

rhoagland

From: Mary Ross [Mary.Ross@workforcesystem.org]
Sent: Thursday, March 16, 2006 1:17 PM
To: Lisa Rice; wloope@r1workforcewv.org; Amy.fonzo@mail.co.ventura.ca.us; Blair Schoeb; Janie.bates@twc.state.tx.us; Nina Babich; butcher.p@ppwfc.org; Herbertson.p@ppwfc.org; rbradshaw@theworksource.org; treynolds@nwpcog.org; Bruce Stenslie; Dave Brady; Horace Dicks; Juan A. Manigault; ceo@workforcezone.net
Cc: Hampton Smith
Subject: RE: fee for service activities

Lisa,

To date, the fee-for-service activities have basically occurred at the workforce center level. Similar to Pikes Peak, we rent out rooms and use a similar "formula" that includes looking at comparable rates in the market. We are just getting into background checks, drug screens, etc. and plan to contract out those services to a third party and simply bill the employer at cost plus overhead. Within the next few months we will implement a program using an Internet-based training system (Alchemy Training Systems-ATS) that will be a fee-for-service for employers. ATS somewhat determines the pricing and it's somewhat of a base cost plus percentage of profit. We will be one of their first customers to doing a fee-for-service, so we'll let you know how that goes in the coming months. We also conduct a monthly Brown Bag series at four remote locations (via interactive tv) and one live site. The cost is only \$10 at this point, which isn't based on anything except trying to make it affordable for small employers in rural communities. The speakers are all outside employers/consultants, etc. who (to this point) have provided an hour of their time at no cost. We don't generate a lot of income from this, but that wasn't necessarily the goal. We do also rent out our videoteleconference lab on an hourly basis.

We have one project at the board level that generates funds to put back into the project. Rather than charging a fee for the service, we ask civic groups, economic development, chambers, business, etc. to become an "investment partner". They can make a tax deductible donation that will be used to provide services in their community, if desired or for general support of the project. We are basically providing work ethic (soft skills) training for youth, dual credit/enrollment for high school students, consulting services, customized work ethic training for existing workers. Personnel associated with the project are all contract workers and the cost for providing the services is directly tied to our costs for their time, travel, etc. Again, our intent is not to make a lot of money for other projects, but to generate sufficient income to support this project. To date, we have one employer that has "donated" funds and one economic development district that has provided funding of about \$60,000 to pay for tuition for college courses as well as instructor time for work ethic classes and some consulting services. Because of this "match", we were also successful in obtaining a grant of about \$100k from the Governor's Office for this project.

I'm definitely interested in hearing more from Peggy and Bill, so will look forward to being in Beckley.

Thanks,

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From: Lisa Rice [mailto:lrice@job-link.net]
Sent: Wed 3/8/2006 1:00 PM
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6/23/2006

Cc: Hampton Smith

Subject: fee for service activities

G'day Mates!

Yep, I'm back to pester you for info sharing again. I remember in CA (after my awesomely expensive taxi ride) that almost everyone around the table said they had some kind of fee for service activity either in the planning stage, fully operational or it was a gleam in your eye. I'm hoping that those of you who have taken some steps on the fee for service side would be willing to share with me and one of my staff (Hampton Smith, who is cc'd here) what you have done, how you manage the activities, how you priced them, etc.

We're in the fast-track for producing a few products and our planning team needs the guidance and wisdom of those who have gone before us. Thanks for anything you can share and if you already have sent me something – just remind me please, it's the dementia kicking in again!

Lisa