



## Happy 40th Anniversary!

As Forward Service Corporation celebrates our 40th Anniversary I am reminded that anniversaries are a chance to look backward and celebrate our history but most importantly, to look forward as we prepare to meet new challenges and continue our journey of service.

Looking back, we celebrate the pioneer spirit of Forward Service Corporation as we started in 1979 under the Comprehensive Employment and Training Act as the Wisconsin Private Sector Initiative Program, the precursor to what is today the Workforce Development Board system. We were one of the first private not-for-profit, non-University organizations in the country to administer the Talent Search and Upward Bound programs for the U.S. Department of Education, and we became one of the first private not-for-profit organizations in Wisconsin to administer the Wisconsin Works and FoodShare Employment and Training programs, along with a host of other "firsts".

During my 21-year tenure, I have been taken with the spirit of innovation and service that is the heart of Forward Service Corporation. I am thankful and proud to have been a part of the past successes and look forward to contributing to the organization we are becoming.

As we look ahead, we will take forward our focus on customer service and innovation which has been a driving force throughout our history and will strive to maintain our pioneer spirit as we work to help our customers thrive in a rapidly changing world. We will embrace technology to better connect our customers to services and employment opportunities right where they are.

Our customers remain at the center of everything we do here at Forward Service Corporation – and we are excited to be part of every journey! This year, Forward Service Corporation is proud to have joined the Transition To Success network to help our customers map their dreams, to work with our government and community partners to coordinate all resources ensuring customers have a clear path to achieving their dreams, and to work with our business partners to connect our customers to the workforce and in so doing, help strengthen our Wisconsin economy!

Cheers!

Marcia



### OUR PROUD SPONSORS



### HOW WE USED FUNDS THIS YEAR

- 88% Direct Customer Services
- 12% Indirect Costs



## 2018 ANNUAL REPORT

## FSC FOUNDED AS WPSIP

Founded as the Wisconsin Private Sector Initiative Program, Forward Service Corporation partnered with the State of Wisconsin in creating the Private Industry Councils to deliver a new type of workforce development.

Bringing together businesses, educational institutions, and community partners, the PICs were designed to give regional control to training low-income and unemployed residents and supplying vital workers to area employers. WPSIP not only led the way in establishing the PICs, they also designed and delivered key program services.

## FSC LAUNCHES ABR

Forward Service Corporation started ABR Employment Services, a wholly-owned, for-profit subsidiary, to provide an unrestricted funding stream. This unique social enterprise has supported FSC's mission for more than 30 years, such as by funding Jobs for America's Graduates (JAG) and launching the JAG-WI program for youth.

## FSC AND JOBS

In a glimpse of what would come in W-2 a decade later, FSC began delivering services under the Job Opportunities and Basic Skills program. JOBS provided basic education, career counseling, and training to parents on public assistance to help them find family-supporting jobs. Building on its existing expertise and relationships, FSC administered the JOBS program across 31 counties.



## WPSIP BECOMES FSC

As the Private Sector Initiative ended, WPSIP changed its name to Forward Service Corporation to reflect the organization's ongoing mission.

Embodying Wisconsin's state motto, "Forward," this name was chosen to reflect a dedication both to innovation and to providing quality services to low-income residents. These qualities are the hallmark of the organization to this day.

## REMAKING PUBLIC ASSISTANCE

Building on its experience in the JOBS program, Forward Service Corporation joined the effort to redesign the state's welfare system as an administrator of the Wisconsin Works (W-2) program. Delivering support services, training, and education to low-income parents, FSC has helped thousands of people build strong families.

## WIOA

FSC joined in a new chapter of developing skilled employees as WIA, which started in 1998, became the Workforce Innovation and Opportunity Act. This continued FSC's partnership with local Workforce Development Boards, employers, and training providers throughout northeastern and north central Wisconsin.

## FSET EXPANDED

FSC joined the State of Wisconsin in an ambitious redesign of the FoodShare Employment and Training program in 2016, leading to expanding services to help FoodShare recipients gain skills for quality jobs. FSC now provides FSET to thousands of customers every year across 23 counties.

## TRIO

Seeing education as a way out of poverty for low-income youth, Forward Service Corporation became one of the first non-university, non-profit TRiO programs under the U.S. Department of Education. FSC now has 7 Upward Bound programs in 20 schools, helping low-income, first-generation students make their college dreams a reality.

## TRANS

FSC began its long relationship with Wisconsin's construction industry through its first TrANS program. FSC has trained hundreds of people for jobs in this high-demand, high-paying industry and currently has programs in Beloit, Green Bay, and Madison.

## JAG-WI

Forward Service Corporation joined the Jobs for America's Graduates network as JAG-WI, providing this high school program to help young people remain in school until graduation and get the direction to start college and/or careers.

## W-2 EXPANSION

In one of FSC's most ambitious projects, it expanded its W-2 administration from 14 counties to 41. Forward Service Corporation now provides quality employment, training, and case management services to thousands of parents every year to help them provide a solid foundation for their children.

# YOUR STORY, 2018

## CARING SUPPORT

In May, Tyler started volunteering at a local humane society, thanks to a TEMP position through W-2. He was eager to work with the animals and quickly became a beloved member of the team.



After getting severely burned in a fire, Tyler's medical issues made it hard to secure work. After just three months, the humane society contacted W-2 to hire him! Both Tyler and his employer love the ongoing support from W-2 as he works toward his goals.

## PURSuing DREAMS

Leonita came to FSC with an office background and a passion for helping parents in the child support system. She threw herself into her job search and started volunteering in our office.



It soon paid off when she was offered a job as a child support assistant with the county government. Now she's getting a place of her own and says she's going to apply herself and earn a promotion to a child support case manager.

## ONGOING SUCCESS

Alex was struggling to support his three-year old daughter before he graduated from TrANS in 2013. He spent the next two years trying to find his niche in construction, before landing on his dream job.



This year, he earned an apprenticeship under an Operating Engineer. When asked how entering construction changed his life, he can't help but smile when he says "Phenomenal! It's great, bless us... It's challenging, but in the end, rewarding."

2018

13,182



adults served

4,486



people got jobs

848



youth served

2,700



families got cash assistance to keep a roof over their heads

411



people enrolled in training or post-secondary education

100%



seniors graduated high school

99



vehicle purchase loans and repair loans approved

## TRANSITION TO SUCCESS

FSC joined the Transition to Success network to engage wider community partnerships in eradicating poverty and the stigma associated with poverty by reducing exposure to the social determinants of health risks through a coordinated system of care.