
Workforce Investment Board Annual Report 2006

Working to build a quality and diverse workforce that meets the employment and training needs of employers and individuals in a compassionate, timely and efficient manner through a committed Lake County network.

Message from Board Chairman Tim Dempsey

A major accomplishment of the Workforce Investment Board was the development of a marketing plan for promoting the Job Center of Lake County's business services to employers. The plan will help us better meet the workforce needs of Lake County employers and help them remain viable in the global economy.

In 2006, the Board's committees embarked on the development of a Strategic Business Plan that will continue to engage Lake County employers, our true partners, in meeting our long term goals. Top goals for the 2007 business plan were identified and assigned to the committees. The aggressive Strategic Business Plan for 2007 incorporated the strategies of the marketing plan to develop stronger employer relationships, maintain a skilled workforce and create a healthy economy.

The WIB continues to be the foundation of workforce development. Through the efforts, dedication and commitment of our partners, we will focus on our mission to build a strong workforce development system in Lake County as we accomplish our goals through out the upcoming year.

We proudly invite you to review this Annual Report that highlights additional Board successes and the impact we have made in the past year.

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Strategic Business Plan's Major Accomplishments

Executive Committee

- Amended the Board's by-laws. Board officers now may be elected to serve for up to a third one-year term.
- Employed Strategic Management & Marketing Consulting to facilitate the Board's strategic planning initiative.
- Appointed six new members to the Board, five private sector and one education representative. Five represent the industries targeted by the Critical Skills Shortage Initiative.

One Stop System Committee

- Refined the workforce needs analysis instrument utilized by employers that are served by the Business Services Team.
- Assisted with the Chicago Women in Trades/CWIT initiative to increase women's aware-

ness of the career opportunities in construction and improve economic equity for women and access to training by scheduling information sessions at the Job Center.

Marketing and Employer Linkages Committee

- Presented the marketing plan to the Board for approval. Prioritized plan's strategies.
- Evaluated the Business Services Team/BST to determine the support needed to ensure best effectiveness.
- Developed a plan to provide skills enhancement training for the BST.
- Evaluated the BST employer presentation process.
- Coordinated networking skills enhancement training for the BST.

Youth Council

- Recommended allocating a minimum of 40% of WIA youth funds for out-of-school youth projects.
- Initiated implementation of the "Hire a Youth" project.
- Encouraged Council members to continue to participate in events designed to assist in alleviating the high school drop out rate in Lake County
- WIA youth projects changed the lives of high risk youth. Trainees in the Youthbuild of Lake County program shared their experiences participating in the program and expressed the positive impact it has had on their lives.

Local Workforce Investment Board Initiatives

- Partnered with the College of Lake County to introduce a Critical Skills Shortage Initiative/CSSI accelerated manufacturing program for computerized numerical control and industrial maintenance and repair to begin in January 2007.
- Updated the Job Center's website page structure and added new links, success stories and annual report as part of the communication plan. The website is now more user friendly. Website traffic data is being tracked to identify trends.
- Recommended funding for out-of-school WIA Youth Program. Contractors include: First Institute- \$146,889.12, North Chicago Community High School /Bridges-\$88,337.70, North Chicago Community High School/CNA- \$148,517.00, Youth Build Lake County-\$149,776.75.
- Coordinated with the Lake County Board to secure funds for the Summer Youth Employment Program. Received an earmark grant of \$198,400.00 from the U.S. Department of Labor (DOL) to serve 74 participants and \$200,000.00 from the Lake County Board to serve 145 participants.
- Partnered with the College of Lake County to address the global workforce challenge and propose a project to promote innovative teaching of mathematics and science in Lake County schools.
- Continued to serve on "Getting to Work in Lake County" advisory committee to develop transit solutions to improve access to area jobs and job-related services.
- Served on an advisory team for an initiative on the integration of new immigrants into the workforce. The goal is to discover the best practices for integration and to determine how to close the gap in basic education, technical skills and English proficiency in order that immigrants become productive workers with clear opportunities for growth and advancement.

Regional Workforce Investment Board Initiatives

The Workforce Boards of Metropolitan Chicago collaborated with Lake County and other local and state partners to propose practical solutions that address the regional workforce challenges. You can visit the Workforce Boards of Metropolitan Chicago's website at www.workforceboardsmetrochicago.org

- The region was awarded a second year of funding of \$681,958 for 10 second-year Critical Skills Shortage Initiative healthcare projects.
 - Implemented an initiative to significantly enhance the Youthfutures website resulted in improved search/sort capabilities, a Spanish version and an interactive, self-assessment function. Each local area was given the opportunity to have the site blend into the look of their local area Job Center website. Additionally, the database of youth providers registered on the site was updated and expanded.
 - Developed a marketing plan to promote awareness of the Youthfutures website. Marketing materials were distributed monthly throughout Lake County. Marketing efforts resulted in increased visits to the website.
 - Conducted three roundtable discussions: Resource room roundtable addressed solutions and best practices as related to the delivery of services in the Job Center's resource rooms; case management roundtable resulted in the development of a common referral form for use in referring customers from one local area to another within the region; job development roundtable opened discussion of job challenges and an opportunity to share strategies for improving results.
 - Provided training to over 100 counselors and case managers and provided practical tools and strategies for finding and using participant motivation that promotes change.
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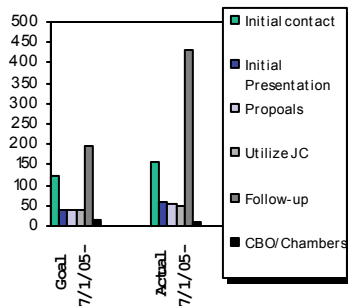
Services

Utilization of Job Center Services

- 28,981 unemployment claims were filed (20% via internet).
- Over 20,000 units of Job Center services were utilized by job seekers.
- 487 Lake County employers listed 5,295 jobs in Illinois Skills Match/ISM (second highest in the state).
- 10,173 job seekers registered in ISM, of which 727 found employment as a result of a job match through a job posting in ISM.
- Employers received tax credits for 349 employees.
- 1,104 job seeker resumes were critiqued.

Business Services Team

- BST participated in training to build solid relationships through collaboration.
- BST Goals



Job Seeker Team

- Collected 1,545 customer

satisfaction surveys with 91% reporting overall satisfaction with the Job Center.

- Promoted job training funds via information session flyer.
- Offered Customer Service training to Job Center front-line staff and partners.
- Promoted mini job fairs to registrants in ISM.

Workforce Services Provided to the Community

- The Job Center implemented the use of Illinois workNet in the resource room. It is a user-friendly, one stop web-based resource application that provides career, education and work support information to Illinois residents and businesses. Visit the site at www.illinoisworknet.com
- The Lake County Workforce Development Department provided services to 1,407 job seekers. Many received occupational skills training to become gainfully employed or re-employed in industries targeted by the Critical Skills Shortage Initiative.
- The Lake County Area Planning Council for Adult Education including College of Lake County, Mundelein High School, District 113, and SER Jobs for Progress, together served 7,254 people in Eng-

lish as a Second Language/ESL, Adult Basic Education, GED, and High School Completion classes. Of that group, 6,022 were enrolled in ESL, 1,576 were unemployed and 687 were on Public aid.

- The Lake County Family Community Resource Center of the Illinois Department of Human Services provided job search and job club services to customers receiving Temporary Assistance for Needy Families (TANF). 260 people obtained unsubsidized employment.
- 208 Lake County individuals with significant disabilities started or returned to work earning an average hourly wage of \$9.57 after utilizing vocational services at the Division of Rehabilitation Services of the Illinois Department of Human Services. 79 were recent graduates of Lake County Special Education programs and worked an average of 28 hours per week for an average hourly wage of \$8.47.
- SER-Jobs Senior Community Service Employment Program/SCSEP provided quality training that prepared seniors, 55 and older, to become competitive in the local job market.

Another successful year for the Job Center's employment fairs and workshops.

- 92 employers and 1,200 job-seekers attended the **Job MarketPlace** employment fair. Also, 100 employers and 200 jobseekers attended pre-event workshops.
- 42 employers and training/resource providers along with 700 job seekers attended **Youth Safari**.
- 265 employers participated in mini job fairs.
- Additional employer workshops included "Immigration Employment Compliance", "Unemployment Insurance Working for Employers".
- An additional 601 customers attended various job search workshops at the Job Center.

WIA TITLE I PERFORMANCE MEASURES

Received an incentive grant of \$26,363 that was awarded for exceeding performance outcomes. Of the 17 performance outcomes, 8 were exceeded and 9 were met. Job Seeker services exceeded and employer services met customer satisfaction standards.

Success Stories

- Andrea Lucas was recognized with an Individual Achievement Award at the Illinois Workforce Development Conference. With training assistance provided through the Job Center, Andrea completed an Associates Degree in Human Service at the College of Lake County.
- Helen Biel, SCSEP participant, was able to acquire unsubsidized employment thanks to the outstanding training offered by the Job Center. She is not only working part-time for a school, but is also writing a bi-monthly article for the *Round Lake Journal*.
- Yvette received funding assistance to attend a comprehensive, truck-driver training course and received her CDL-A license from the Department of Transportation. She is now employed full-time as a truck driver. Her new position allows her to support her 11 year old son.

Financial Statement

WIA Total Expenditures

Allocated funds: \$4,315,046

- Adult: \$1,284,538 (533 participants)
- Dislocated Worker: \$1,643,517 (429 participants)
- Youth: \$1,389,376 (165 participants)

Other Funding

- Trade Adjustment Assistance (TAA): \$51,814 (61 participants)
- U.S. Department of Labor (DOL) earmark: \$198,400 (74 participants)
- Lake County Board Summer Youth Employment Program: \$200,000 (145 participants)
- Technical Assistance: \$10,000 (Job Center website enhancements)
- Technical Assistance: \$9,450 (Strategic planning facilitator)
- Board Staffing: \$77,681

Workforce Investment Board
One North Genesee Street, 1st Floor
Waukegan, IL 60085
www.lakecountyjobcenter.com/wfb
Contact Victoria Gordon 847-377-2225

Job Center of Lake County
www.lakecountyjobcenter.com
Visit us at:

One North Genesee Street
Waukegan, IL 60085
Phone: 847-377-3450
TTY/TDD: 847-978-9008
or

800 Lancer Lane
Grayslake, IL 60030
Phone: 847-543-7400



WORKFORCE INVESTMENT BOARD

COMMITTEE CHAIRMEN

BOARD AND EXECUTIVE

Tim Dempsey- The Dempsey Financial Group

YOUTH COUNCIL

Tony Figueroa- P3 Strategic

ONE STOP SYSTEM

Richard Haney- College of Lake County

MARKETING AND EMPLOYER LINKAGES

Nathaniel Pritchett- Abbott Laboratories

An equal opportunity program/employer.
Auxiliary aids and services are available
upon request to persons with disabilities.

Lake County Workforce Investment Board Membership as of Spring 2007

Oscar Adler- Silent Selling

Greg Battle- Illinois Department of
Human Services/Division of Rehabili-
tation Services

Kurt Beier- First Institute

John Budyak- Amcore Bank

Sam Cade- Siemens Building Tech-
nologies, Inc.

Denise Charts- Charts & Associates

Mary Charuhas- College of Lake
County

Marshall Claassen- GBX, Inc.

Ann Fettinger- Illinois Department of
Employment Security

Dr. Richard Fonte- College of Lake
County

James Franz- Six Flags Great America

Emily Garrity- Great Lakes Records
Management

John A. Gescheidle- Food Safety Solu-
tions

Velma Gordon- Baxter Healthcare Cor-
poration

Victoria Kanellis- Illinois Department
of Human Services/Family Community
Resource Center

Dennis Kessler- Kessler Management
Consulting

Noelle Kischer- City of Waukegan

Halina Krajcer- H. K. Consulting

Ed Long- Carpenters Local 250

Kristi Long- United Way of Lake County

Edward Melton- First Midwest Bank

Todd Mundorf- Midwest Generation,
LLC

Douglas Nickels- Abbott Laboratories

Audrey Nixon- Lake County Board Liai-
son

Robert Pierce- SER/Jobs for Pro-
gress, Inc.

Ahmed Sanders- Waukegan Housing
Authority

Lee Schillinger- Northeastern Illinois
Federation of Labor, AFL-CIO

Bonnie Schirato- Allscripts Health-
care Solutions

Christine Stevens- Lake County Work-
force Department

Gary R. Thompson- Ferris, Thompson,
& Zweig, LTD.

Roycealee Wood- Regional Superin-
tendent of Schools

Dave Young- Lake County Partners

Chief Elected Official

Suzi Schmidt- Chairman, Lake County
Board