

Wisconsin Fast Forward – Round 3 Small Business and Customer Service GPA Awards Overview

GPA #	Sector	Number of Grant Awards	Total Intent to Award Amount	Estimate of Businesses Served	Estimate of Trainees Served
FF143BS1	Small Business	12	\$307,333	18	177
FF143BL1	Customer Service	3	\$123,619	6	49

Applicant Intent to Award Summaries

Small Business

DWD intends to award **Pioneer Roofing, LLC** a \$50,000 grant to train 38 workers in commercial and industrial roofing. The training will occur in a lab setting with instruction in hand-welding, the use of robotics, and English language proficiency with an emphasis on construction industry terms.

DWD intends to award **Management Research Services, Inc.** a \$50,000 grant in partnership with **RSL Consulting** train 15 new hires as telephone interviewers. The intense 60-day training will include classroom instruction and 1-on-1 mentoring in technology equipment use, customer service, insurance and medial concepts, and privacy and compliance standards.

DWD intends to award **Brandtjen & Kluge, Inc.** a \$47,500 grant in partnership with **Unipunch** to train up to 12 incumbent workers in basic and advanced CNC machining through **Wisconsin Indianhead Technical College**. The customized training will include college credits for successful Brandtjen & Kluge, Inc. and Unipunch employees.

DWD intends to award **Dream Systems** a \$38,000 grant in partnership with **Northcentral Technical College, Creston Electronics, and Skillsoft** to help 17 employees keep pace with changing technology and provide customers with innovative electronic solutions. The customized training will be the first of its kind in central Wisconsin and will provide trainees with multiple industry certifications.

DWD intends to award **Larson's Custom Cabinets** a \$32,455 grant to provide lean transformation training to 33 workers through the **UW-Stout Manufacturing Outreach Center**. The training will help employees become more efficient, increase capacity, and improve product quality.

DWD intends to award **GPI Corp.** a \$26,240 grant to develop and implement a customized onboarding program for new hires to reduce training time from 2 years to 6 months; to provide leadership training to managers; and to improve efficiencies through lean manufacturing. A total of 10 employees will benefit from the training, which will be offered in partnership with the **UW-Stout Manufacturing Outreach Center**.

DWD intends to award **Protocol Financial Services, LLC** a \$23,598 grant to train 20 new hires as collection specialists to support financial institution, government, and healthcare clients. The company will develop and provide comprehensive onboarding training to employees who were recruited with help from TalentBridge.

DWD intends to award **Wisconsin Marketing Services, Inc.** a \$10,000 grant to hire and train 3 workers in book print finishing. The training will include textbook learning, hands-on instruction, and mentoring.

DWD intends to award **Lac Courte Oreilles Business Administration** a \$9,700 grant to develop and deliver a 12-week marketing and finance training program for 10 managers and bookkeepers to enhance skills and productivity. The LCO Business Administration will identify training program participants who work at the 6 tribal business units that it operates: **LCO Convenience Center, LCO Country Store, LCO Quick Stop, C2 Spur, Ojibwe Java Coffee Shop, and The Landing Resort.**

DWD intends to award **Bloomer Machine & Fab** a \$9,350 grant in partnership with **BobCAD-CAM, Inc.** and **Exact Software North America, LLC** to train 12 incumbent workers in the effective use of job control, mill, and lathe software. The training will enable the company to expedite complete job packages to the shop floor and increase production efficiencies.

DWD intends to award **HiTech Manufacturing Solutions, Inc.** a \$5,500 grant in partnership with **Werner Electric** to upgrade the skills of 4 incumbent worker assemblers through a train-the-trainer model to include highly technical equipment programming changes on the shop floor. The training will reduce the need for engineering support and will make more time available for technically demanding work.

DWD intends to award **Activedogs.com** a \$5,000 grant to provide 3 employees with supervisory management training through **Nohre & Co.** The grant will enable the growing company to create a skilled middle management tier to support staff needs while the owners focus on business development.

Customer Service

DWD intends to award **Forward Service Corporation** a \$61,467 grant to provide 20 unemployed individuals with a 6-week customer service training course through the **Northeast Wisconsin Technical College**. Trainees who successfully complete the program will be hired as call center representatives in the Green Bay area at **Schneider National, UnitedHealth Group, and West Corporation.**

DWD intends to award **Forward Service Corporation** a \$53,676 grant to provide 20 unemployed individuals with a 6-week customer service training course that was developed by **Northeast Wisconsin Technical College** and will be taught by the **Northcentral Technical College**. Trainees who successfully complete the program will be hired as call center representatives in north central Wisconsin at **UnitedHealth Group and West Corporation.**

DWD intends to award **SMC, Ltd.** a \$8,476 grant to provide 9 incumbent workers with advanced customer service training over 8 months through Wilson Learning. The training is designed to enhance customer relations by empowering representatives to build relationships and cultivate opportunities between the purchasing and sales departments and external customers.