

*CAP Services' Skills
Enhancement Program
Fox Cities Region
Annual Report –2002*



*Filling the gap to help low-income individuals and families
take steps forward to become self-sufficient*

Program Overview

CAP Services began offering its Skills Enhancement Program to residents of the Fox Cities in 1991.

Program participation requires the individuals to be residents of Outagamie County, Neenah or Menasha; continue to work at least 20 hours per week; and have household incomes that are at or below 200% of the federal poverty guidelines (i.e. \$23,880 for a family of 2).

The goal of the program is to help working-poor families increase their earned income by at least \$2.00 per hour and have access to employer-paid benefits. The program achieves this by helping participants enhance their marketable skills so they can obtain higher paying jobs with better benefits. The program provides financial assistance for tuition, books, childcare, and transportation.

2002 Highlights

- ⇒ 97 individuals received services in 2002 (87 females served, and 10 males)
- ⇒ 53 new participants were enrolled in the Skills Enhancement Program in 2002
- ⇒ 20 individuals exited the program by successfully obtaining an increase in wages, hours, or health care benefits (18 women and 2 men- Profiles attached)
- ⇒ The average increase in annual income for these 20 participants was **\$9011.14!**
- ⇒ The average increase in hourly wages was **\$2.81!** (Entry: \$7.93 Exit: \$10.74)
- ⇒ 11 of the 20 went from part-time employment to full-time employment (average hours per week at enrollment was 25 and average upon exit was 35)
- ⇒ 15 of the 20 now have access to employer-paid health insurance benefits (The other 5 are covered by Medical Assistance or Badger Care)
- ⇒ Additionally, five participants have received interim increases and continue to receive services as they pursue their goals. Their average annual income has increased by \$1,572.76.
- ⇒ Fifteen individuals left the program before successfully completing their training plans due to the following reasons:

Nine participants were no longer interested in the program and staff was unable to locate them; one no longer worked the required 20 hours a week; three moved out of the service area to pursue other opportunities; and two had personal barriers to completing their educational goals.

Profiles of 20 Program Completers:

14 Medical Field

2 Service Occupations

2 Truck Driving

1 Printing and Publishing

1 Human Resources

The first participant is single mother of one from Neenah. She came to the program working full-time as a Physical Therapy Aid earning \$6.92/hr, with benefits. She is currently working fulltime as a C.N.A earning \$10.25/hr with benefits. This wage will put her over the income guidelines. CAP assisted her with tuition and books to get her general credits completed at FVTC. She continues to attend FVTC and is enrolled in the LPN program. She will finish her degree with assistance from the Winnebago County WIA Program and also financial aid.



The second participant is a single mother of two from Neenah. She came to the program working 32 hours a week as a C.N.A. earning \$7.50/hr, no benefits. She attended UW-Fox Valley to work on her RN degree. She is taking some time off from school as she is having some personal family problems. She left the program as a C.N.A. working full-time at \$8.70/hr, with benefits.

The third participant came to CAP Services working 25 hours a week as a security guard earning \$8.00/hour with no benefits. She was interested in continuing her education at FVTC in Medical Transcription. CAP Services helped her with the application fee, tuition, and books for a class. Since then she has found a full-time job working 40 hours a week, making \$8.60/hour, with benefits. She has been exited from the Skills Enhancement program as of March due to obtaining a job exceeding our income limits.

The fourth participant is a single woman living with her parents from the Little Chute area. She was working part-time as a C.N.A. for a local nursing home 20 hours a week earning \$9.00/hour with no benefits. She attended classes at FVTC for her LPN degree and her cumulative G.P.A. was a 4.0. She was able to

receive a raise at her current job and is now earning \$9.52/hour and has decided to put school on hold. She has been exited from the Skills Enhancement Program.

The fifth participant came to us working 24 hours/week making \$8.50/hour with limited benefits. She attended school at FVTC for Medical Terminology. CAP Services assisted her with tuition and books. Her GPA upon leaving school was a 3.0. Although she did not graduate she has now been able to obtain a full-time job working 36 hours/week making \$10.45/hour with health, dental, and long-term disability benefits.

The sixth participant is a single mother of three children from Neenah. She came to the program working two part-time jobs. During the day she worked as a Special Education Aide at a local high school earning \$9.17/hour. During evenings and weekends she waitressed at a local hotel and averaged \$5.00/hr (including wages and tips). She attends FVTC for the Nursing Associates Program. CAP assisted her with the cost of tuition and books. She has a year left of school and is still carrying almost a 4.0 GPA! She is currently working for a local hospital 20 hours a week earning \$10.31/hr, with benefits. She will graduate in May of 2003. She is confident she will have enough financial assistance through scholarships and financial aid to complete her degree.

The seventh participant is a single mother of one from the Appleton area. She came to us working 20 hours per week at a local meat packaging plant earning \$8.50/hour, with benefits. She was attending FVTC to become a registered nurse. CAP Services assisted her with books and a CPR class. She did not complete her schooling; however she did obtain a full-time C.N.A. position earning \$10.18, with benefits. She has been exited from the program as of May 2002.

The eighth participant is a single mother of one from Appleton. She came to the program working 20 hours a week as a medical assistant earning \$9.55/hr, with benefits. She attended FVTC and obtained her RN degree. CAP assisted her with tuition, books, childcare, and other supplies. She graduated in May and has obtained a job at a local Children's Hospital as a Pediatrics Nurse. She is now earning \$19.06/hr, with benefits. She plans to continue her

schooling in the future to go on to get a Master's in Nursing. She is also currently looking for a home for her and her daughter, and is enrolled in the Asset Development Program for assistance with a down payment.

The ninth participant is a single mother of one from Appleton. She came to the program working 32 hours a week as a cashier at \$6.00/hr, no benefits. She attended UW Oshkosh for a Bachelor of Science Degree in Psychology and a minor in Sociology. She is currently working 20 hours a week as a case manager at a local non-profit agency earning \$12.00/hr, without benefits. She plans to go on to complete a Master's Degree in Experimental Psychology at UW-Oshkosh this fall.

The tenth participant is a single mother of one from the Appleton area. She came to us working 24 hours/week making \$8.50/hour with benefits. She was attending FVTC for the Lab Technician program. CAP Services helped her with tuition and books. With several semesters completed she was able to secure a position at a local hospital working 40 hours/week making \$10.46/hour with benefits. Since obtaining this position she has been exited from the Skills Enhancement Program as of June 2002.

The eleventh participant is a single mother from the Appleton area. She came to us working 20 hours/week making \$6.50/hour, no benefits. She was interested in receiving assistance for classes at UW-Fox Valley as well as FVTC. CAP assisted her with fees and provided her with job shadow opportunities. Since then she has found a job working 40 hours/week making \$7.50/hour with benefits. She has been exited from the Skills Enhancement program as of July since she has moved out of our service area.

The twelfth participant came to the program as a single mother of two, working 24 hours a week with a staffing agency as a C.N.A. earning \$12.00/hr, no benefits. She attended FVTC for the past two years in their nursing program. CAP assisted her with tuition and books during this time. She is still working as a C.N.A. but is now full-time at \$11.50/hr, with no benefits by choice. She is now married and is over income for our program and has benefits through her husband. She has about a year and a half left in the program and will receive help from scholarships through FVTC.

The thirteenth participant is a single mother from the Menasha area. She came to us working 20 hours/week making \$8.78/hour with benefits. CAP assisted her with tuition, books, childcare, and mileage. She has received a raise and is now earning \$9.15/hour she is no longer receiving benefits. She has decided to cut her hours to 8 hours/week to keep up on her schooling. She is continuing her career goals and still anticipates graduating with her BSN in May 2004.

The fourteenth participant is a single mother of one originally from Hortonville. She came to the program working 24 hours/week earning \$8.10/hour, no benefits. CAP assisted her with childcare and mileage while she was in the program. She completed her Printing and Publishing Degree at FVTC in May of 2002 and recently obtained a full-time position earning \$11.00/hr, no benefits with a local manufacturer as a graphic artist in their printing department. She also utilized CAP's Asset Development Program to purchase a computer while she was in school to be able to do many of her technical assignments from home.



The fifteenth participant is a single mother of one from Appleton. She came to the program working fulltime in a financial billing department earning \$10.61/hr, with benefits. She is currently enrolled in Marian College's Human Resources Program as a full-time student. CAP has been able to assist her with tuition and books. She recently received a promotion with the same employer to the Human Resources Department earning \$13.25/hr, with benefits. She is no longer income eligible for the program and is receiving financial aid for her tuition and books.

The sixteenth participant is a single mother of one from Hortonville. She came to the program working 32 hours a week as a secretary earning \$8.85/hr, with benefits. She was attending FVTC for Nursing but had to stop school to take care of her daughter. CAP assisted her in taking a few classes and helped to pay for books and mileage.



These classes assisted her in obtaining her current job as a Radiology Assistant earning \$10.66/hr, with benefits. She plans to return to FVTC to get her Nursing Degree after her wedding in April of 2003.

The seventeenth participant is a married father of six from Hortonville. He came to the program working a seasonal 35-hour/week job at a local church doing maintenance earning \$11.71/hr, no benefits. He had prior experience working as a truck driver and wanted a full-time annual position from a company where there was more opportunity to grow. He is now working 40 hours a week for a trucking company earning \$10.00/hr, with benefits. CAP assisted him with interviewing skills and resume development.



The eighteenth participant is a married father of one. He is a Bosnian refugee who recently moved to the Menasha area. He came to the program unemployed and enrolled in the Truck Driving Program at FVTC. He completed a ten-week fulltime-training program in July and now has secured his CDL license. CAP assisted him with the cost of tuition. He recently obtained his first truck

driving position working fulltime and earning \$10.25/hr, with benefits.

The nineteenth participant is a single mother of one from Kaukauna. She came to the program attending school at NWTC for their Surgical Tech Program. She was working for a childcare facility earning \$6.00/hr, no benefits. While doing her clinicals this past fall she did not work and needed assistance with mileage and childcare while she was in school. She recently graduated and is now working full-time as a surgical tech at a local hospital earning \$13.15/hr, with benefits.

The twentieth participant is a single woman from Appleton. She came to the program working part-time as a cashier at a local retail store earning \$6.71/hr, no benefits. She attended FVTC for the Medical Assistant Program and obtained a position in her field working fulltime and earning \$9.71/hr, with benefits.

2002 Funding Provided By:

- ◆ **Albany International**
- ◆ **Ameritech**
- ◆ **Appleton Papers**
- ◆ **AZCO Integrated Construction**
- ◆ **Boldt Family Fund**
- ◆ **Robert and Susan Brown**
- ◆ **City of Neenah**
- ◆ **Community Foundation Women's Fund**
- ◆ **Curwood/ Bemis Foundation**
- ◆ **Fox Valley Workforce Development Board**
- ◆ **International Order of Kings Daughters and Sons**
- ◆ **Kimberly Clark Corporation**
- ◆ **Medicap Pharmacy**
- ◆ **Menasha Corporation Foundation**
- ◆ **Outagamie County**
- ◆ **Salmon Community Foundation**
- ◆ **SCA Tissues**
- ◆ **St. Elizabeth Hospital Foundation**
- ◆ **Trivent Financial for Lutherans**
- ◆ **United Way Fox Cities**