

SUCCESS

Lake County Workforce Development is a partner of the Job Center of Lake County. Workforce Development receives grants from the US Department of Labor including Workforce Innovation and Opportunity Act and other Dislocated Worker grants to fund programs designed to cultivate and connect employers and the workforce.

Lake County Workforce Development

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A proud partner of the [americanjobcenter](#) network

The Job Center of Lake County strives to provide employment and training services through an integrated system that allows customers to successfully navigate services and programs available through the Job Center. The following stories are just a few of many that illustrate how collaborative partnerships make a difference in assisting customers to successfully transition to a good job.

Starting in Information Technology

Passionate about computers since childhood, **Shane** graduated with an Associate Degree in Information Technology from Harper College in 2021 with the support of the Illinois Department of Human Services Division of Rehabilitation Services (DRS). Shane has cerebral palsy which limits his mobility, and he knew he would be most successful in a remote position that allowed him to work from home. His Vocational Specialist at DRS referred him to Workforce Development to gain additional workplace skills and job search assistance. Shane was connected to a six-month work experience with the IT department at the Lake County Health Department. That internship allowed him to get practical experience with modern desktop and Microsoft systems management in a call center environment. His supervisor reported that he exceeded expectations in all areas.



Upon successful completion of the work experience, Shane and his support team spent several discouraging months looking for a job that would be 100% remote. Since these jobs are rare, Shane spoke to several employers about converting a hybrid position to a 100% remote position without success. Eventually, his persistence paid off when a recruiter from **GDC IT Solutions** reached out regarding a remote opportunity as a **Service Desk Analyst**.

Shane interviewed and was hired. Shane's favorite part of his job is interacting remotely with business customers as he supports their use of over 4000 applications. Shane, who describes himself as a social butterfly, says that he feels fully supported by his teammates even in a remote environment. He sees himself advancing within the field for years to come and advises other young people to pursue a job that fits their personality and skills.

The Job Accommodation Network, a service of the U.S. Department of Labor, provides guidance to employers and individuals on job accommodations and disability employment issues. Visit [askjan.org](#)

Workforce Development's Business Service team offers several solutions to employers who need to find and retain talent. A highly-effective, cost-saving solution is a subsidized **Work Experience**, a planned and structured employer-driven learning experience that takes place at the worksite. Workforce Development works with employers to place qualified individuals into 6 month internships and can fund up to 100% of the training wages. **Training Grants** are also available to upskill current employees; local businesses develop and implement training programs with their trainer of choice and current employees gain new or updated skills and credentials. The stories below illustrate how these strategies led to career advancement for two individuals.

Advancing Within Information Technology

When **Ulises** was a freshman at North Chicago Community High School, his mother encouraged him to complete a skill and interest assessment that showed that his interests aligned with the field of information technology. In pursuit of his career goal, Ulises enrolled in high school classes that offered dual credit with the College of Lake County and participated in an internship at the Lake County Health Department.

When Ulises graduated from high school in 2021, he landed a retail job but was interested in pursuing an education in the field of information technology. He received assistance from Workforce Development with exploring jobs, training and education in his chosen career field and qualified for a paid work experience with North Chicago School District 187. As an IT intern, he assisted teachers and administrators in resolving software and hardware issues.

Ulises learned about an endowment available through the Steans Family Foundation, and he was awarded a scholarship to attend the College of Lake County pursuing an Associate Degree in Network Administration and Cybersecurity. He is on track to graduate in 2023 and has already been hired as a **Technician** at **Chicago Microsystems, Inc.** Ulises advises other young people to persevere. *"Focus on one thing and establish a goal. You will have better results!"*



Advanced Training in Information Technology

Kiki was laid off from her job as a Business Analyst while preparing to send her daughter off to college. She was uncertain about her career future following the pandemic. Connecting with the partners and services at the Job Center, Kiki received help creating and customizing her resume, exploring jobs, careers, and opportunities for training. Kiki qualified for a training grant and enrolled in training classes to complete a Business Analysis and Data Analytics certificate at Computer Training Source Inc.

Kiki's training and advanced analytic skills helped her get a job as a **Data Analysis Consultant** for Salesforce. She works extensively with the technical team on a variety of projects involving system conversions.

Kiki stated, *"The training I received has significantly helped me excel in my new role. It enhanced my data and technical skills."* Kiki's advice to future job seekers is to persevere and trust the process. *"I felt the Job Center was always supporting me. My daughter was my motivation for success."*



Digital skills are the fastest-growing skills in 2023. Data visualization and user experience are two skills that are being scouted by employers. As the digital experience economy grows, it will be vital for businesses to find talent with these skills. The urgency for data upskilling is essential as organizations become more data driven. Learn more about the fast-growing job skills for businesses, government, and higher education in the Jobs Skills of 2023 Report.

Coursera. (2023). *The job skills in 2023*. <https://pages.coursera-for-business.org/rs/748-MIV-116/images/eBook-Job-Skills-of-2023.pdf>

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. Funds for this project were provided by the U.S. Department of Labor's (USDOL) Employment and Training Administration. See our website for details. <https://bit.ly/3EUjr6p>