

JobSTAR Annual Report

Support Talent and Retention
Jackson's Business Resource Network

JobSTAR (Support Talent And Retention) is a key Jackson County resource helping employers support their workers with needs that can affect productivity and attendance.

An on-site Success Coach provides confidential guidance, connecting workers to a wide range of services and support. The results include **a stronger workforce, financially stable families, higher productivity and a more vibrant local economy.**

During the 2023-24 program year, 21 companies participated in the program, with 744 employees served and 1,385 referrals made. That included 10 nonprofit organizations; their participation was funded through a federal earmark.

From an employer



Our organization has experienced nothing but positive outcomes from the program. Within a challenging market, benefits like this program provide our staff a sense of security, which influences our purpose toward valuing our staff. The impact is vast and by hearing the success stories throughout the program provides dividends to our investment and brings transparency to real life challenges that we can support in providing sustainable employment with an caring approach.

-- Former participating employer

2023-24

By the Numbers



21

Participating companies



744

Employees served



1,385

Referrals made

Top 5 Referrals

- Financial Assistance, 254
- Insurance/Medical, 194
- Housing/Foreclosure, 144
- Transportation, 124
- Government Navigation, 108



UNITED WAY
South Central Michigan

From an employee

An employee met with a JobSTAR Success Coach because she recently had to junk her only mode of transportation due to excessive repair work needed on the vehicle's engine. The employee is a pregnant, single mother with no reliable transportation to work who was worried she would not be able to get back and forth to work, especially during the winter. The employee was found to have family-related benefits through MDHHS and, as a result, was eligible for a vehicle purchase through Direct Supportive Service (DSS) funds. The employee diligently provided all the required documentation for the DSS request and was approved a vehicle purchase by Thanksgiving.

JobSTAR worked with a local auto dealer to secure the payment, and the employee was able to pick up the new-to-her vehicle by month's end. The employee reached out to the JobSTAR coach with this message:

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“Thank you so much for walking me through everything and helping me out. I feel truly grateful for you. Have a wonderful Christmas and Happy Holidays”.

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JobSTAR coaches Scott Walker, left, and Kristy Warner, right, promoted the program during the JAXPO Business Showcase, alongside United Way's Tabitha Williams.

Learn how to get involved!

- Become a participating employer
- Make an investment in the program
- Learn more about JobSTAR

Contact Ebone Young at eyoung@uwscmi.org

