

August 2021

## Business Services



**M**any employers are facing new challenges to meet their workforce needs. Nissen Chemitec is one such employer who realized they needed to do things differently and utilized our Business Services to help them open up their talent pipeline. The manufacturing company had a quality work environment, strong benefits, and skilled positions with opportunity for advancement, but their recruitment efforts were falling short. Our workforce program serving New Americans had a client base of individuals with the right skillset, but we needed to work closely with Nissen to address transportation and cultural challenges.

First, we connected Nissen with Share Mobility and facilitated a solution that includes transportation by minibus from a central pick-up/drop-off location and enables clients to make the 30-mile commute at minimal cost. Then we helped

Nissen learn more about our refugee and new American clients. Our team worked with Nissen's managers to build an understanding of Congolese, Nepalese and Ethiopian cultures and potential impacts in the workplace. We then coached candidates on what to expect in the workplace including important phrases in English, standard processes, and safety rules.

We helped Nissen tap into a new talent pool, diversify their workforce and enrich their recruitment efforts. Ongoing improvements have included a \$1 raise in the hourly wage and additional flexibility for employees to switch shifts as needed resulting in a more efficient hiring process and improved employee retention.



Nissen Chemitec America

## Welcome to Wayfynder

Connect with us through our new virtual services platform at

[Wayfynder.org](https://www.wayfynder.org)

or

download from the  
App Store  
or Google Play



## When We Say, "Wrap-Around Services"

**S**ara\* was laid off from her customer service job in May and contacted us for assistance with her resume. Knowing that job loss impacts a person's life in ways they might not immediately realize, our staff asked Sara questions to uncover various issues she might need help addressing to ensure a successful transition to a new job. Within 48 hours of contacting us, Sara was connected with a career strategist for job search support and help navigating healthcare coverage and unemployment benefits. Our family stabilization specialist contacted Sara about emergency assistance with rent and utilities. And our senior team helped Sara with a home assessment for her elderly father who lives alone. We work with the life each person brings us when they walk through our doors and wrap our arms around them to provide the support they need. After all, "Family" is our middle name!

\*Client name and details have been changed to protect confidentiality.