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FOR IMMEDIATE RELEASE

Greater Cleveland Works Announces New Service Provider Contracts

Contracts represent shift in way of doing business, pursuit of operational excellence

CLEVELAND, OH—June 25, 2025—Greater Cleveland Works has selected partners to deliver tailored services for job seekers and employers, manage operations of the OhioMeansJobs center for Cleveland and Cuyahoga County, and provide comprehensive services for youth. All three contracts include greater accountability measures, reflecting Greater Cleveland Works' shift toward a new way of doing business and its pursuit of operational excellence.

United Labor Agency (ULA) received contracts totaling \$4.7 million to provide responsive, tailored services for job seekers and employers, including training support, career planning, work readiness skills, and barrier removal. ULA will also provide facility and partner management at the OhioMeansJobs center at 1910 Carnegie Avenue in Cleveland. These contracts, which begin July 1, are funded through the Workforce Innovation and Opportunity Act (WIOA), a federal program that Greater Cleveland Works administers for Cleveland and Cuyahoga County.

A consortium led by Youth Opportunities Unlimited (Y.O.U.) called LAUNCH received a \$6.5 million contract to implement the Comprehensive Case Management and Employment Program (CCMEP), an initiative funded by both federal and state resources to provide work experience and case management services for young adults ages 14-24, particularly those facing barriers to employment. Program services include outreach, career counseling, job training, education support, work experience, job placement and retention support, and other supportive services, including access to transportation and child care. CCMEP served more than 1,200 youth in Cleveland and Cuyahoga County in 2023.

Built into these contracts are performance-based incentives centered on factors such as placement in full-time jobs that pay more than \$20 an hour for adults and more than \$16.20 an hour for youth, and job seeker and employer satisfaction.

These contracts represent the culmination of the first Request for Proposal process for Greater Cleveland Works as a nonprofit. Greater Cleveland Works transitioned from a government entity to a nonprofit last July.

“When we transitioned to a nonprofit last year, we took a hard look at what wasn’t working and knew we had to put in place measures to better serve our core customers—job seekers and employers,” said Ethan Karp, chair of Greater Cleveland Works and president and CEO of MAGNET, a nonprofit dedicated to growing manufacturing in Northeast Ohio. “These contracts are a meaningful step toward better performance and outcomes.”

“I’m looking forward to collaborating with ULA and Y.O.U. to center operational excellence and a high-quality experience for every customer,” added CEO Michelle Rose.

As the designated workforce development board for Cleveland and Cuyahoga County, Greater Cleveland Works serves as the conduit for federal and state workforce dollars, partnering with providers to deliver impactful workforce services to job seekers and employers. As a nonprofit, it has the ability to develop and introduce innovative initiatives and deepen partnerships to strengthen the workforce system.

In December, the organization changed its name to Greater Cleveland Works and laid out an ambitious vision for the future centering on improved service delivery, deeper partnerships with the business and economic development community, diversification of funding, and program innovation.

About Greater Cleveland Works

Greater Cleveland Works is leading the way to a better workforce system for all. In 2024, we supported more than 12,000 people in Cleveland and Cuyahoga County with their career pursuits, placing over 1,000 individuals in jobs and helping more than 700 individuals secure industry-recognized credentials. We collaborate with dozens of partners to strengthen the workforce system and grow the regional economy. Learn more at greaterclevelandworks.org.