



Diversified Personnel Services

A DIVISION OF Opportunities



Spring 2015

# Staff Points...

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- 3/17 St. Patrick's Day
- 3/19 Companies That Care Day
- 3/20 Spring Begins!
- 3/22 As Young As You Feel Day
- 4/1 April Fools Day
- 4/3 Good Friday

*\*DPS & Opportunities, Inc. offices will be closed in observance of Good Friday*

- 4/5 Easter
- 4/6 Hostess Twinkie Day
- 4/7 No Housework Day
- 4/16 High Five Day
- 4/23 Talk Like Shakespeare Day
- 4/26 National Pet Parent's Day
- 4/28 World Day for Safety & Health

## Staffing Trends

### Staffing Employment Up 5.2%

Temporary help employment is 5.2% higher than in February 2014, according to seasonally adjusted data released by the U.S. Bureau of Labor Statistics. Year-to-year staffing job growth has averaged 5.6% over the past 12 months.

"Although inclement weather had some effect on industry employment in February, staffing firms report that client demand for temporary and permanent workers remains robust across most sectors," said Richard Wahlquist, president and chief executive officer of the American Staffing Association. "The February jobs report is further evidence of continued labor market momentum, translating to more employment opportunities for job seekers."

Total U.S. nonfarm payroll employment rose by 295,000 jobs in February (seasonally adjusted), BLS reported. Incorporating revisions for December and January, the data showed that monthly job gains averaged 288,000 over the past three months, greater than an average of 266,000 for the prior 12 months.

The unemployment rate in February edged down to 5.5% from 5.7% in January.

MEMBER



American Staffing Association

[www.americanstaffing.net](http://www.americanstaffing.net)

## Affordable Care Act Update

Diversified Personnel Services is committed to ensuring full compliance with the Affordable Care Act (ACA) and looks forward to implementing workforce strategies and best practices as the law evolves.

DPS's upcoming plan year will begin August 1, 2015 and appreciate your patience as they follow the requirements of ACA. Careful evaluation of options and plan development are presently in process utilizing insurance guidance and administrative expertise. Therefore, formal communication regarding the manner in which DPS will administer ACA will be sent by June 2015 to all business partners and employees.



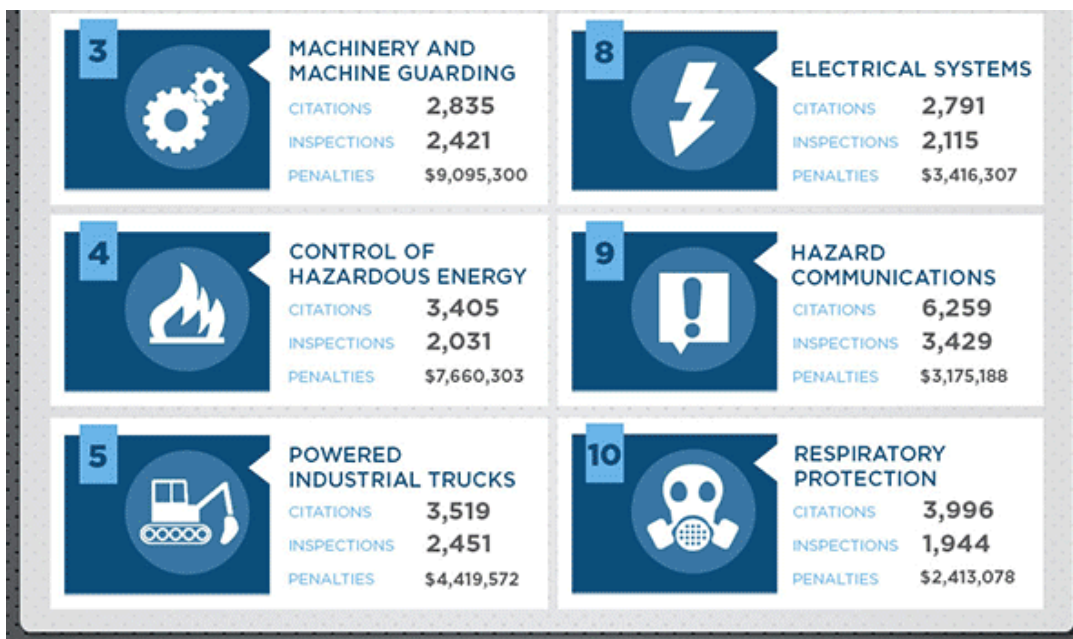
DPS values your partnership. If you have any questions or concerns regarding this communication, please contact Ann Janquart, Director of Staffing Services for Diversified Personnel Services at [ajanquart@oppinc.com](mailto:ajanquart@oppinc.com) or 920.563.2437 ext. 4602.

## Safety Corner *The Value of Keeping Your Workers Safe*

Did you know that businesses spend around **\$170 BILLION** a year on injuries and illnesses in the workplace? However, it is reported that workplaces that establish safety and health management systems can reduce their injury and illness costs between 20-40%. That is a HUGE savings for many companies trying to turn a profit and build their business. That turnaround in savings might even be the difference in business sustainability and business success.

Injuries hurt businesses every day. Most organizations want to keep their employees safe. However, there are a lot of companies that don't fully appreciate the total value in workers safety...or realize all of the potential costs associated with cutting corners on safety training and Proper Protective Equipment (PPE).





Excerpted from arbill.com

## The Climb Continues...You're on the right path!

### Staffing & Recruiting Outpace Economic Growth and Labor Market Improvements

The U.S. economy has been expanding for more than five years, since the end of the Great Recession. But that expansion has been subpar. It took almost the entire five years to recover the jobs lost during the 18 months of the Great Recession. Although the job losses have been finally regained, population growth has produced more new workers than the economy has created new jobs. The unemployment rate has declined to near normal, but labor force participation has declined to the lowest level in decades.

Meanwhile, the staffing and recruiting industry has been growing at a sustained, unprecedented rate-unlike any prior recovery. Why? Is this unique to this particular recovery, because of the Great Recession? Or has a new economic environment emerged that favors the staffing and recruiting industry?

#### Staffing & Recruiting: Climbing with Vigor

Historically, staffing employment has been a coincident economic indicator and a leading employment indicator. What that means is that staffing employment trends coincide with economic trends (as measured by GDP) and happen in advance of shifts in employment trends.

In other words, as the economy grows, so does staffing employment. And as GDP shrinks, staffing employment falls. Because overall employment trends tend to lag economic trends, and staffing employment coincides with economic trends, changes in staffing employment frequently portend changes in overall employment by three to six months.

#### What's Ahead?

Many different measures suggest that although the economy is healing from the extreme downturn, conditions - even after five years of recovery - are not back to what used to be considered normal. Strong growth in staffing employment would normally suggest that strong growth in overall employment would soon follow; instead, overall employment growth has been anemic in this recovery due to the lackluster economic growth. With GDP expanding only 2.2% in 2013, businesses are rightly cautious in hiring.

Instead of hiring permanent employees, businesses are increasingly turning to staffing services to match their workforces with the pace of what little growth they might be experiencing to keep fully staffed during busy times.

Regardless of what happens during the coming months, it's becoming apparent that the staffing and recruiting

industry is charting a new course. After a long history of service to job seekers, businesses, and the economy, the industry has been transformed for today's slow-growing yet rapidly evolving economy. The role of the industry within the U.S. economy has undergone a structural shift-the staffing and recruiting industry now creates jobs faster than the overall economy.

Excerpted from [americanstaffing.net](http://americanstaffing.net)

## Do you hold the Key to Service Success? DPS does!

Diversified Personnel Services has adopted the service philosophy of its parent company, Opportunities, Inc. by practicing the "Keys to Service Success". It's a six-step model that uses a straightforward method to initiate trust and credibility, listen with determination, develop a clear plan, and recognize achievement. The model fosters an environment of team participation yet ensures service remains authentic and personal for each member.

The DPS team recently participated in a little "customer service challenge," in which the first team member to respond with the correct "key" to resolve a workplace challenge won a very *fabulous* and *valuable* prize.



**Congratulations, Meredith!** Our Staffing Specialist from our Fort Atkinson location responded with the correct "key" the fastest. **Meghen**, DPS Administrative Assistant also from Fort Atkinson, came in second place! Although she did not get the answer correct - she is the newest to the team and has not yet had her "Keys to Service Success" training - her response, "SMILE!" was awesome!



Meredith's 1st place prize - a high heel tape dispenser!



Meghen won "Frozen" hair clips for 2nd place!

The keys method is a great tool to incorporate into everyday work situations and to provide consistent exceptional customer service. To learn more about the "Keys to Service Success" and how this training could benefit your team, visit the **OI Academy** at <http://www.oppinc.com/oi-academy.html> or contact Robin Kennedy, Director of Agency Relations at Opportunities, Inc., by calling 920.563.2437 ext. 3015 or email [rkennedy@oppinc.com](mailto:rkennedy@oppinc.com) for more information.

## Let's go GOLFING!

Our 13th Annual Spence Jensen Golf Outing will be here before you know it! Get your team together to support Opportunities, Inc.'s innovative job training and placement programs for individuals with barriers to employment.



**SAVE THE DATE**  **ANNOUNCING**  
Opportunities, Inc.'s **13th Annual Spence Jensen Classic Golf Outing**

Thursday, June 4, 2015

*See you on the green!*

Koshkonong Mounds Country Club  
Fort Atkinson, WI

Reserve your team or donate an auction item by contacting  
Jason Frey at 920.563.2437 ext. 4157 or [jfrey@oppinc.com](mailto:jfrey@oppinc.com)

**Reserve your spot TODAY!**

Special Early Bird Registration Rates are available.

## The DPS Family is Growing!

**Shanda**, Staffing Specialist for the Madison/Dane County, and **Anne**, Staffing Specialist for Waukesha County/Lake Country area are BOTH expecting baby boys this summer! Talk about a growing workforce!

DPS is thrilled for these new moms-to-be and we look forward to having new additions to the DPS family! The next time you see them make sure to congratulate them!



Anne (left) and Shanda (right) showing off their baby bumps.

## **To Your Health** *10 Superfoods for Spring*

There's a food movement afoot: eating well to look, feel, and perform our very best is a top priority. And as Jamie Oliver and Michelle Obama alike are showing us, this isn't a matter of choking down foods because they're good for you. It's about filling your plate with delicious fare. Try these superfoods that are now in season!

- Walnuts
- Asparagus
- Spring garlic
- Legumes
- Spinach
- Artichokes
- Salmon
- Strawberries
- Eggs
- Blueberries



[www.health.com](http://www.health.com)

## **Top 10** *Top Executives Share Favorite Interview Q's*

1. "Tell me something that's true, that almost nobody agrees with you on."  
Peter Thiel, PayPal cofounder and president of Clarium Capital
2. "What was the last costume you wore?"  
David Gilboa, Warby Parker cofounder and co-CEO
3. "On a scale of 1 to 10, how weird are you?"  
Tony Hsieh, Zappo CEO
4. "What didn't you get a chance to include on your resume?"  
Richard Branson, Virgin Group founder
5. "How would you describe yourself in one word?"  
Dara Richardson-Heron, YWCA CEO
6. "What would you do in the event of a zombie apocalypse?"  
Ashley Morris, Capriotti's Sandwich Shop CEO
7. "Tell me about your failures."  
Jenny Ming, Charlotte Russe president and CEO
8. "What motivates you to get out of bed in the morning?"  
Brad Jefferson, Animoto CEO
9. "How old were you when you had your first paying job?"  
Hannah Paramore, Paramore President
10. "If we're sitting here a year from now celebrating what a great 12 months it's been for you in this role, what did we achieve together?"  
Randy Garutti, Shake Shack CEO

[www.msn.com](http://www.msn.com)

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