



Teamsters Service Bureau

THE AGENCY WITH A HEART

MAKING LIFE WORK FOR YOU AND YOUR FAMILY

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If you know someone who has been laid off, is eligible for unemployment and needs to get back to work, let them know about the Dislocated Worker Program.

- Career counseling
- Job search skills and tools
- Training funds and resources
- Résumé help
- Coaching for interviews
- Placement assistance
- Follow up services
- Financial services

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Teamsters Service Bureau

Dan Cherryhomes,
Executive Director

Jessica Bachaus,
Dislocated Worker Program
Manager

Cindy Whelan,
Family Services Coordinator

Dislocated Worker Program Helps with Good Jobs

“When the layoff came, it was a shock. Sure, I knew it was coming, but then it happened, and I wasn’t ready for what I felt. **Angry. Confused. Worried** – even scared! You don’t just walk out the door and find another job with the same pay and benefits. There’s always some kind of retraining at a

new place. I felt they had said I was unnecessary, and now I had to convince someone else to hire me.”

If you’ve ever experienced a layoff, you can probably relate to these feelings. If you’ve never been laid off, you may still be fearful just thinking

about a possible layoff.

For most of us, employment not only sustains our families by putting a roof over our heads and food on our tables, but gives us a sense of identity and purpose. It’s a big loss, and it can be scary!

(See page 2)



Why a Dislocated Worker Program?

Large scale layoffs create a serious disruption to the local economy. Often the result of a company’s short term performance, plant closings can cause an area to shrink spending by a much larger factor than the actual dollars in wages. A multiplier effect created by the change in money in circulation is

strong reason for government to take an interest in maintaining job stability in a community.

The federal government requires businesses laying off 100 people or more to give a notice to the government and the employ

(See page 3)

Why Does the

Minnesota Teamsters Service Bureau Serve All Dislocated Workers?

“ Oh, I thought I could only get access to your help if I was a Teamster!”

This is a frequent misunderstanding about services provided by our agency.

Begun in 1986, the MNTSB was created to provide support services to Teamster families. And yes, our Family Services are still funded by Teamsters for Teamster members. And in our very early days, as large

(See page 2)

Dislocated Workers Helped with Good Jobs

Why Service to All Dislocated Workers?

(from page 1)

layoffs occurred, Teamster union leaders sought state funds to put Teamsters back to work.

But a healthy state economy requires all Minnesota workers be employed. Service Bureau leadership built on their initial retraining and placement success to become an independent contractor of the State that serves Dislocated Workers whether unionized or not.

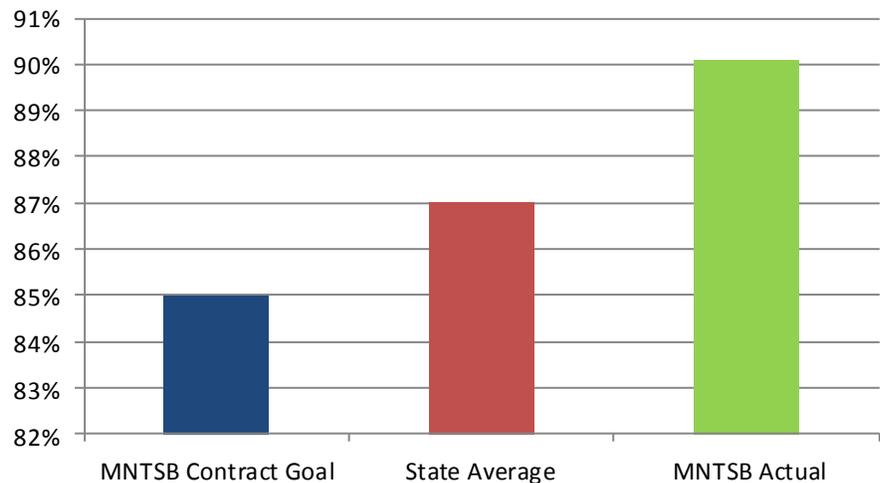
In this area, as in Teamster Family Services, the Service Bureau holds a unique position in the state (and possibly the nation) as the only such employee centered provider of Dislocated Worker services.

Such enhanced service, however, is a natural development from within the labor movement and the people who brought Americans the Fair Labor Standards and worker protection laws (including the current federal and state laws requiring fair warning to laid off workers).

And through our partnership with Career Management Services, a management initiated service agency providing high performing service to the same population, any employee, from entry worker to CEO, finds the best outcomes from our combined resources.

For more on this partnership go to page 6, Minnesota Job Partners: Two Organizations.

Placement Rate



Outcome Data For Program Year Ending June 2014

Helping with Good Jobs (continued from page 1)

Changes in industry, technology, training, and even job search may make finding the same work difficult and require adapting to a very different work situation.

We can help! The Minnesota Teamsters Service Bureau (MNTSB) operates a Dislocated Worker Program, funded by the state of Minnesota. Almost anyone eligible for unemployment insurance is eligible for this program - there are no income requirements or hoops to jump through. Just the help you need, when you need it.

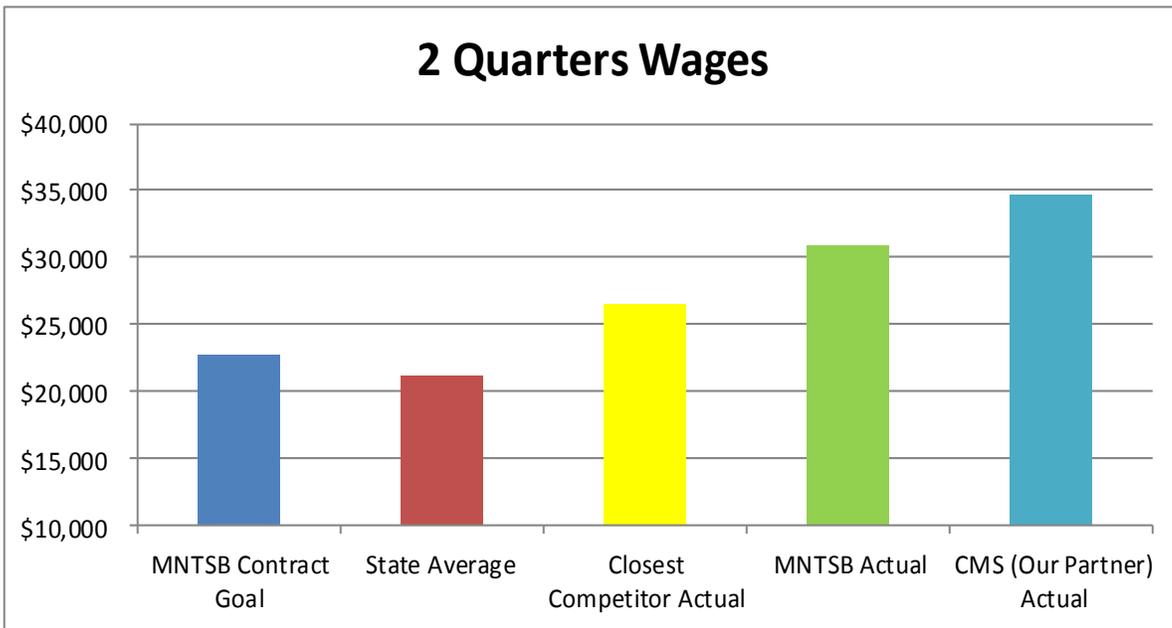
Our skilled Career Counselors work with participants to identify job goals and create plans aimed at goal achievement. Training funds are available to update skills or for re-training in a new, in-demand occupation. And financial support is

available for those in need.

MNTSB's Dislocated Worker Program is one of the highest performing programs in the state, greatly exceeding the state's standards. Our recent participants are earning \$25,000/year more than our closest competitor. The average time for a Minnesotan to find a new job is 13.1 months, according to Positively Minnesota. In our program, the overall average is 9.1 months.

Our Dislocated Worker Program, initially begun to help Teamsters out of work, now helps ALL Minnesotans get back to work quickly after a layoff. If you know someone who has been laid off, have them give us a call. We can start helping them **today** on the road to re-employment. Call us today for a simple eligibility screening! **(612) 676-3700**

Top Ranking Results for Participants



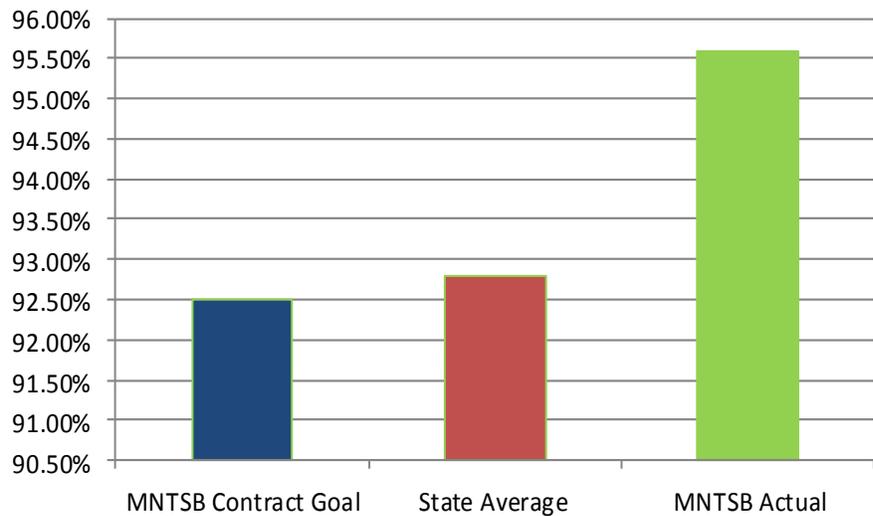
Outcome Data From Program Year Ending June 2014 demonstrates MN Job Partners provided highest wage/salary for exiting clients. Annual amounts are double what is shown.

Why Dislocated Worker Program (continued from page 1)

ee 60 days prior to layoff in order to allow the opportunity to mitigate the damage of layoff. Minnesota has taken this a step further and required notice for a layoff of 50 people or more.

Additionally anyone who has been laid off may be eligible for additional reemployment services, even if not included in a mass layoff action. In Minnesota, an individual who has worked 6 months in the past 36 months and is currently laid off may be eligible for additional job search assistance, support funds and training assistance to get back into a job comparable to the one that was lost under the Dislocated Worker Program administered by the State Department of Employment and Eco-

Retention Rate



Outcome Data From Program Year Ending June 2014

conomic Development. Services from the Dislocated Worker Program go far beyond the Unemployment Insurance provided by the state.

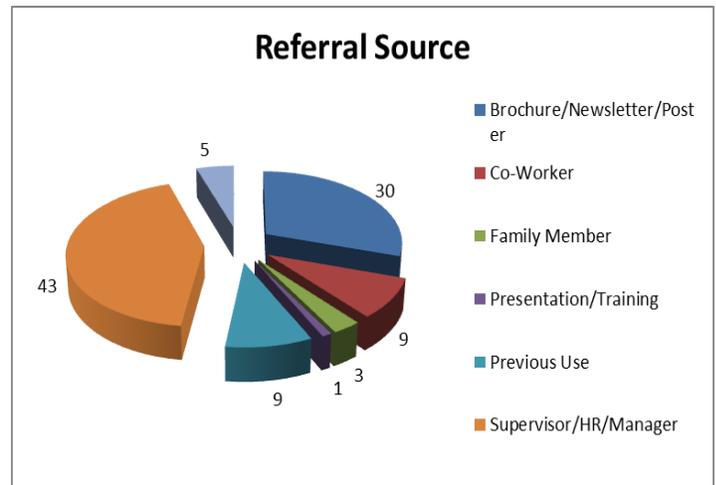
Teamsters Service Bureau: Outreach Work

How Teamsters Use Service Bureau Employee Assistance Program September 2013 – September 2014

The Teamster Service Bureau offers Employee Assistance and access to chemical dependency services. As we look at the three pie charts on this page reflecting information about annual usage of the Employee Assistance services offered we are able to learn some interesting facts about how people learn about services, how they come to use the services and what services are actually provided.

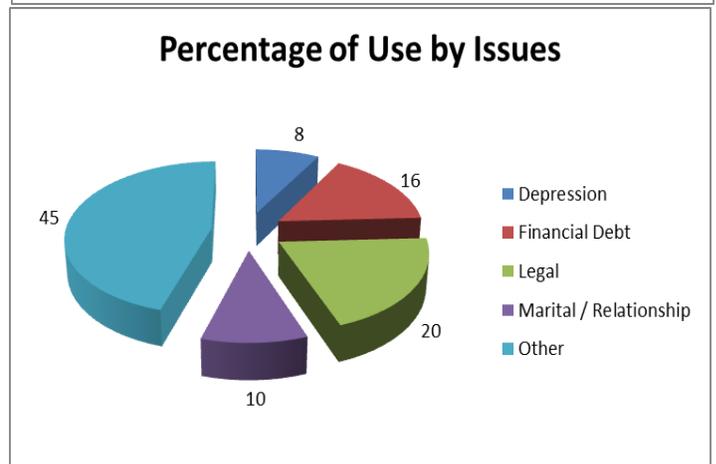
Referral

How do Teamsters find out about the services available through the Minnesota Teamsters Service Bureau? The answer currently is through supervisors or Human Resources at work according to survey information taken from September 2013 to September 2014. Forty three percent of referrals come through the employer, another nine percent through co-workers and thirty percent through a brochure or newsletter posting. Services are confidential so the results of the referral are unknown to the person who makes referral.



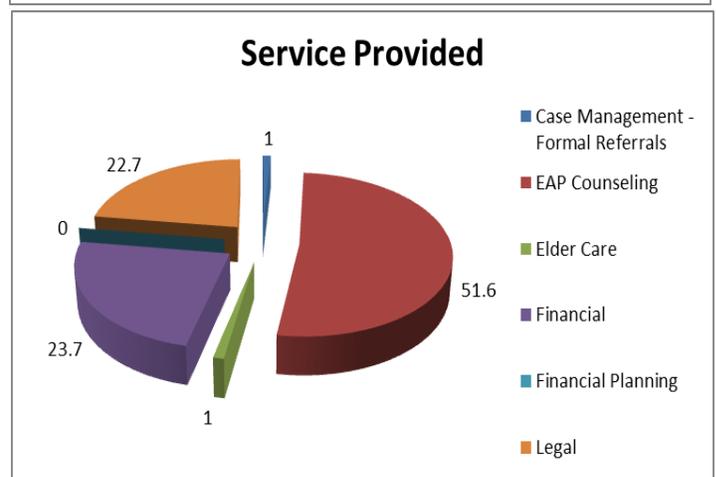
Presenting Issues

How do Teamsters ask for services from the Minnesota Teamsters Service Bureau? According to the same survey information taken from September 2013 to September 2014, forty five percent of clients come to us with issues of depression, twenty percent with legal issues, sixteen percent with financial debt and ten percent with marital or relationship concerns.



Services Provided

How are services actually provided by the Minnesota Teamsters Service Bureau? A little over half are handled as Employee Assistance counseling available for up to 3 sessions for a presenting issue. Two other areas make up nearly 50 percent: legal referral and financial counseling.



Seeking to Inform Teamsters About Available Services

Service Bureau Will Conduct Training at Joint Council 32 Summer Quarterly Conference

What do you do to help a member who may lose his/her job because of a financial need, a family need, or some other personal issue that is interfering with their ability to perform at work?

Do you know the resources that a Teamster member can access that non union workers can't in a Teamster workplace? Do you know what to say to a member to encourage use of such services?

Delegates to the Summer Quarterly Conference of Joint Council 32 will receive an introduction /refresher to

the services available from the Service Bureau from the professionals providing those services.

Beyond an overview, this training will feature practical "how to" procedures to get services most quickly and effectively for a member in need. Guest speakers will discuss Employee Assistance Counseling and Chemical/ Alcohol assessment or intervention in dealing with member concerns. Jessica Bachaus Young, our Dislocated Worker Program Manager, will explain the benefits of these services to members who experience lay off.

Family Service Highlights 2014: Providing Help When Needed

Family Services made contact with several thousand Teamsters, providing support services and referrals to numerous Teamster families. Below are the Utilization statistics for 2014.

9036 contacts were made through Family Services. Services included outreach to Teamster families, requests for services from Teamster families, and support service fund review for Dislocated Worker Services. The majority of contacts and services provided arose through direct mail (7099) or training/outreach (432) to Teamster families.

96 families were referred for services through Lifeworks Network.

77 Families were served for mental health issues with 173 mental health contacts. 17 families requested and

received emergency United Way funds totaling \$7,917.

Striking workers at McDonald Distributing in Rush City, MN were assisted with part of the above emergency funds through the United Way Labor Fund.

Land O' Lakes Teamsters in Browerville, MN and St Paul Pioneer Press Teamsters were assisted with Dislocated Worker Services due to job loss.

Staff participated at Local 320 steward training, a delegate training meeting in St Cloud, and an information meeting for St. Paul Public School District employees.

Staff took part in a Wellness Fair hosted by UPS at the Eagan facility.



Service Bureau staff attended Local 320's annual steward training in October. Stewards received information packets outlining the range of available services and containing bro-

MNsure Healthcare

Open Enrollment Continues through February 15, 2015.

Free Tax Assistance

Free preparation is available **statewide** to eligible individuals. Single adults with incomes of \$35,000 or less or families with incomes of \$50,000 or less are eligible. To find a site near you, call Family Services Specialist Cindy Whelan at 612- 676- 3730. Tax sites are open February – April 15th.



To Contribute

We now accept donations online at www.mntsb.org, where you will find a **DONATE** button on the Home Page.

Minnesota Job Partners: Two Organizations Provide Top Performing Services for Dislocated Workers

The Teamsters Service Bureau has created a unique partnership with Career Management Services to serve those affected by large layoffs, resulting in the highest performing Dislocated Worker Program in the state: **Minnesota Job Partners**.

Job Partners is a collaboration of our two independent non-profit organizations certified by the State of Minnesota to provide Dislocated Worker Program services. We come together to offer the broadest range of services and job opportunities possible for all Minne-

sota Job Partners' clients. We combine our foundations of labor (MNTSB) and business (CMS) to provide an expansive network of employer contacts to our participants. Our partnership gives us access to more career counselors, résumé specialists, job development professionals, locations, and workshops - without having to fluctuate staffing levels to accommodate large layoffs. We share best practices and ideas for program improvement. In the last year, we've created a new website with online workshop

registration, a LinkedIn group to simplify networking, Twitter, Facebook, and Pinterest accounts to communicate effectively with our participants, and an overhaul of our monthly workshops (including exciting new offerings). And we're not done!

We are in the process of creating a mobile response unit to provide immediate assistance to dislocated workers across the state, AND a multimedia room at our Minneapolis office with web cams and equipment for recording practice interviews.

Help at the Speed of Light (Rail Transit)



Did you know that Minnesota Teamsters Service Bureau is located **right at the Prospect Park Light Rail Transit stop**? You can find our main offices in Suite 100 of University Park Plaza at 2829 University Avenue South East. What does this mean for a job search?

You can reach the main offices from either downtown within minutes!

Many bus transit routes intersect with a light rail line.

An express bus leaves Southdale to the U of M every 5 minutes at peak hours of the day connecting with the Green Line light rail on the University campus.

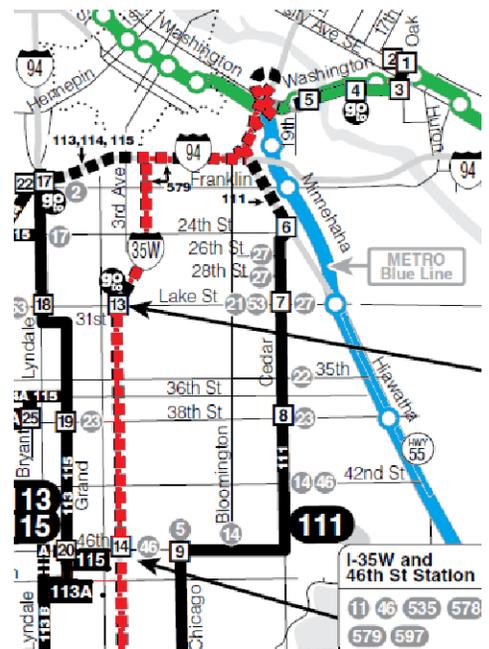
Light rail Blue Line trains travel every 10 minutes from the Mall of America to the downtown Minneapolis station where a quick transfer will allow you to reach our Building via the Green Line.

In the map at right, the express bus route from Southdale to the University campus is in Red.

The light rail route from Mall of America to Downtown is in Blue.

The light rail Green Line to Prospect Park Station is in Green.

It's now easier than ever to get to our main office for assistance. With



convenient free parking, bus stops and now the Green Line on University Avenue, we are perfectly situated to serve you!