis and presentation to the board and to the local community.
- Offer better, more demand-driven customer service by examining attendance and service usage data collected by the system.
- Interface via the system’s web-based platform with the Center’s partner organizations to streamline case management and referral processes by eliminating the previously used paper-based system.
- Ensure that information from all clients of the Super Jobs Center interfaces with Ohio’s job matching system, SCOTI—Sharing Career Opportunities and Training Information.

“As a result of the benefits of our utilization of the G*STARS client tracking system investment by the WIB, each of these goals has been met,” says Bowles. “The implementation of G*STARS has yielded more targeted workshops and seminar sessions, based on examining attendance data from the system. This gives job seekers more of what they need, thus raising the value and use of the Center’s resources.”

Further, notes Bowles, case management and referrals to partner agencies have been simplified via direct web-based access to client case files, yielding faster processing of customers.

The Center continues to work to further expand G*STARS into other areas, with expanded case management sharing with partner agencies, the implementation of a business services component, and the enrollment of Emerging Workforce customers (youth) into the system planned for the next fiscal year.

Additionally, the WIB anticipates that all services will come on-line with G*STARS, as all contractors will be required to utilize the system when new contracts are issued in the coming years.
The Super Jobs Center operates in partnership with Arbor E&T LLC, and is supported by the City of Cincinnati, Hamilton County and the Southwest Ohio Region Workforce Investment Board. An equal employment opportunity program. Auxiliary aids and services are available upon request for individuals with disabilities.