

**Company layoffs rise 32% in one month**

**Job-cut toll: 2 million in '01**

**New job losses bring  
unemployment rate  
to near 7-year high**

## ***ABLE Responds***

**Operation ABLE  
of Michigan**

**2002  
Annual Report**



# ABLE Responds

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*President, Operation ABLE*

The news headlines of layoffs and rising unemployment rates scattered throughout this report sum up the difficult economic times facing our community. Over the past year, Operation ABLE has seen the real life impact of unemployment on mid-career and older workers and has been responding to this challenge.

Job seekers are turning to Operation ABLE in record high numbers. Laid off workers aged 40 and over must find new jobs quickly so they can meet their basic needs for food, clothing, shelter and health care. Because of reduced family income, some have lost their homes, and many have faced drastic reductions in health care coverage.

### ABLE's Response

To meet the challenge of helping the growing ranks of mid-career and older job seekers, ABLE is constantly developing new programs and securing additional funding.

We are proud of several new initiatives that were launched this past year to help job seekers not only find jobs but also keep them.

- With the support of the Hudson-Webber Foundation and in partnership with Kelly Services, ABLE began a 3-year pilot project targeting chronically unemployed Detroiters.
- The Thompson-McCully Foundation provided ABLE with a multi-year grant to assist job seekers facing multiple barriers to successful employment.
- Funding from the Partnership for Adult Learning allowed us to help job seekers improve their reading and math skills.

Our strength lies in the core services we offer. These include the City of Detroit-funded programs for dislocated and older workers, Empowerment Zone assistance for unemployed Detroit residents, and help provided by SBC Ameritech and Bank One for those who do not fit public guidelines for assistance. Once again the Michigan Office of Services to the Aging provided major financial support for ABLE's annual "Ability is Ageless" award luncheon and our annual job fair.

This report provides further information about ABLE's programs, services and events as well as examples of the people we help.

### Your Response

We are deeply grateful for the support received this past year from the public agencies, foundations, companies and individuals that allowed ABLE to respond to the needs of mature workers and the business community. ABLE is equipped to serve but relies on public and private funding to help the hundreds of jobless who come to us for assistance. Please join us in responding to this challenge.

Sincerely,

*Shirley R. Stancato*  
*Karen Kosniewski*



Shirley Stancato  
Chair  
Board of Directors



Karen Kosniewski  
President

# Jobless ranks grow



***“I am a living testimonial of what you can get done when someone believes in you.”***

*After working 12 years as a machine operator and quality assistant supervisor for automotive parts suppliers, Narcissus lost her job. She came to Operation ABLE with the hope of gaining the skills that would get her out of the factory and into an office position.*

*“Operation ABLE is very patient with the all the adults in the class. The teachers stick with you until you can learn what you need to know. Most importantly, they showed faith in me when I needed it most,” said Narcissus.*

*Since coming to ABLE, Narcissus has turned her life in a new direction. She has found a job, bought a car and moved to a new apartment. Employed at an ad agency, she is managing a dealership marketing program.*

*“I am a living testimonial of what you can get done when someone believes in you. I thank Operation ABLE for their support. Now that I’ve found a job, I plan to go back to get a college degree.”*

## **Classroom**

At both its Southfield and Detroit locations, Operation ABLE’s classrooms are equipped with state of the art computers and the latest business software. Class sizes are small to allow for significant one-on-one instruction by the teachers. Classes are held in a learning environment geared toward the mature learner. Best of all, there is a computer for each student for hands-on learning.

Operation ABLE offers three certificate programs – Office Professional I, Office Professional II and Computer Savvy Manager/Professional. These combine computer basics and software instruction, basic skills enhancement, and a customer service and employability curriculum. At the end of the 8-week, 240-hour programs, the participants have a portfolio demonstrating their knowledge that can be presented at interviews.

## **Profile of ABLE’s Program Participants (July 1, 2000 - June 30, 2001)**

**Age:** 41% are 40-49  
43% are 50-59  
16% are 60+

**Gender:** 79% are women.

**Ethnicity:** Approximately 84% are minorities (African Americans represent 81% of Operation ABLE’s program participants).

**Skills:** At the time of enrollment, 53% score at or below the 8th grade level in math.  
44% score at or below the 8th grade level in reading.

**Residency:** 69% are residents of Detroit.

# Unemployment rate creeps up despite new job creation

## Counseling

Employment specialists at Operation ABLE meet individually with program participants. Counseling involves setting realistic employment goals, determining what skills are needed to achieve goals and developing a training plan. The employment specialists outline a learning plan that integrates computer training with classroom instruction. Additionally, ABLE's licensed counselors work with the job seekers to overcome any barriers that may hinder finding a job. These barriers may include family issues, previous abuse problems, homelessness, lack of confidence and problems with transportation.

## Career Resilience Centers

Operation ABLE's Career Resilience Centers offer resources for exploring career options and conducting a job search. Housing a library of career magazines, newspapers and self-help books, the centers also provide access to phones, fax and the Internet for finding and following up on job leads. Licensed professional counselors assist with resume development, provide interview coaching and present career workshops on topics such as "Using the Internet as a Career Transition Tool."



*"ABLE's services allowed me to maximize my opportunities."*



*Ron cultivated a career in the tech sector for 20 years but suffered a setback when his employer downsized and he was laid off. After several months of job searching on his own, he learned about Operation ABLE and enrolled in the training program.*

*Even with his technical background, Ron found the computer training to be very beneficial. "My time was always well spent at Operation ABLE. Everything the teachers showed us was constructive and very helpful," commented Ron.*

*Ron utilized all the resources in the Career Resilience Center, particularly the Internet access to employment websites. He was successful very quickly and found a job halfway through the training program. He is now working as an application engineer at a Fortune 500 computer company. "ABLE's services allowed me to maximize my opportunities."*



# Economy takes a toll on workers



***“I now have the tools and the confidence to go back and get a full time job.”***

*Gail feels as if she has begun a second life. Living in a local shelter without a job, one of the shelter’s counselors recommended Operation ABLE. Gail held a college degree but needed some help with upgrading her office skills and with overcoming some employment barriers.*

*“ABLE’s staff encouraged me to keep plugging away and constantly reinforced my goal to find an administrative or customer service job with benefits,” said Gail.*

*With her ABLE certificates in hand, Gail felt very comfortable interviewing and landed a job as a client service coordinator with a tax preparation agency. The job was temporary and it has now wrapped up so Gail is back to job searching. “I now have the tools and the confidence to go back and get a full time job.”*

## ***“Ability is Ageless” Award Luncheon***

The “Ability is Ageless” award luncheon salutes employees 50 years of age and older who daily make a difference to their companies through their experience, work ethic and commitment to excellence. Nearly 100 nominees were recognized at the 12th annual luncheon held in October 2001. Marianne Wildstrom, a 76-year-old Holocaust survivor and counselor at Jewish Family Service, received the event’s top honor – the Neal Shine Award – before a crowd of 500 attendees.

## ***Job Placement Opportunities***

On a daily basis, Operation ABLE’s job developers are contacting employers and searching job postings to find openings for ABLE’s program participants. The job developers also work with the business community to offer recruiting opportunities throughout the year. At the annual “Ability is Ageless” job fair, companies can find dependable, hard-working employees aged 40 and older who will help them meet their business goals. Older workers are in high demand because of the skills, experience and strong work ethic they possess. Close to 1,000 job seekers attended the 2001 job fair that featured employers from across the region, and more than 1,800 people attended the recent 2002 fair.

Throughout the year ABLE also schedules several smaller job fairs with three to six employers in response to the companies’ specific recruiting needs.



# Attendance soars at job fairs

## Statement of Activities

July 1, 2000 to June 30, 2001

### REVENUE

Grants		
Governmental	\$	924,477
Foundations		292,100
Fee for Service		70,606
Contributions		
Foundations		116,000
Corporations and Other Fund Raising		124,081
In-Kind		14,500
Interest Income		20,870
Other		689
<b>TOTAL REVENUE</b>	<b>\$</b>	<b>1,563,323</b>

### EXPENSES

Personnel	\$	1,041,578
Consultants & Professional Fees		100,950
Supplies & Postage		49,993
Classroom & On-the Job Training		51,172
Communications		136,103
Occupancy		121,100
Repairs & Maintenance		32,243
Insurance & Other Expenses		36,770
Staff Training, Travel, Publications & Memberships		32,388
Job Fair & Customer Support		11,370
In-Kind Contributions		14,500
Depreciation		7,742
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>1,635,909</b>

(1) Change in Net Assets (72,586)

Net Assets, beginning of year (Restated) 608,011

**NET ASSETS, END OF YEAR** \$ 535,425  
 Unrestricted 519,425  
 Temporarily Restricted 16,000

**TOTAL NET ASSETS** \$ 535,425

(1) \$62,823 was recognized as revenue in previous year and utilized this year

Operation ABLE of Michigan is a 501(c)(3) nonprofit, tax-exempt organization.

A full copy of its audited financial statement is available upon request.

A copy of the organization's IRS Form 990 is available at [www.guidestar.org](http://www.guidestar.org).

## How You Can Respond

In this report you have read about how ABLE is responding to the needs of our community.

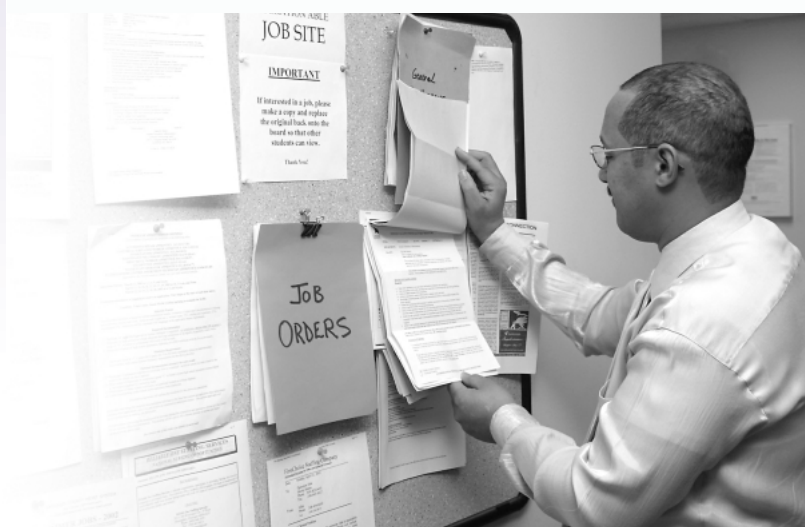
And now we are asking you to join in this effort.

Operation ABLE's services are funded by a combination of contracts with workforce development agencies and contributions from many individuals, businesses and foundations. There are many ways you can help

- Contributions from civic-minded companies and caring individuals can help those who will otherwise not be served.
- Deferred giving will help ABLE carry on its mission into the future.
- Volunteers donate their valuable time and skills in many ways.
- Event underwriters help with our annual luncheons and job fairs.

If you would like to discuss a gift to Operation ABLE, please contact us at (248) 443-0370. You can make a tax-deductible donation at any time by visiting our web site at [www.OperationABLE.org](http://www.OperationABLE.org).

**Please join us in our mission of Linking Experience, Learning and Jobs.**



# Contributors 2001

*Operation ABE wishes to thank the many corporations, foundations, organizations, public agencies and individuals who support our work.*

*Listed here are contributors of gifts received between January 1 and December 31, 2001.*

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Operation ABLE of Michigan has two offices in southeast Michigan with state-licensed learning centers in each location.

For further information on Operation ABLE programs call:

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Detroit, MI 48201

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*Operation ABLE is an equal opportunity employer/program.*

*TTY users: call the Michigan Relay Center, 1-800-649-3777.*

*Auxiliary aids and services are available upon request to individuals with disabilities.*