National Appeal Local Feel

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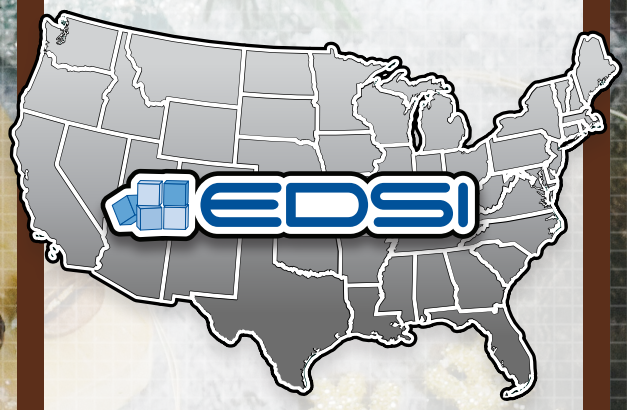

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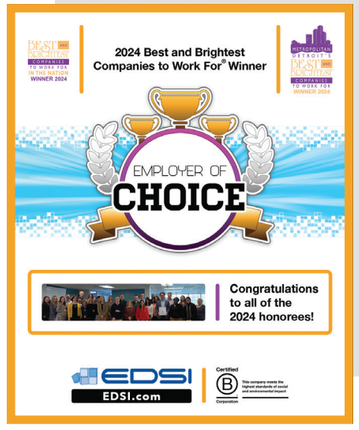
Show Up • Smile • Support

Introducing This Month's Issue

Click to hear from our Regional Director Laura Zales as she introduces the January Edition of *National Appeal Local Feel* and speaks on EDSI's commitment to sharing our Best Practices, Innovations and Services, while also thanking and celebrating our customers, employees and communities.

Awards & Accolades

Celebrating Excellence: Best and Brightest Honors in 2024



EDSI has once again been recognized as one of the Best and Brightest Companies to Work For—both nationally and in Metro Detroit! This year marks the 13th consecutive year receiving the National award and the 15th consecutive year earning the Metro Detroit honor.

These achievements are a testament to the company's commitment to fostering a supportive and empowering workplace culture. At EDSI, we believe that investing in our employees not only creates a great place to work but also enables us to deliver exceptional service to our clients and communities. Thank you for partnering with us as we continue to Show Up, Smile and Support, and make a positive impact across the nation.

EDSI Named a 2024 Top Workplace by The Detroit Free Press!

This prestigious recognition is based entirely on feedback from the company's Michigan team, gathered through a confidential survey conducted by **Energage LLC**. The survey measures key aspects of the employee experience, such as feeling **Respected & Supported, Enabled to Grow**, and **Empowered to Execute**. We appreciate our team members who Show Up, Smile and Support one another, our customers, and the community. Way to go, Team!

EDSI Recognized for Market-Leading Benefits Package

EDSI has been recognized by **Mployer**, an independent third-party organization, for offering a **Market Leading** benefits package. This prestigious designation, awarded after comparing EDSI's benefits against peer companies across regions and industry, reinforces the company's ongoing commitment to providing high-quality support for its employees.

EDSI's comprehensive benefits package reflects its dedication to maintaining a strong, employee-centered culture. These offerings not only support employee wellbeing but also solidify EDSI's standing as an Employer of Choice.

> *Receiving this recognition from Mployer is a testament to our commitment to creating an environment where our employees feel valued and supported. Offering a comprehensive and competitive benefits package is key to attracting and retaining top talent. We are proud that our benefits reflect our dedication to the personal and professional growth of our team members."*
>
> ***– Arlene Jones, Chief Talent Officer***

Celebrating Our Workforce Heroes: Scott Levine and Shay Jones-Vitale!

EDSI Program Director Scott Levine and Behavioral Health Coordinator Shaliyah (Shay) Jones-Vitale, have been recognized as Workforce Heroes by the National Association of Workforce Development Professionals (NAWDP).

Scott Levine

Scott and his dedicated team work tirelessly to empower students with disabilities, providing essential skills and support to help them transition seamlessly from high school to the workforce. His leadership is transforming opportunities for young people across our programs.

Shay Jones-Vitale

Shay and her exceptional team are reshaping how workforce development integrates mental health services, placing a greater focus on the wellbeing of both jobseekers and the professionals who serve them. Her innovative approach is setting new standards for mental health support in our field.

We are incredibly proud of Scott and Shay's unwavering commitment and the significant contributions they are making to the future of workforce development!

Check out the entire list of 2024 Workforce Heroes in NAWDP's Workforce Development Guide – *Shay is on page 20 & Scott is on page 23!*

Best Practices

EDSI Expands Services with PATH Program Partnership

Macomb / St. Clair Counties, MI

EDSI is excited to announce its partnership with **Macomb/St. Clair Michigan Works!** to deliver the **PATH (Partnership, Accountability, Training, and Hope) program**, an initiative dedicated to supporting individuals in achieving employment and economic self-sufficiency.

As part of the program's launch, EDSI's startup team joined PATH team members for onboarding and training sessions. These sessions featured interactive, hands-on activities centered around team-building and EDSI's core values, fostering a strong foundation for collaboration. On **October 1st**, the program officially opened three office locations in **Clinton Township, Roseville, and Port Huron, Michigan**. These offices will serve as critical hubs where services such as resume development, interview preparation, specialized training, and more will be provided to empower jobseekers in their journey to success.

The new team has already demonstrated remarkable enthusiasm and dedication to serving the community. One team member shared their reflections on the onboarding experience:

"Our days of onboarding with EDSI have left me feeling nothing if not immensely optimistic and refreshed! The enthusiasm and positivity that you share are infectious, and I am nearly at a loss for words to express my gratitude for you, your team members, and EDSI itself."

Blogs Published

Empowering Case Managers: Elevating Workforce Development Technical Skills

Kim Glenn

Allison Hessick

As workforce development professionals take on increasingly complex responsibilities, the need for advanced technical training has become vital. EDSI's Integrated Career and Case Manager training program, developed by the Innovative Learning Solutions (ILS) Team, provides cutting-edge credentialing and continuing education credits to address this need. This comprehensive program equips case managers and career coaches with the tools to enhance the customer experience and foster long-term community success.

In a conversation with Kim Glenn, Managing Director of Innovative Learning Solutions, we explore how this program meets the unique needs of both public and private workforce clients, while Facilitator Allison Hessick shares her thoughts on teaching the material.

Click here to read the blog in its entirety!

Good Jobs Challenge- Building a Pathway to Success

The Good Jobs Challenge is transforming the workforce landscape in the Philadelphia region, thanks to collaborative partnerships across six counties and innovative digital outreach strategies.

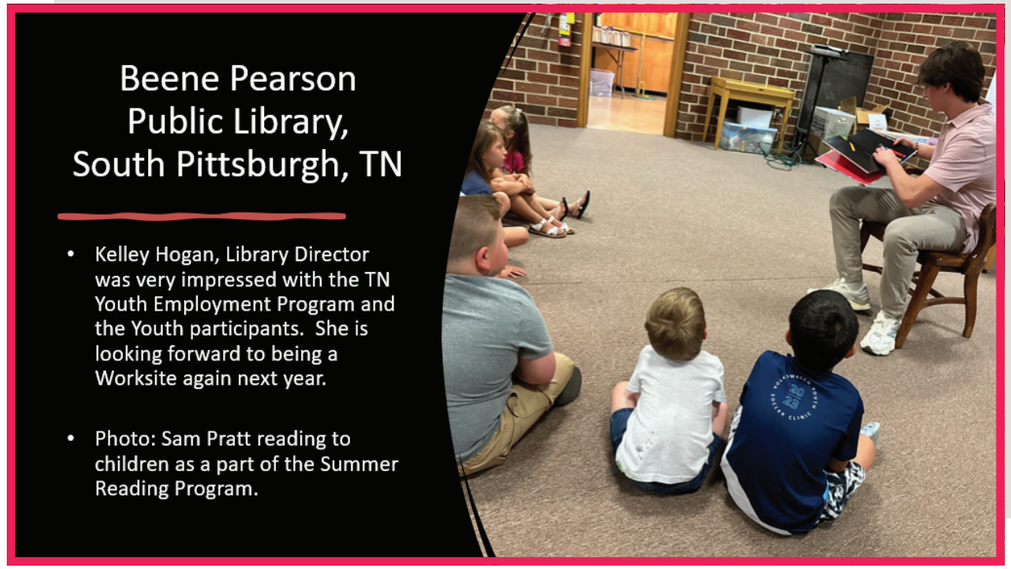
Be sure to read insights from our Digital Media Producer, Nia Knighton, who shares how EDSI's efforts are connecting jobseekers to in-demand career opportunities while strengthening local industries. Discover how digital media plays a pivotal role in workforce development and the impact of this initiative on the region.

Click here to read the entire blog.

Nia Knighton

Southeast Tennessee Empowers Youth Through Paid Work Experiences

South Pittsburg, TN



This summer and fall, the Southeast Tennessee EDSI team provided paid work experience opportunities for 533 youth across a ten-county region, offering valuable skills and practical knowledge that will benefit them for years to come. Participants explored a variety of industries, including education, retail, manufacturing, and more, gaining hands-on experience in real-world work environments.

The success of this initiative was driven by the dedication of career advisors who worked closely with local schools and employers to design meaningful, impactful opportunities. Their efforts were bolstered by the strong support of the Southeast Local Workforce Board, which ensured the program aligned with the needs of the community and local workforce demands.

By connecting youth to diverse work experiences, Southeast Tennessee is laying the foundation for a stronger workforce while empowering young people to pursue their career goals with confidence and clarity.

Breaking Barriers: Lisa's Journey Toward a Career in HVAC

Lisa's inspiring journey began when she connected with the Philadelphia One-Stop through Merakey's Recovery Program, seeking employment and training opportunities funded by the Workforce Innovation and Opportunity Act (WIOA) program. With a clear goal of entering the HVAC field, Lisa faced significant barriers that needed to be addressed before embarking on this new professional path.

Her first two challenges were obtaining her GED and securing sustainable employment—essential steps toward achieving her dream. Undeterred by the obstacles ahead, Lisa immediately began working toward her goals.
Over the past three months, she has dedicated herself to attending GED classes, and preparing diligently to meet the educational requirements for HVAC training.

Lisa's determination and hard work recently paid off as she secured a job with United Parcel Service (UPS) as a warehouse worker. This opportunity has not only provided financial stability but has also brought her one step closer to achieving her career aspirations.

With the unwavering support of the One-Stop and WIOA funding, Lisa is motivated, focused, and confident in her ability to succeed. Her story is a testament to resilience and the power of community support in helping individuals overcome barriers and build brighter futures. Lisa is now on a path to transforming her life through education and a rewarding career in the HVAC industry.

Community Life Improvement Program (CLIP): A Model for Community Transformation

Philadelphia, PA

The Community Life Improvement Program (CLIP) in Philadelphia is making a significant impact by enhancing neighborhood cleanliness and safety. Focused on removing graffiti, cleaning vacant lots, and maintaining public spaces, CLIP creates more welcoming and vibrant communities. By fostering a cleaner environment, the program helps reduce crime, build civic pride, and improve the overall well-being of Philadelphia's neighborhoods.

In a collaborative effort, the Special Projects Team and the Reentry Team have been instrumental in supporting the success of CLIP. Together, they have helped four participants transition from the Department of Corrections (DOC) and the Bureau of Community Corrections (BCC) into meaningful work. Currently, two participants are engaged in transitional employment through Ascend Staffing, while two others have secured full-time roles with the City of Philadelphia/CLIP. Notably, one participant who began the program in June 2024 earned a promotion to a supervisory position just four months later—a testament to the program's focus on growth and opportunity.

At present, 14 participants are working in transitional roles under Ascend Staffing, overseen by a dedicated crew member. Since the program's inception, 37 individuals have moved on to full-time positions with the City of Philadelphia/CLIP, with 10 of those transitions happening this year alone. During their time in the program, participants receive holistic support, including job search assistance, resume preparation, and access to training opportunities, equipping them for long-term success.

CLIP stands out as a powerful example of how workforce initiatives can improve not just individual lives but entire communities, paving the way for a brighter and more sustainable future.

Program Innovations

Empowering Fathers, Building Stronger Families: A Successful Partnership Between EDSI and Carter's Corner

Tallahassee, FL

EDSI, in collaboration with Carter's Corner 24/7 Dad's program, hosted a successful Lunch & Learn event at the Capital Region CareerSource in Tallahassee, FL. The event served as a valuable opportunity for participants in the 24/7 Dad's program to learn about the range of services offered just around the corner at CareerSource.

During the Lunch & Learn, team members from CareerSource delivered brief yet impactful presentations on various programs available to help individuals in transition. These presentations highlighted the youth programs, Workforce Innovation and Opportunity Act (WIOA) program, resume workshops, and more, all designed to support participants in navigating the challenges of career development and employment.

The 24/7 Dad's program, founded by Dr. Sam Carter, is dedicated to helping men enhance their parenting skills and fathering knowledge. Through a series of 12 weekly,

two-hour group or individual sessions, the program focuses on building self-awareness, self-care, and strengthening parenting, fathering, and relationship skills. The mission of this non-profit organization is to empower the underprivileged in our community by providing compassion, learning, and opportunity.

One participant, a single father of three teenagers, shared his heartfelt experience with the program: “I never had a father, someone I could go to and ask for fatherly advice, or just any kind of advice pertaining to a male,” Payne said. “Just the talks that me and Mr. Sam have had made me a better father to my three children.” His testimony underscores the profound impact the program has had on his ability to communicate more effectively with his children.

In recognition of Dr. Sam Carter’s unwavering dedication to empowering fathers and strengthening families, EDSI had the honor of presenting him with a donation from the company’s Jeans Day fundraiser. We are grateful to continue our partnership with Carter’s Corner as an official partner, working together to make a positive difference in the lives of fathers and their families.

This event was a testament to the power of collaboration, and we look forward to continuing our joint efforts to uplift and support our community.

Bucks County Workforce on Wheels Rolls Out Opportunities for Jobseekers and Employers

Bucks County, PA

Bucks County recently celebrated the official launch of its Workforce on Wheels (WOW) initiative with a ribbon-cutting ceremony attended by local and state government leaders, community partners, and residents. The WOW program, managed by the Bucks County Workforce Development Board and the Bucks County One-Stop, brings workforce services directly to communities across the county, making it easier for residents and employers to access valuable resources.

The event featured remarks from the Bucks County Commissioners and the Pennsylvania Secretary of Labor and Industry, and attendees had the opportunity to tour the WOW mobile unit, which is equipped to deliver employment and training services onsite, followed by a community job fair and a BBQ.

Special Projects

Penn Medicine Pathway Program: A Launchpad for Success

Philadelphia, PA

The third cohort of the Penn Medicine Pathway Program Internship began in June 2024, offering recent Philadelphia high school graduates an extraordinary opportunity to launch their careers with Penn Medicine. EDSI plays a pivotal role in the Penn Medicine Career Pathways Program by providing participants with invaluable coaching, mentoring, and training, ensuring they are well-prepared to thrive in their roles. Beyond the internship, Penn Medicine supports its interns by offering tuition benefits for those pursuing bachelor’s and advanced degrees, further investing in their futures.

Over the course of several months, the interns’ progress was closely monitored, culminating in a celebratory graduation ceremony on October 25, 2024. Six interns successfully completed the program and were recognized for their accomplishments with citations from the City of Philadelphia.

In a testament to the program’s success, Penn Medicine extended full-time employment offers to all six graduates, with positions beginning on October 27, 2024. Starting pay for these roles ranged from $18.48 to $25.36 per hour, reflecting the value of their training and potential. Three interns accepted positions as Patient Associates, while the other three began careers as Perioperative Assistants.

This program continues to demonstrate the power of targeted workforce development initiatives, creating meaningful career pathways and shaping a brighter future for Philadelphia’s youth.

Montgomery County Discovery Day: Connecting Communities to Opportunities

Montgomery County, PA

Discovery Day, a collaborative event with community partners, was designed to connect jobseekers to local employment and training resources through a variety of services and activities that empowered residents on their career journeys. The event offered attendees access to a resource fair that included key organizations such as Career Services, the Pennsylvania Office of Aging, Re-Entry services, Unemployment Compensation, and several vocational training providers. Attendees also had the opportunity to enhance their professional readiness through resume reviews, free professional headshots, and a series of engaging mini-workshops.

With over 100 attendees, the event served as a platform to showcase the breadth of employment and training services available throughout Montgomery County. The collaborative effort helped strengthen connections between jobseekers, community partners, and training providers, resulting in an uptick in local foot traffic to workforce centers as more individuals sought to explore the resources available to them.

Berks County One-Stop Partners with Unique Snacks

Berks County, PA

The Berks County One-Stop recently partnered with Unique Snacks to create a promotional video highlighting the company's vibrant culture and their strong commitment to employees. This collaborative project is a testament to the exceptional relationship between the One-Stop and Unique Snacks, showcasing how teamwork can drive meaningful talent solutions.

"Unique Snacks has been a consistent partner, actively participating in our industry-specific job fairs and utilizing one-on-one support for their hiring needs. Their enthusiasm for these initiatives underscores the value of tailored approaches to workforce development," shared Stephen Stone, Digital Media Producer.

The video, which serves as a testimonial to Unique Snacks' positive workplace culture, also reflects our dedication to helping local businesses succeed. By producing this video, the One-Stop not only supported Unique Snacks in promoting their brand but also demonstrated the versatility of services available to our employer clients.

Check out the video here to see how Unique Snacks and the Berks County One-Stop are working together to create opportunities and showcase what makes their company a great place to work!

Supporting Success: The Career Connected Learning (C2L-PHL) Summer Youth Initiative

Philadelphia, PA

The Career Connected Learning (C2L-PHL) summer youth initiative in Philadelphia achieved significant success during its inaugural phase, with the 833-department playing a crucial role in supporting young participants. From the program's launch in April to its conclusion in June, the 833 department fielded an impressive **3,852 calls**, offering essential assistance to youth throughout the process.

The department provided guidance on application submissions, updates on application statuses, clarification of payment dates, and troubleshooting for any issues related to applications or payments. This support ensured that participants could fully engage with the program's career development opportunities.

Philadelphia Works partnered with the 833 department to deliver this critical support, alongside key collaborators such as the **City of Philadelphia, the School District of Philadelphia, and JEVS Human Services**. Together, these partners created a seamless experience for participants, empowering youth to successfully navigate the program and take meaningful steps toward their future careers.

Pushing Progress Philly: Workforce Solutions Highlighted on WHYY

Pushing Progress Philly (P3), a community violence intervention program supported by the City of Philadelphia's Office of Public Safety, is making strides in creating a safer Philadelphia with economic pathways for at-risk men. Through behavioral intervention, transitional employment, career coaching, and supportive services, P3 provides individuals, including those reentering the workforce, with pathways to stability and success. The program's collaboration includes EDSI, Nicetown CDC, and Impact Services along with many other valued community partners.

Recently, P3 was featured on WHYY, Philadelphia's public radio station, as part of a series highlighting gun violence prevention efforts in the city. The segment underscored the program's role in reducing violence by addressing systemic challenges and fostering economic opportunities.

Click here to listen to the full segment online and learn more about P3's impact on the Philadelphia community.

Job Fairs

Empowering Job Seekers: Entry-Level Job Fair at Parkway Central Library

Philadelphia, PA

In November, the Free Library and Philadelphia One-Stop hosted a highly successful Entry-Level Job Fair at the Parkway Central Library, bringing together 120 job seekers and 23 employers from industries such as transportation, healthcare, hospitality, and customer service. Designed to connect individuals with meaningful entry-level positions, the event provided a platform for attendees to interact directly with recruiters, submit resumes, and receive valuable resources to support their job search.

In addition to employer participation, a supportive agency was present, offering guidance on career development and access to clothing resources. Job seekers benefited from interview tips, application assistance, and the opportunity to register for an upcoming “Do’s and Don’ts” workshop focused on resume building.

The event fostered a positive and engaging atmosphere, with employers expressing enthusiasm about the level of interaction and the quality of candidates they met. Philadelphia One-Stop and the Free Library worked together to ensure a comprehensive experience, providing attendees with the tools needed to take significant steps toward employment.
This job fair not only created pathways to employment but also strengthened community connections by bringing job seekers and employers together in a supportive environment. Similar events will be planned for 2025.

Fall Job Fair: Building Stronger Connections

Berks County, PA

The Fall Job Fair in Berks County drew an impressive turnout of **87 employers** and **1,096** jobseekers. This event, following the success of the spring job fair, continues to strengthen relationships between local employers, jobseekers, and the broader Berks County community.

The job fair offered a valuable platform for networking, career exploration, and recruitment, showcasing the region’s commitment to fostering economic growth and workforce development. Employers praised the event’s organization and impact, with **50% of surveyed attendees** providing feedback and an outstanding overall evaluation of **4.73 out of 5**.

By connecting talented jobseekers with local businesses and providing a space for meaningful interactions, the Berks County Job Fair reinforces the importance of collaboration in workforce development. These events are helping to create opportunities that benefit individuals, businesses, and the entire community.

Giving Back

EDSI Dearborn Team Gives Back on Veterans Day

Dearborn, Michigan

In celebration of Veterans Day, EDSI's Dearborn Team came together to honor those who have served our country by giving back to the community. Partnering with **Gleaners Community Food Bank**, the team packed an incredible **8,000 meals** to help individuals and families in need, showcasing the spirit of service and gratitude.

Beyond their Veterans Day efforts, the team also dedicated time to volunteer at **Vista Maria**, an organization close to EDSI's heart that provides support and care for vulnerable youth. Whether tackling outdoor cleanup projects or assisting with administrative tasks, the team demonstrated their commitment to making a positive impact.

Through these acts of service, the team not only strengthened their bond, but also reinforced EDSI's mission of caring for the communities we serve.

Giving Back to the Community: Hazleton Office Highlights

The EDSI team at the Hazleton PA office celebrated Veterans Day with meaningful activities to honor and support those who have served. Staff created a 'Veteran Stars' wall, dedicating stars to their Veteran family and friends, with each star displaying a name and branch of service. Additionally, the team volunteered at the local Catholic Social Services organization, assisting with preparations for a clothes and toy drive. After volunteering, staff gathered for lunch with Veteran Frank Petrovski, who shared his experiences serving in Iraq with the U.S. National Guard. Frank, who is married to Business Service Representative Lori Kane, provided valuable insights into the life of a Veteran. To further honor local heroes, staff wrote thank-you cards and assembled care packages for 14 veterans residing at Providence Place Senior Living.

The team also embraced World Kindness Day on November 13, a global celebration of goodwill and acts of kindness. Staff received handmade bookmarks and kindness cards that encouraged them to "pay kindness forward" in their own unique ways. This thoughtful initiative, inspired by the Random Acts of Kindness Foundation, helped foster a positive and compassionate spirit in both the workplace and the community.

Through these efforts, the Hazleton office exemplifies EDSI's commitment to community engagement and giving back.

New Business

Contracts Won Between September and December 2024

Tennessee

- **Knox County Career Ladder Program**

Nevada

- **Nevada Instructional Design**

Stay Connected

EDSI.com/company-info

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