

# SUCCESS

Newsletter for Lake County Workforce Development **vol. 9 ed. 1**

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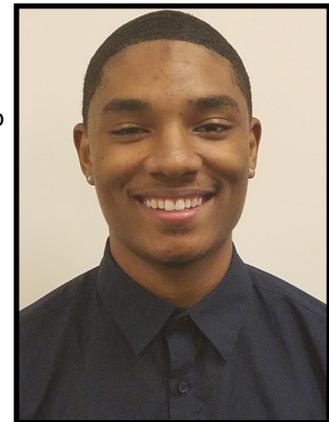
**Lake County Workforce Development** is a partner in the Job Center of Lake County. Workforce Development receives grants from the US Department of Labor including Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Assistance (TAA) grants to fund programs designed to cultivate and connect employers and the workforce.

The United States Census estimated that there were 73,376 individuals 18 to 24 years of age living in Lake County in 2017.\* Each young person is either beginning or needing to find their unique career path. Workforce Development uses a multi-pronged approach to ensure young people are prepared for the jobs of today and their careers of tomorrow - including paid work experiences and career-based training.

\* U.S. Census Bureau (2017). *American Community Survey by Age and Sex*. <https://bit.ly/2LVDwQv>

19-year-old **Teshawn** exudes energy when he talks about plans to become a top performer. After reading the [Miracle Morning](#) by Hal Elrod, he started waking up every day at 5:30 and plans what he wants to achieve that day. He has written out his monthly and yearly goals and has found a mentor to help him stay accountable to himself and his goals.

Teshawn had a sports scholarship to UCLA after he graduated in June 2017, but an injury changed his plans. Teshawn began college classes locally and was looking for a part-time job when a former high school teacher recommended he speak with a career specialist at Lake County Workforce Development. Teshawn qualified for WIOA grant-funded services, and he began a paid work experience as a Payroll Service Specialist at Pro Data Payroll in August 2017. This comprehensive, on-the-job training, six-month internship introduced Teshawn to the world of finance.



After the internship, Teshawn worked short-term jobs in manufacturing and landscaping, but kept his eye out for new opportunities. He networked with a neighbor who had a business flipping cars and offered to help him post cars for sale on Facebook. This began his passion for business marketing. Teshawn was eligible to receive WIOA grant funds to continue coursework toward his Associate Degree in Business Marketing at the College of Lake County. When Teshawn graduates from the College of Lake County in 2020, he will be the first person in his family with a college degree.

While in school, Teshawn works at Consumer's Credit Union as a **Member Experience Representative**. In addition, he started his own business, Scale & Grow Digital Marketing - Teshawn becomes animated talking about his first phone call to a small business owner to discuss his digital marketing services. The owner eventually scheduled a meeting and invited Teshawn to submit a proposal.

Teshawn has the right attitude to be a top performer as he recognizes that, "From every place that I've worked, I've taken knowledge from it."

College of Lake County's Adult Education and ESL Division is a partner in the Job Center of Lake County. Once students complete their high school equivalency or English classes through the college, they may benefit from WIOA funding for additional career training. Being an integrated partner in the Job Center offers adults learning opportunities to set a path to career advancement.

**Iryna** (pictured left) moved to the United States from Belarus with her children including **Anastasia** (pictured right) in January 2016. Iryna was a doctor and taught medical classes in her home country – but her education and experience were not transferable. In addition, she had studied several languages but did not speak English. Iryna and her children began English Language classes at College of Lake County after she panicked when she couldn't respond to a salesperson when asked how she was.



While in English Language classes, Iryna and Anastasia began to research healthcare and medical training options and programs. Mildun Training Center of Illinois was the school of choice for both to enroll in a Medical Assistant program. Mildun Training Center is certified by the Workforce Development Board as an eligible training provider, delivering programs leading to high wage/high growth occupations in the healthcare industry; making the programs eligible for grant funding. Both Iryna and her daughter qualified under the guidelines for the Workforce Innovation and Opportunity Act grant funding and immediately began training. “When we had a voucher to pay for education, it was a happy day,” Iryna explained. They only had one car, so Iryna and Anastasia drove to classes together from October 2017 to February 2018.

Successfully completing the program, **Iryna** began working at a blood bank in Chicago. There she met a doctor from Northwestern Hospital who was interested in her diverse training and recent certification. Iryna was hired as a **Phlebotomist** with Northwestern Medicine in January 2019.

**Anastasia** had a harder time finding employment because she had less work history. “Every time I drove to an interview, I prayed I would get that job because I was almost out of gas money.” She was initially hired as a **Medical Assistant**. Eventually, she switched to a front desk job at Prairie Care, an organization specializing in mental health care for children and adolescents. Her new job allows her the flexibility to work on a Bachelor's degree.

Trade Adjustment Assistance (TAA) is a federal program that provides a path for employment growth and opportunity through aid to workers who have lost their jobs as a result of foreign trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. Workforce Development administers the TAA program in Lake County.

**Joseph** was a supervisor for a call center for approximately 11 years when his job was eliminated after a reorganization. He worked a temporary position for a few months but had difficulty landing a permanent job. In job interviews, Joseph noticed that employers seemed to focus on additional schooling; although he had an associate degree, Joseph believed more education would make him more competitive. Joseph qualified for grant funding through the TAA program administered by Workforce Development and began coursework at DeVry University. He completed a Bachelor of Science in Technical Management with an emphasis on Project Management in December 2018. That same month, Joseph applied for a job on the website [www.glassdoor.com](http://www.glassdoor.com). Joseph was hired at Alight Solutions as a **Customer Service Representative**; he feels his recent education, up to date skills and degree helped him to land the job.



The Business Service Team, led by Lake County Workforce Development, seeks to address the needs of local employers. One strategy to address this need is an On-the-Job Training (OJT). An OJT is a “hire-first” program in which the employer agrees to hire, train and retain a job seeker upon successful completion of a training program. Through this program, the business may be reimbursed for up to 50% of the new hire’s wages. OJT programs assist employers who are looking to expand their businesses and hire for hard-to-fill jobs while assisting applicants to address skills gaps.

John Castillo, Production Manager at A.L. Hansen, projected that the family-owned business would be facing a change as long-term employees retired and began networking to build a sustainable future for the almost 100 year-old company. “We’re in the trenches of handing off the business to the next generation,” he explained.

#### **Talent Pipeline**

A.L. Hansen was looking for high impact employees and wanted to connect with incoming talent. In January 2019, A.L. Hansen staff spoke to approximately 200 juniors and seniors who were enrolled in courses such as welding, engineering and automotive at the Lake County Tech Campus. The goal was to expose students to industry and a possible career path upon graduation, while giving A.L. Hansen a preview of young talent.

#### **Layoff Events**

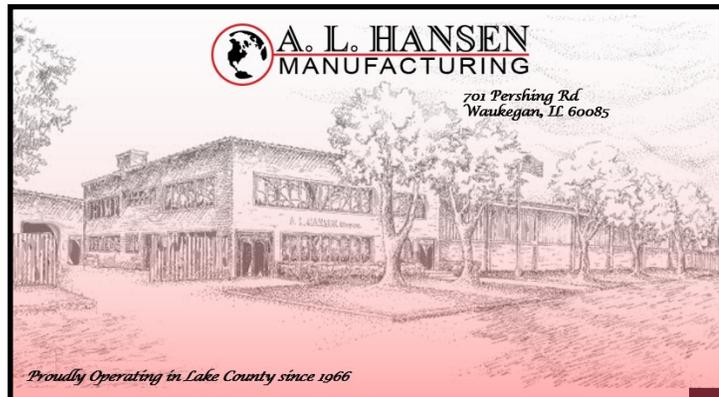
Business Service team members invited A.L. Hansen to two Rapid Response events. A Rapid Response event is coordinated when a company notifies the Job Center about an upcoming layoff. Representatives from A.L. Hansen spoke with more than 100 soon-to-be-laid-off workers at these two events.

#### **On-the-Job Training**

Business Service team members spoke with A.L. Hansen about On-the-Job training. In early 2019, John identified three individuals who were good candidates for a six-month OJT experience. John met one individual at a layoff event. The trainee will rotate through three departments during his OJT experience. He is learning ERP (business process management software) and will obtain a forklift license as a part of his OJT experience.

Another OJT trainee is a temporary employee who was hired as a Maintenance Clerk. He is learning to negotiate with vendors. The third trainee is an internal referral who is employed in machine set up and is learning Lean Manufacturing.

John says that working with the Business Service Team has given his company new avenues to recruit talent. All three individuals are on track to complete their probationary period and continue as long-term employees. “We want to create an atmosphere of longevity. This partnership helps us to accomplish that.”



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The Job Center of Lake County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY 800-526-0844 or 711. To request accommodations, contact [dharris@lakecountyil.gov](mailto:dharris@lakecountyil.gov) or 847.377.3423.

**prepare** ▶ **research** ▶ **document** ▶ **find** ▶ **land** ▶

Lake County Workforce Development has broken down the job search into five defined steps and delivers a series of workshops called "5 Steps to Your Next Job". Attendees receive the most up-to-date job search techniques and an invaluable opportunity to network with other job seekers and workforce professionals.



When **Mary** was laid off in June 2018 after nearly 30 years in the textbook publishing field, she realized there would be challenges finding a new position. Mary knew that job-hunting had changed since she had last been in the market, and although her former company provided her with access to a consulting service, she felt she would benefit from additional points of view. She took advantage of many different resources, including Lake County Workforce's "5 Steps to Your Next Job" series. During this series, she learned to customize her resume to get noticed by an applicant tracking system, to network effectively with potential employers and to respond to behavioral interview questions. In April 2019, Mary accepted the position of **Senior Technical Production Specialist** at Houghton Mifflin Harcourt. Mary is thrilled to be able to put her specialized skills to work once again.



**Milton** was laid off after 40 years working in finance for the automotive industry. He attended the "5 Steps to Your Next Job" series the following month. During the workshops, he learned ways to better market his transferable skills to other sectors. He updated his resume and began networking. "Milton was already a great sales person," explained one of the trainers, "He just needed to practice the technique in a job search setting." Milton was referred to a hiring event at **Consumers Credit Union**. The company was interested in him and his skills. After multiple interviews, he was hired as a **Member Services Representative** in May 2019.