

William R. Clingan



SUMMARY OF QUALIFICATIONS

- Demonstrated experience with all phases of program planning, implementation and evaluation with a wide range of customers, programs and organizations. Topical areas range from work force development/economic development to housing to child care and ranged from community organizations to technical colleges to county and state government.
- Years of experience coordinating the delivery of services to a variety of customers and between various private and public organizations.
- Over 19 years of management experience including a variety of leadership positions with budget oversight, staff supervision, program development, contract management and working with the public.
- Extensive related education including: B.S. in Education, Master of Public Administration and graduate work in Adult Education.
- Specific knowledge and experience working cooperatively with a variety of customers in Dane County and the State of Wisconsin.
- Demonstrated, improved customer results because of enhancements to service delivery.

PROFESSIONAL EXPERIENCE

PROGRAM PLANNING, DEVELOPMENT, IMPLEMENTATION, EVALUATION

- Adapted state contracts and local planning requirements to better define and improve services to customers and increase accountability and improve outcomes.
- Built outcomes into contracts and planning requirements to increase the wage at placement of DWD customers.
- Oversaw the physical and programmatic transition of Job Service, WIA funded agencies, MATC, W-2 organizations and the Division of Vocational Rehabilitation into the Job Centers of Milwaukee to improve effectiveness and efficiency for customers.
- Reintroduced the need for coordinated Business Service teams to meet the needs of employers with the requirement that they exist in all comprehensive Job Centers.
- Developed new service delivery model for work force services in Milwaukee.
- Created an outreach initiative that increased the diversity of the work force in the Division of Unemployment Insurance.
- I have participated with a variety of projects in conjunction with the Center on Wisconsin Strategies (COWS) and the Institute on Research in Poverty (IRP).
- In my role as Community Resources Planner, I worked with numerous public and private organizations to implement the Dane County Connections outreach initiative.

- I wrote the successful proposal and helped implement the outstationing of Economic Support Staff in the community in 1999.
- Working with community partners, I developed a successful proposal to the State Department to fund a Kosovo project in Dane County and successfully implemented the project in 1999.
- I had the responsibility to take the concept of a Housing Information Desk at the Dane County Job Center and make the idea a reality.
- Coordinated the development of the Support Services area at the Job Center that allows customers to easily access housing, child care and transportation resources.
- Working with transportation and community organizations, I wrote the successful proposal for TANF transportation in 1998 and WETAP transportation in 2000.
- The Transitional Child Care proposal, which I drafted, was funded and implemented in 1999 and 2000.
- Developed, implemented and conducted parent driven assessment/motivation/support groups for individuals on AFDC in Rock County.
- Created and conducted the PEP program in Dane County. This was a daily, group activity with long term General Assistance participants with mental, physical and psychological impairments.
- Developed and conducted a group for non-custodial fathers who were involved with the criminal justice system and not positively involved with their children.
- Leader of work team to start a pilot project on mailing in MA applications.
- Expanded on-site Child Care Center at the Dane County Job Center.
- Four years of planning and implementing the JOBS program in my role as Training Coordinator for Blackhawk Technical College.
- Planning, implementation and evaluation responsibilities as Coordinator of the Children First and Pre-employment Skills programs.
- As the former Employment and Training Coordinator of Dane County, I demonstrated experience planning, implementing and evaluating the JOBS, FSET, GA and Children First programs.

ADMINISTRATIVE BACKGROUND

- Five years of top management experience with the State of Wisconsin (Department of Workforce Development - DWD) as a Division Administrator. The Division encompassed up to seven bureaus, operating a variety of programs with budgets in the hundreds of millions, serving thousands of customers and hundreds of employees.
- Five year member of the DWD management team.
- Member of LMAC (Labor Management Advisory Committee) at DWD.
- Three year member of the Governor's Council of Workforce Investment (Workforce System Committee).
- Three year member of WAJTE (Wisconsin Association of Job Training Executives).
- Three year board member of the Madison Metropolitan School District, managing an annual budget of over \$300 million dollars, staff of several thousand and 25,000 students.
- Six years of contract management experience with Dane County Human Services.

- Six years experience utilizing the County's process for securing bids for contracts.
- Manager in the EAWS Division and on the Management Team.
- Member of the Job Center Management Team with responsibilities to coordinate services at the Job Center.
- As a member of the Local Collaboration and Planning Team, I had the responsibility to help plan for the integration and coordination of employment and training services in Dane County.
- Four years program management, supervising staff and budget at Blackhawk Technical College.
- Co-managing two Milwaukee Job Centers and related programming.
- Supervising UMOS management staff at 3 Job Centers in Kansas.
- Coordinating 3 proposals for Workforce Development Areas in Missouri.

KNOWLEDGE AND COORDINATION OF COMMUNITY RESOURCES

- Former member of the Madison School Board with familiarity of the relationship of our schools to the broader community.
- As the Division Administrator of DWS (Division of Workforce Solutions) I added funding to the Capitol Consortium contract to enhance services on Allied Drive.
- Staff to the Safety Net Task Force which was made up of a variety of community agencies serving the poor and disadvantaged in Dane County
- Dane County representative to the Early Childhood Planning Council.
- Dane County representative to the Hispanic/Latino Support Network.
- Former member of "Less Than 100 Days", an advocacy group for Southeast Asians adversely affected by changes in welfare policy. This group was made up of leaders of various Southeast Asians populations and Mental Health Center of Dane County.
- Involved with the early planning for Kajsab House; joint effort between Mental Health of Dane County and Dane County Human Services to provide an Adult Day Care facility for Hmong refugees with mental health issues.
- Extensive knowledge and working relationship with Joining Forces for Families teams and key neighborhood organizations in low-income neighborhoods.
- Involvement with a variety of advocacy groups in the areas of: housing, child care, public and private health care, food pantries, criminal justice system, secondary educational providers, MMSD and other human service organizations.
- Twenty-six years of experience forming working relationships with local Employment and Training providers, Human Services resources organizations and area businesses.
- Extensive knowledge of federal, state, county and community level human service and employment and training programming.

SERVICE DELIVERY RESULTS

- Increased employer participation in state work force programs.
- Increased number of individuals placed into employment over the past four years.

- Helped solve a \$30-70 million dollar budget deficit.
- Led several successful RFP (Request for Proposal) processes for multi million dollar programs with high visibility that yielded more accountability and improved outcomes.
- Led the development of employer focused training options in Milwaukee.
- Initiated the Preferred Provider program in Milwaukee to encourage more contracting with community providers.
- Increased performance outcomes in several state administered, federal programs including WIA, TANF and Wegner-Payser.
- Built more outcome measures into a variety of programming ranging from Job Service to Work Force Development Boards (WIA) to W-2 contracts.
- Improved state relationships with a variety of local providers.
- Reorganized the Division to better reflect service needs of our customers.
- Helped launch IT system so that customers can make more informed decisions on economic growth and workforce issues.
- Initiated Job Center and Job Service reforms aimed at improving outcomes and service delivery.
- Have worked with a variety of interests around the issues and programmatic responses to economic growth, work force, housing and child care.
- Improved educational outcomes for MMSD students.
- Directed the establishment of a community-led work group designed to identify issues and target services for Latino students of MMSD.

EMPLOYMENT HISTORY

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| * 2007 – Present | UMOS Deputy Vice President of Workforce Development |
| * 2004 – 2007 | State of Wisconsin Division Administrator for Work Force Solutions/Family Supports |
| * 2002 – 2005 | MMSD School Board |
| * 2003 – 2004 | State of Wisconsin Division Administrator for Unemployment Insurance |
| * 1997 – 2003 | Dane County Community Resources Planner |
| * 1994 - 1997 | Dane County Employment and Training Coordinator |
| * 1993 - 1994 | Children First and Pre-Employment Coordinator,
Employment & Training Association |
| * 1989 - 1993 | Training Coordinator, Blackhawk Technical College |
| * 1982 - 1989 | Youth and Adult Work Experience Counselor, Employment & Training Association |

EDUCATION

- * B. S. in Education, May 1977
- * Master of Public Administration, June 1980
- * Graduate credits in Adult Education

References will be furnished upon request.