

# Workforce Investment Board Annual Report 2007

**Report Includes:**

Strategic Business Plan's Major Accomplishments	1
Local WIB Initiatives	2
Regional WIB Initiatives	2
Services	3
Success Stories	3
Financial Statement	3
WIB Membership	4

*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 J.A. Tony Figueroa

It takes the support and input from community leaders and employers to build a strong workforce development system. In June 2007, at the Workforce Investment Board's first employer forum, we asked Lake County employers to identify their business needs and tell us how we can assist them in addressing their needs. As part of the Board's 2007 strategic business plan, we made a commitment to develop a stronger relationship with Lake County employers and provide them with services that focus on their needs in today's changing workplace. It is with gratitude and pride that we invite you to review this Annual Report that highlights the Board's successes for 2007. We thank you for your continued support and participation.



Participants candidly expressed their business needs at the 2007 employer forum at Independence Grove in Libertyville.

## Strategic Business Plan's Major Accomplishments

*The Board's Strategic Business Plan focused on developing a stronger employer relationship. The committees worked together to complete objectives that would engage, our true partners, Lake County employers.*

### Executive Committee

- Strengthened the partnership with Lake County Partners by securing a liaison to serve on the Marketing and Employer Linkages Committee.

### Marketing and Employer Linkages Committee

- Conducted employer market research to pinpoint what services Lake County employers most need from the WIB and to receive feedback on quality of services previously delivered. This included coordinating the Workforce Investment Board's first employer forum. Lake County employers in industries targeted by the Critical Skills Shortage Initiative were identified and invited to participate in the event. A survey, that was completed by attendees, was developed to identify employer needs and determine Job Center services satisfaction.
- Recommended that the Board develop a communication strategy that would better engage the business community; enhance customer service for Job Center employer services; consider facilitating employer networking with flexible workshop times and host "lunch-learn-network" events; and dispel the employer perception that only low skilled/wage workers are Job Center candidates by promoting all candidates and skill levels based on the results of the employer market research.

### One Stop System Committee

- Refined process to identify employer training needs by updating the Business Services Workforce Needs Analysis tool to better determine employer trends and patterns.
- Surveyed One Stop Partner staff to identify highest impact job seeker and employer services and recommended focusing the One Stop's resources on these services.
- Identified the Job Center core/priority services. Employer services include: job postings, tax credits, BST activities, mini job fairs, employer use of facilities & equipment, and employer workshops. Job Seeker services include: computer/phone/internet usage, Illinois Skills Match, résumé critique, specialty workshops, job fairs.
- Recommended ways to engage/re-engage partner organizations and identified potential new partners.

### Youth Council

- Reviewed and analyzed data that determined WIA resources are adequately addressing the needs of out-of-school youth without high school diplomas.
- Continued to remain active in countywide initiatives to address the root causes of students dropping out of high school. Reviewed nationwide and local trend data regarding the dropout crisis for a better understanding of the dropout rate within Lake County.
- Identified WIA youth services that were reviewed as part of overall evaluation of Job Center services.
- Identified "best practices" in developing youth summer job programs.

## ***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 machine tool operation. 11 students were enrolled in the program, nine students completed the program, and seven are employed. Four of the seven are employed in training-related occupations.
- Recommended funding for WIA Youth Programs. In-school contractors include: Boys & Girls Club of Lake County/Career and College Launch- \$111,984; North Chicago Community Unit School District #187/Future First- \$149,341; Zion-Benton Township High School- \$147,940. Out-of-school contractors include: First Institute- \$146,889; North Chicago Community High School /Bridges- \$88,338; North Chicago Community High School/CNA- \$148,517; Youth Build Lake County- \$149,777; Youth Conservation Corps- \$96,163.
- Worked with the Lake County Board to secure funds for the Summer Youth Employment Program. Received \$200,000 from the Lake County Board to serve 176 participants and used remaining \$146,807 of the 2006 U.S. Department of Labor (DOL) earmark grant to serve 74 participants. Youth participants were paid \$7.50 per hour and the retention rate was 91.5%, which was a 13% increase from 2006.
- Partnered with United Way of Lake County to provide Lake County with a publicly accessible, comprehensive online searchable database of health and human service providers. [Findhelpplakecounty.org](http://Findhelpplakecounty.org) replaces the "Redbook", provides assistance to a broader population base and is more cost efficient.
- Approved policy recommendation for funding incumbent worker training for employers to upgrade the skills of their current workforce in an effort to remain competitive in the regional and global markets. Baxter Healthcare Corporation was awarded \$60,133 and provided in-house certification training to 57 Production Fill Room Operators and three Mix Room Operators.
- Completed and launched a Spanish language translation of the Job Center website. The Spanish language translation of the website aims to promote the services of the Job Center to Lake County's large, Spanish speaking population.
- Appointed 2 new private sector members to the Board representing the manufacturing industry targeted by the Critical Skills Shortage Initiative.

## ***Regional Workforce Investment Board Initiatives***

*The Workforce Boards of Metropolitan Chicago collaborated with other local and business 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](http://www.workforceboardsmetrochicago.org)*

- The region was awarded a second year of funding of \$115,000 for Critical Skills Shortage Initiative projects-one Manufacturing and two Transportation, Warehouse and Logistics.
- Sponsored three events to develop strategies that the workforce system in cooperation with employers can implement to address the impending skilled workforce shortage: *Building a Healthcare Workforce-Partnering for Success, Finance and Insurance Workforce Summit and Mature Workers Conference.*
- Continued to promote the benefits/use of the Youthfutures website through periodic e-blasts to youth-serving organizations.
- Conducted two roundtable discussions as an opportunity for individuals supported with Workforce Investment Act funds to share best practices and discuss how common problems/issues are addressed. One was held for individuals that design and/or deliver youth programs/services and one was held for individuals that conduct assessment and provide career guidance services.
- Provided training on "Common Youth Performance Measures" to over 100 individuals. The training was designed to provide attendees with a thorough understanding of the new youth measures, how they differ from previous performance standards, and the effect the new measures will have on program design and delivery.

## ***Success Stories***

- We would like to commend and thank the Job Center for their support and overall commitment to training. As a part of the Lake County Incumbent Worker Training Program, we were able to receive training dollars to assist in the certification of our manufacturing employees. This training has contributed to the development and improvement of the technical skills for our current workforce. This increased technical skill set has facilitated in higher job satisfaction, increased productivity, and more promotional opportunities for our employees.  
*Baxter Healthcare – Round Lake Manufacturing*
- Nicole Jiles was recognized with an Individual Achievement Award at the Illinois Workforce Development Conference in October 2007. With continued communication and encouragement from her Career Specialist, Nicole completed cosmetology training and learned that the hardest times are the best times to push yourself. She is proud that she can be a good example to her three children.
- Charles is a 60+ year old energetic Vietnam Veteran. When he stopped in the Job Center of Lake County in spring 2007, he made it clear that he wasn't thinking about retirement. *"I've worked all over the world, mostly in electronics. I worked on the Hubble Telescope. I worked on construction of B-2 Bombers."* Charles became a regular visitor at the Job Center. He used the resource room computers for job search and met with an *IDES Veteran's Representative*. He made an appointment to complete a résumé with a staff person from *Lake County Workforce Development*. Charles interviewed and was hired as a Technician, refurbishing pumps for dialysis patients at Baxter Laboratories. Charles thanks the Job Center staff for giving him an edge in a competitive market.

## Services

### Utilization of Job Center Services

- 77,088 units of Job Center services were utilized by job seekers.
- 497 Lake County employers listed 5,742 jobs in Illinois Skills Match/ISM (highest in the state).
- 10,677 job seekers registered in ISM, of which 742 found employment as a result of a job match through a job posting in ISM.
- 603 tax credit certifications were issued to Lake County employers.
- 55 employers used the Job Center facilities 105 times for recruitment. 1,844 job seekers attended.
- 511 job seeker résumés were recorded as critiqued by Job Center staff.
- 28,308 unemployment claims were filed.

### Job Seeker Team

- Collected 1,105 customer satisfaction surveys with 92% reporting overall satisfaction with the Job Center.
- Developed a new partner referral form for more accurate reporting.
- Offered additional workshops specifically for ex-offenders on a variety of topics at the Waukegan Job Center.
- Created a Job Center staff directory to improve communication and referrals between partners.

### Workforce Services Provided to the Community

- The Job Center participated in

Illinois workNet re-branding activities. A grant was received to cover costs of outreach and the Job Center signage replacement. Illinois residents and businesses can assess this online resource at [www.Illinoisworknet.com](http://www.Illinoisworknet.com) for career, education and work support information.

- The Lake County Workforce Development Department provided training services to 1,029 people. Many received occupational skills training to become gainfully employed or re-employed in industries targeted by the Critical Skills Shortage Initiative.
- 206 Lake County individuals with significant disabilities started or returned to work earning an average hourly wage of \$9.67 after utilizing vocational services at the Division of Rehabilitation Services of the Illinois Department of Human Services. 93 of these workers were young people who started their work history earning on average of \$9.38 per hour, working 27.5 hours per week.
- The Lake County Family Community Resource Center of the Illinois Department of Human Services helped individuals and families achieve self sufficiency. Job search, job club activities and work experience and training, through partnerships with other agencies, were provided. In partnership with the

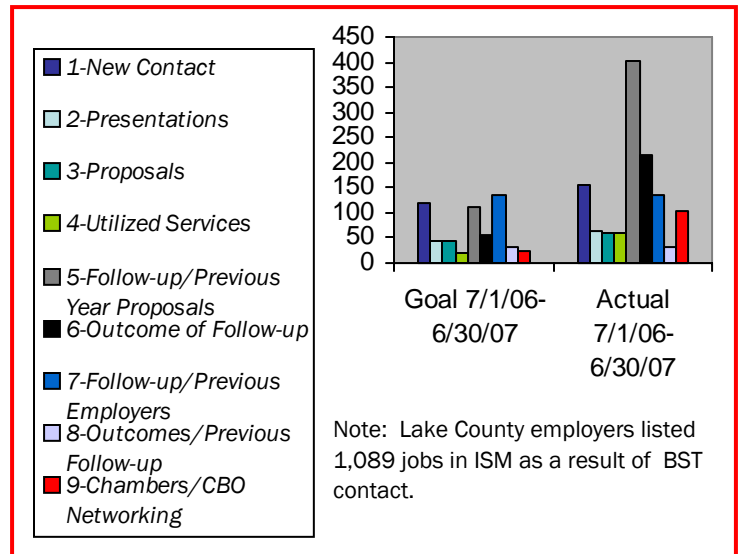
College of Lake County, English as a Second Language (ESL), Job Readiness and GED classes were provided at the DHS office. Income supports such as cash assistance, medical assistance and food stamps were available.

- SER-Jobs for Progress Inc. Senior Community Service Employment Program/SCSEP provided quality training that prepared seniors (55 and older) to become competitive in the local job market.
- Lake County Area Planning Council served 5,665 individuals in Adult Basic Education, GED, English as a Second Language (ESL), Job Readiness, Computer Literacy, and citizenship. Of that number, 68% enrolled in ESL, 12% were unemployed and 7% were on Public Aid.

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

- 98 employers and 1,300 job-seekers attended the **Job MarketPlace** employment fair. 48 employers and 120 job-seekers attended pre-event workshops.
- 58 employers and training/resource providers along with 1000 job seekers attended **Youth Safari**.
- 254 employers participated in 15 mini-job fairs.
- Additional employer workshops included *Immigration Authorization, Good Business and the ADA, Hire the Best for Praises, Raises, Promotions, and Profits* as well as 3 unemployment-focused workshops.

### Business Services Team



## Financial Statement

### WIA Total Expenditures

Allocated funds: \$4,141,521

- Adult: \$1,378,272 (458 participants)
- Dislocated Worker: \$1,268,395 (406 participants)
- Youth: \$1,494,854 (204 participants)

### Other Funding

- Trade Adjustment Assistance (TAA):

\$ 198, 000 (95 participants)

- U.S. Department of Labor (DOL) earmark: \$146,807 (74 participants)
- Lake County Board Summer Youth Employment Program: \$200,000 (176 participants)
- Board Staffing: \$72,000 (to support regional sector based workforce pipeline solutions; to provide effective oversight of WIA programs; and to provide oversight of Illinois workNet implementation, the state's online resource for career, education, and work support information for all Illinois residents and businesses.
- Illinois workNet re-branding grant: \$75,000

### WIA TITLE I PERFORMANCE MEASURES

Received an incentive grant of \$26,904 that was awarded for exceeding performance outcomes. Of the 17 performance outcomes, 13 were exceeded and 4 were met. Job Seeker services exceeded and employer services exceeded customer satisfaction standards.

**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

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



## WORKFORCE INVESTMENT BOARD

### COMMITTEE CHAIRMEN

**BOARD AND EXECUTIVE**  
J.A. Tony Figueroa– P3 Strategic

**MARKETING AND EMPLOYER LINKAGES**  
Nathaniel Pritchett– Abbott Laboratories

**ONE STOP SYSTEM**  
Richard Haney– College of Lake County

**YOUTH COUNCIL**  
Todd Mundorf– Midwest Generation, LLC

### Lake County Workforce Investment Board Membership

**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.

**Timothy Dempsey**– The Dempsey Fi-  
nancial Group

**Ann Fettinger**– Illinois Department of  
Employment Security

**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

**Kristi Long**– United Way of Lake County

**Rachel McDonald**– Central States SER

**Edward Melton**– First Midwest Bank

**Audrey Nixon**– Lake County Board Liai-  
son

**Francisco Perez**– Laborer's Local #2

**Rosa Reyes-Prosen**– SER Jobs for Pro-  
gress, Inc. of Lake County

**Jim Rock**– College of Lake County

**Cheryl Rottmann**– Northeastern Illin-  
ios Federation of Labor, AFL-CIO

**Ahmed Sanders**– Waukegan Housing  
Authority

**Bonnie Schirato**– Allscripts Health-  
care Solutions

**Eileen Sepot**– Abbott Laboratories

**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