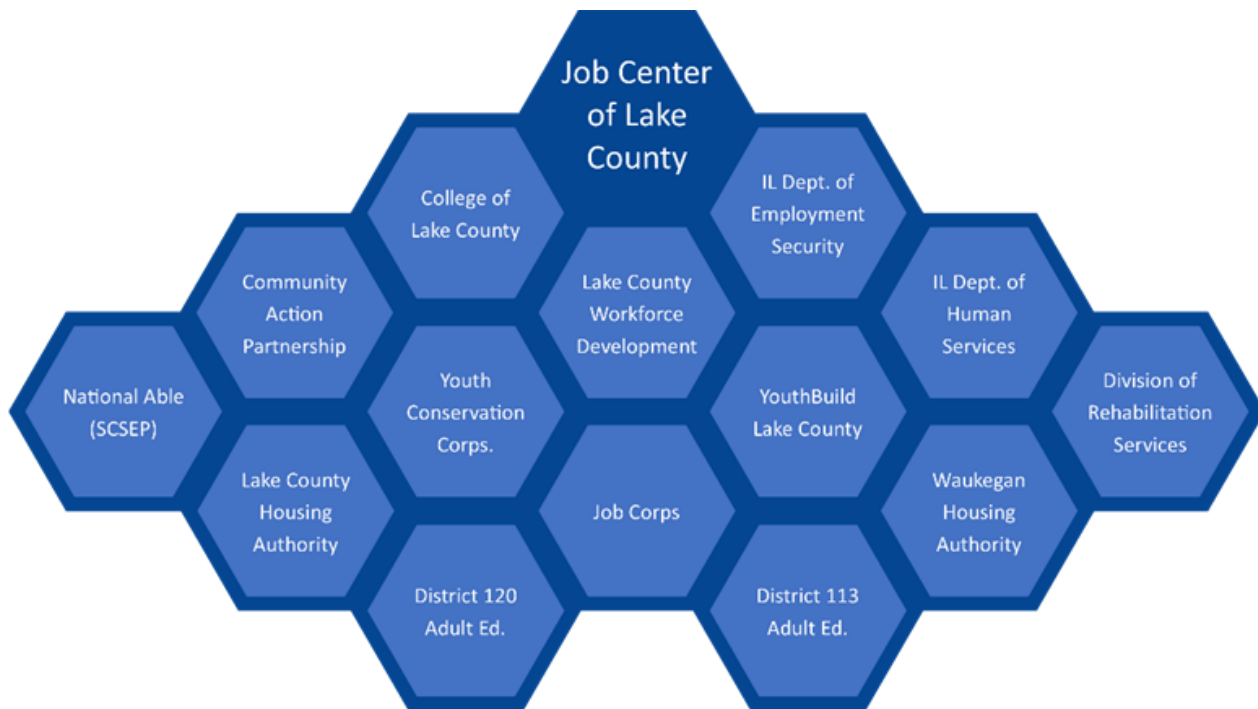


INTEGRATION AND PARTNERSHIP

The mission of the Job Center of Lake County is to cultivate and connect our employers and workforce to fuel economic growth and well-being in Lake County. The Job Center is operated by a consortium that includes Lake County Workforce Development, the Illinois Department of Employment Security, and the College of Lake County. This consortium, along with the additional Job Center partners listed below, provides a broad array of services to ensure that individuals and businesses make a career connection. The Job Center strives to provide an integrated system that allows customers to navigate successfully through the wholistic services available through these partner organizations.



Connecting with Job Center Partners

The Job Center partners met in late 2019 to develop the four integration goals below. The pandemic disrupted plans to address these goals in 2020. A new plan to address these goals was presented both in online meetings and individual phone calls with partner organizations in early 2021. The two-part plan included the development of an internal partner webpage to streamline the referral process and monthly events that spotlighted one or more of the partner organizations. A total of 57 staff members from the 14 Job Center partners responded to a survey about this integration plan and rating how well they knew each of the Job Center partners and the four integration goals. *“Our partners expressed enthusiasm for both projects and for the effectiveness of the overall system,”* explained Eva Locke who acts as the One Stop Operation Lead. Both projects will be fully launched by July 2021.

One survey respondent summarized the desired result of partner integration. *“The key outcome is to see . . . an improved and seamless relationship that will help all residents in Lake County find gainful employment.”*

Communication is consistent, comprehensive, and timely.	Timely and coordinated access to career services.	Career services are delivered by function.	Business services are coordinated.
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ONE-STOP DELIVERY SYSTEM

Remote Cross-Training Events

Cross-training events involve a focal topic or presentation followed by networking and announcements by Job Center partners and community organizations. During the pandemic, these events moved online and focused on emergency resources. Attendance doubled when these events were offered online. After each session, all partners receive a copy of the presentation and announcements made by attendees, so that the message continues to live on.

Month/Year	Featured Topic	# of Attendees	# of Organizations Represented
06/2020	Remote Services During Pandemic	23	10
09/2020	Digital Literacy	53	16
11/2020	Transportation	50	15
05/2021	Medical benefits, rental assistance, and adult education	49	16

Intentional Partner Integration Events

The Department of Human Services (DHS) was the first Job Center partner to participate in an Intentional Partner Integration Event. During April 2021, 8 DHS staff members met online with personnel from select consortium members and related service organizations to discuss their customers' needs and program services. The meetings led to the development of the two online events highlighted on the right. More than 30 individuals attended the "Get Help!" workshop.

GET EMPOWERED!

AN EVENT FOR DHS CLIENTS TO LEARN MORE ABOUT:

- Importance of mindset
- Budget & Finance Tips
- Bridge to Careers



Presented by
Illinois Department of Human Services
and Job Center of Lake County



GET HELP!

LEARN MORE ABOUT:

- DHS benefits
- 211 assistance
- Job Center of Lake County services



Presented by
Job Center of Lake County and
Illinois Department of Human Services



WIOA Summit Presentation

Lake County was selected for a breakout session on "Connecting DHS Customers with Career Services" at the WIOA Summit in April 2021. Panelists from DHS and Workforce Development shared details about their five-year collaboration including regularly scheduled events at the Job Center. Panelists from National Able IT Career Lab discussed the "SNAP to Success" program that launched in Lake County in 2018. This program funds SNAP participants for training and certifications in the high-demand field of information technology. More than 100 workforce professionals attended this breakout session during the WIOA Summit.



Patrick went from being homeless to working as a Network Analyst thanks to the collaboration between DHS, Workforce Development, and National Able IT Career Lab. Hear his story on YouTube!

<https://www.youtube.com/watch?v=ed-eWc-3nt0>

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