

TRAINING PROGRAMS

The **KEYS Program** offers opportunities for training and classes at your work site. By building your personal and employment skills, we can help you grow within your company.

We partner with organizations throughout the community to offer classes such as:

- ◆ **Basic computer skills**
- ◆ **Computer applications**
- ◆ **Financial management & budgeting**
- ◆ **Credit repair and foreclosure prevention**
- ◆ **Affordable family nutrition**
- ◆ **English as a second language (ESL)**
- ◆ **Leadership and problem solving**
- ◆ **Math proficiency**
- ◆ **GED classes**
- ◆ **Health and wellness**
- ◆ **Free income tax preparation**

OUR GOAL

Creating access and resources for employee success at work and in life.

Do you need an educational opportunity not offered through KEYS?

Your Success Coach can help you find a class or program that is right for you, get you registered or search for financial aid if needed.

MEMBER COMPANIES & HOURS

MUSKEGON

CWC Textron

1085 W Sherman Boulevard, Muskegon
◆ Mondays: 11:00am-3:00pm

Eagle Alloy

5142 Evanston Ave, Muskegon
◆ Mondays: 6:30am-10:30 am*
*4th Monday: 8:45am-10:30am (CNC Facility)

Harbor Hospice

1050 W Western Ave, Muskegon
◆ 2nd Wednesday: 8:30am-12:30pm
◆ 4th Wednesday: 11:00am-3:00pm

Port City Group

1985 E Laketon Ave, Muskegon
◆ 1st/3rd Friday: 12:30pm-4:30pm
◆ 2nd/4th Friday: 6:30am-10:30am

Wesco

1460 Whitehall Rd, Muskegon
◆ 1st /3rd Friday: 8:00am-12:00pm
◆ 2nd/4th Friday: 11:00am-3:00pm (Bakery)

WALK-IN WELCOME

Call, email or text for appointments.
Off-site meeting locations available.
Request additional times if needed.



Tri-County Employer Resource Network

TRI-COUNTY ERN OTTAWA & MUSKEGON COUNTY KEYS PROGRAM

A program providing access to social services and training programs that support your employment



We can accommodate employees from any shift!

Scott Hillard, Success Coach
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616-215-9152

WHAT WE DO

The Tri-County Employer Resource Network (TERN) helps employees access social service and training programs that support employment.

TERN partners with local government, non-profits and private employers to offer the best resources available.

TERN networks with other **Employer Resource Networks (ERNs)** across the state who share best practices and ideas.

Your **KEYS Success Coach** can *confidentially* help you:

- ◆ improve **employment skills**
- ◆ overcome **personal barriers**
- ◆ prepare for **advancement opportunities**

STRATEGIC PARTNERS

- ◆ **AAC Credit Union**
- ◆ **Grand Haven Area Community Foundation**
- ◆ **Michigan ERN TEAM**
- ◆ **Ottawa County DHHS**
- ◆ **United Way of the Lakeshore**

CONTACT YOUR SUCCESS COACH

- ◆ By phone, text or email. You will receive a reply on the same or next business day.
- ◆ At work or an off-site location.
- ◆ During office hours or a time that works better for you.



WHY SHOULD YOU CALL KEYS?

Feeling overwhelmed or stuck in a rut? Want to make a change for the better? Are problems at home or work affecting your work performance?

KEYS can give the guidance and connection to resources you need. We are here to help with:

- ◆ **reliable transportation** to and from work
- ◆ **thoughts** of quitting your job
- ◆ **conflict** with family, a co-worker, or neighbor
- ◆ a **reliable childcare** provider
- ◆ **concern** about **drugs** and/or **alcohol**
- ◆ **affordable housing** or buying a home
- ◆ problems with your **children**
- ◆ **credit counseling** or **budgeting assistance**
- ◆ applying for **Medicaid, Food Assistance Program, Childcare, or other assistance**
- ◆ personal, marital, or family **counseling**
- ◆ help in improving **work attendance**

COMMON QUESTIONS

What happens when you call your **KEYS Success Coach**?

To help you best, we will need to ask you for some details about your situation. We may need to see you in person and will try to be flexible around your work schedule. We will then coordinate services to address your concern and will support you as you work through it.

Will you share my information with my employer?

Not unless you give us consent. In some cases, we may need to verify some basic job information with your employer. This could be wages, date of hire or attendance history. Personal information can be confidential and we will not disclose why you are seeking our assistance.

Employer Resource Network Success:

“It is amazing that my employer offers this benefit right onsite. They helped my family during a difficult time with our teenager.”

“I never knew these resources were available. Since I separated from my spouse, things have been very difficult financially. I would be in a much more difficult place if it were not for this program. This has been a bridge to a future.”

“This program saved my job. How would I have gotten to work without a car? I would recommend that anyone connect with the Success Coach.”