

SUCCESS

Newsletter for Lake County Workforce Development

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Who's Inside?

Business	1
Training	2
Work experience	4
Partnerships	5
Youth	6
5 Steps	8

Workforce staff actively serve on the business service team, seeking to match employers with a skilled workforce. These services include recruitment events at the Job Center and at various locations within the county.

Talent Need Filled

Business Service Team members reached out to Akzo Nobel in 2016 to discuss the company's talent needs. Since then, Workforce staff have supported Akzo Nobel with 3 recruitment events and have sourced over 30 resumes to the company. *"We meet with individuals who are being laid off at Rapid Response events. When companies like Akzo Nobel contact us, we vet a list of laid off workers to find individuals with skills and experience that would transfer to the new company,"* explained Demar Harris of Workforce Development. Laid off workers may be hired immediately, without going on unemployment insurance. More than 26 people were hired thus far due to this partnership.



Reggie Gaines (right) with Workforce Development and Jose Quirarte (left) HR Representative at the latest Akzo Nobel event. Job seekers applied online to receive an appointment time to attend the event.

Timely Hiring Event



The Hiring for the Holidays Job Fair grew out of a casual conversation between staff members of Workforce Development, IDES, & the Father Gary Graf Center. One person mentioned that seasonal workers would soon be laid off as cold weather approached. Another countered that employers regularly called the Job Center expressing a need for talent. The result was a job fair specifically designed for seasonal hiring at Most Blessed Trinity Church in Waukegan on October 6, 2016. More than 20 employers and 130 job seekers attended. 43 job offers were extended as a result of the event.

Training Services

Under the Workforce Innovation and Opportunity Act (WIOA), Lake County Workforce Development funds qualified job seekers for short-term training in high demand occupations. The goal is to help trainees gain the up-to-date skills necessary to compete in the current market. Read on to learn how these trainees are advancing their careers.

Advancing in manufacturing



Julian wanted to jump start his career in **CNC (Computer Numerical Control) Machining** after a layoff. Prior to that, he supervised production operations for 15 years for three different companies. He learned about the CNC training opportunity at Symbol Training Institute from a flyer and started training late March 2016. He earned three certificates for **CNC Machinist with NIMS certification**.

Julian landed a CNC job one week after completing the training program. Julian expects his salary to continue to grow. He believes that networking is the best way to get a job and updating skills with current technology and trends is essential.

Advancing in the IT field



When **Andrea** was laid off from a senior management position with a major healthcare organization, she actively searched for work for almost six months. She wanted to validate that her credentials were legitimate, though, through formal certification. She qualified for the WIOA training grant and took classes at MITS in project management (PMP) and Six Sigma greenbelt.

Andrea kept herself busy while she was unemployed. ***"I prioritized equal time to job search through networking and online searches, and to learning and personal development."*** A friend sent Andrea a job listing with ACCO Brands. She applied and was contacted for an interview, then two follow-up discussions.

Andrea was hired as a **Quality and Operational Compliance Director** for ACCO Brands in April 2016. The new position represents both a promotion and a salary increase.

Training Services

Advancing in the medical field



When **Estela** was laid off from a job as an HR Assistant, she decided she wanted to return to the medical field where she had previously worked for a decade. She looked for work for almost a year but found that medical employers would not hire her because she didn't hold any certifications. ***"My biggest challenge was to know that I have the knowledge to do the job but I didn't have the certificate to do the work that I love."*** She attended an information session at the Job Center, learned about WIOA services and qualified for assistance with training.

Estela began training as a Clinical Medical Assistant at MITS in November. There she reviewed medical terminology, physiology, body systems and common illnesses. A Workforce Development staff member reviewed her resume and suggested that she apply at the Lake County Health Department.

Estela was hired as a **Certified Medical Assistant** at the Lake County Health Department in May 2016. Estela has some advice for others in career transition. ***"Match your passion and studies with your job search."***

Advancing in the IT Field



Marvin worked for 15 years in the supply chain industry. When his job was eliminated during a company merger in 2015, he evaluated what he liked best about his previous positions and decided he wanted to continue in project management. ***"I knew it would be crucial to update my skills and training. So I started my research . . . Unfortunately, most of the training programs were pretty expensive."***

When Marvin learned about WIOA services and programs, he applied for assistance with training and tuition and went to MicroTrain Technologies. In a few months, he attained **Project Management Professional (PMP)**, **Certified Scrum Master (CSM)** and **Lean Six Sigma** certifications. ***"Thanks to the WIOA program, I was able to be a more competitive candidate."*** He was hired as a **Project Management/ Business Analyst** for Shorr Packaging Corporation in July 2016. ***"The organization was a great fit for me."***

Work Experience

The Workforce Innovation and Opportunity Act (WIOA) also provides funding for a paid work experience. Qualified job seekers may be matched with a three to six month internship that allows them to add practical experience to their portfolio. Here are the stories of two recent participants.



Candis has a Bachelor's degree in technology management but, during the past 5 years, held a mixture of jobs in customer service and project management; most of the positions lasted about a year. This was partially due to the volatility of the job market and partially due to her own schedule as she cared for a family member with a terminal illness. In early 2016, though, she was ready to get back into a challenging job.

Candis enrolled in project management courses but wanted to refresh her portfolio and references. When she learned that she qualified for a three-month work experience, she was thrilled. She started in March 2016 and rapidly re-established her credentials.

Candis interviewed and was hired for a two-year contractual position as a **Schedule Coordinator** in September 2016.

Melissa's position of 20+ years was eliminated during a large company layoff in 2013. She spent the next two years completing her **Associate Degree** at the **College of Lake County**. Following graduation, she learned that she qualified to complete a work experience available through Workforce Development.

Melissa was selected to work at the **Lake County Community Development Department**. She interned as a **Vendor Compliance Coordinator** there from July to October 2016.

Workforce staff helped Melissa tweak her new resume as she launched her job search once again. She found a job listing with **Coldwell Banker** using LancerJobLink*, a database of jobs for students and alumni of the College of Lake County, as well as, community members. She then met with the company at a recruitment event at the college campus. She completed a telephone interview, an assessment test sent to her via e-mail, and a face-to-face interview. The company called her with a job offer the day after the final interview. She was hired as a **Transaction Coordinator** in November 2016.



* LancerJobLink can be accessed at www.collegecentral.com/clcillinois

Partnerships



The Workforce Innovation and Opportunity Act (WIOA) became a federal law in July 2014. Illinois has implemented WIOA in phases; final implementation will be effective July 2017. WIOA promotes an integrated system of partners and stakeholders through the American Job Center network. In Lake County, this means the Job Center of Lake County serves as the cornerstone of employment and training programs or services delivered by partner organizations that assist diverse communities and businesses.

Career paths for adult education students

Instead of watching the World Series game, 190 students in the Adult Basic Education program of the College of Lake County attended a Student Success fair on November 2, 2016. These adults are enrolled in GED (high school equivalency) or ESL (English as a Second Language) classes. To enhance career opportunities for these adults, the Adult Education program has engaged multiple partners to assist these students to work their way along a career pathway. Representatives from the Job Center of Lake County, CLC Career and Job Placement Services, Counseling & Advising, Recruitment, Financial Aid, and all the academic divisions of the college spoke to the students about opportunities beyond their current program of study.

Re-employment for the unemployed

Beginning in 2016, some individuals receiving unemployment insurance also received letters inviting them to a Re-employment Service (RES) workshop at the Job Center. "The premise of the workshop is to make those who are unemployed aware of all the training and employment services available to them," explained Jack Borders, Northern Region Employment Service Program Manager for the Illinois Department of Employment Security (IDES). Individuals are selected based on a computerized statistical analysis developed by IDES to identify those most in need of reemployment services.

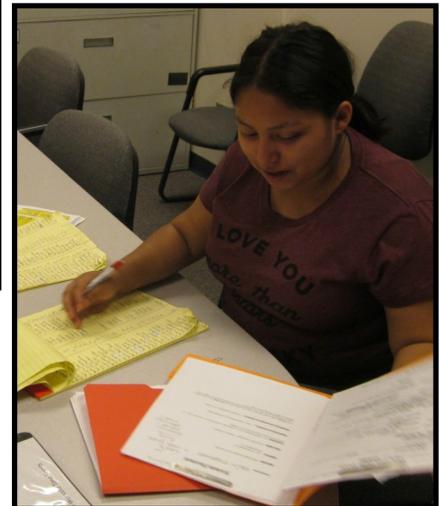
Networking Opportunities for veterans

Veteran staff from IDES are based at the Job Center of Lake County but also spend time at other locations including the Captain James A. Lovell Federal Health Care Center (locally known as the VA). They meet with residents of specific programs at the VA facility weekly, assisting them with an employment plan and referral services. Starting in 2017, they will host job readiness workshops for veterans followed by an opportunity to meet with a local employer. These Empowerment workshops are the result of a collaboration between state and federal organizations.



Summer Youth Employment Program

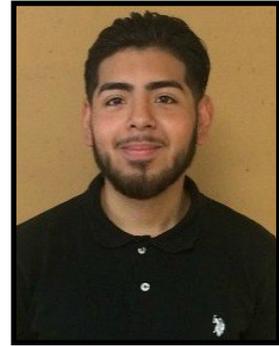
219 Lake County youth were employed through the Lake County Summer Youth Employment Program in 2016. The youth worked at 39 work sites. Several private sector work sites were added this year including: Assured Healthcare, Beauty City, State Farm Insurance, and Sysmex. Youth were paid \$8.25 per hour (25 hours per week) during the program. For most participants, the Summer Youth Employment program was their first job.



Youth participants worked throughout Lake County on varied projects including: office support, yard work, child care programs, and cleaning/maintenance.

Summer Youth Employment Program

Luis was placed at United Way of Lake County where he assisted with a number of community impact projects. His favorite task was working with first graders at North Elementary.



Shields Township launched an entrepreneurship project for youth assigned to their site. Youth made and sold pet treats.



Training for Youth

Lake County Workforce Development assists young people age 18 to 24 with training grants in post secondary education to start them on a career path.



When **Mariana** graduated from high school in 2012, she sold insurance for a few years. As a single mother, she knew she needed to earn more to provide for her family. She qualified for training through the Workforce youth program and enrolled in Medical Assisting Classes at **First Institute Training and Mgmt.** Mariana started her studies in February of 2016 and quickly rose to the top of the class.

As a part of her training, Mariana worked in an externship at an orthotic and prosthetic facility. Mariana found that she enjoyed working with patients who needed prosthetics, especially children. She often used her ability to speak Spanish to translate between the doctor and patients.

Mariana was hired permanently as a **Medical Assistant** in May 2016 by the prosthetic firm. She receives full benefits including insurance, vacation time, and personal time off. Recently, the CEO of the company commended her for her outstanding work.

LAKE COUNTY WORKFORCE DEVELOPMENT

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

Lake County Workforce Development offers a five-day workshop series called '5 Steps to Your Next Job' once a month at various locations in Lake County. Participants receive 10 hours of training in the latest job search techniques and network with other job seekers and workforce professionals.

See the Job Center calendar for the next event: www.lakecountyjobcenter.com



Martha spent 14 years working her way up at a large production company, first in manufacturing, then quality assurance, then financial and office support. When the company announced plans to shut down in 2012, she was selected as one of six workers to work until the final date of operation. When she left, she decided to do something entirely different and spent three years in the toddler room of a childcare facility. However, an injury in 2016 made it difficult for her to lean down and care for small children, and she left the job with regret in August 2016. She received an email from IDES (unemployment insurance) about an upcoming workshop called '5 Steps to Your Next Job' and attended the next month.

One of the tools that Martha discovered during '5 Steps' was the *Glassdoor website. She began to peruse the website—not for job listings—but for established companies. Her attention soon landed on **Follett**, a manufacturer and distributor of textbooks. "I like the fact that it has been a stable business for 140 years." She applied for a position as a **Quality Assurance Clerk** and began her job in November 2016. The new position combines her passion for childhood education and manufacturing. "*Focus on the skills that you have; don't just apply to any job.*" advises Martha.

*Find salary and employer reviews at www.glassdoor.com