



Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS

Welcome . . .

to our second issue of the *Frontline Focus Flyer*! Much has been happening at CJC—and we want to share it with you. Through this newsletter, we hope to keep you up to date on what's going on here at CJC, as well as provide useful information about best practices and industry trends. For those of you familiar with our past publication, *The Industry Insider*, we hope you'll be pleasantly surprised by the changes we've made.

Thank You . . .

to our funders! With the generous support of the Grand Victoria Foundation and the JPMorgan Chase Foundation, CJC is able to keep fees for training courses affordable for our Frontline Focus participants.

**GRAND VICTORIA
FOUNDATION**

JPMorganChase



Megan Winzeler, Program Director and Lisa Hampton, Facilitator

this issue

- Behind the Frontline **P.1**
- Industry Corner: Olympics **P.2**
- Best Practice: Self-Care **P.3**
- Calendar & Upcoming Events **P.4**

Behind the Frontline . . .

The start of 2009 has been a busy one for the Frontline Focus Training Institute! In January, we graduated 20 job developers from our fourth class of *Skills & Strategies for Working with Job Seekers with Criminal Backgrounds* (see picture below). During the four weeks of coursework, students learned how to better assess the needs of job seekers with criminal backgrounds, respond constructively to employer concerns and objections, and understand the job market realities and legal barriers facing individuals with backgrounds.

On February 24, we offered a training for 20 job developers related to *Working with Out-of-School Youth*. In the morning, providers had an opportunity to hear from four young adults about the challenges youth face in finding and retaining employment. Later in the day, an employer panel provided insights on the benefits and challenges of hiring youth workers. Based on feedback CJC received from past training participants, we created this full-day session to focus on best-practices, strategies, and resources for effectively serving youth job seekers. This summer, we plan to offer another new course related to *Working with Job Seekers with Disabilities*. Stay tuned for more details in the next issue of the *Frontline Focus Flyer*.

Over the past few months, CJC has been working with two pro bono service teams on both a new logo and business plan for Frontline Focus. The Taproot Foundation and campusCATALYST teams have not only been a pleasure to work with, but have produced truly quality products. For those of you that helped us by participating in online surveys and phone conversations--thank you! Your feedback played an integral role in the completion of these projects. We're excited to unveil the new Frontline Focus logo on page 3 and research highlights related to the job developer market in Chicago on page 2.



INDUSTRY CORNER: The 2016 Olympic Bid in Chicago



As Chicago vies for a chance to host the 2016 Summer Olympic games, much attention is being paid to the economic impact sponsoring such an international event will have on the city and state. Preparing Chicago to host athletes from around the world will involve enhancing the public transportation system, improving existing facilities, and developing an Olympic Village. Additionally, as tourists flock to Chicago to watch the games, restaurants, hotels, and retail stores will experience an influx of customers and spending. So, what does this mean for Chicago's workforce? In short: job creation.

Job creation is often thought to be a major driver of economic growth, as new jobs provide people with more money to spend, and in turn, create new jobs. Total expected job creation over the eleven year time period (2011-2021) leading up to and including the games is projected to be 315,000 job years.¹ (Job years is an aggregate calculation of the total hours of employment in all forms--full and part time,

temporary, and permanent--into the equivalent of full-time jobs). 172,000 of those will be in the City of Chicago. The majority of these jobs will be concentrated in the hospitality and construction industries, however, other industries will also experience growth. Should Chicago be awarded the Olympic games, CJC, in partnership with many other workforce development organizations, will be diligent about advocating for sustainable jobs with clear career tracks and opportunities for advancement.

campusCATALYST Research Update

Over the past ten weeks, a four student team from the University of Chicago conducted research to better understand how many job developers work in the greater Chicago area. Based on information collected from CJC and other nonprofit and government sources, the team was able to verify that there are 240 organizations in Chicago that perform job development functions. Extrapolating from this research, the team estimates that between 600 and 800 job developer sites exist in the Chicago area, employing approximately 4,000 job developers. Currently, Frontline Focus serves approximately 33 percent of the verified job developer market.

The team also conducted a survey of 100 job developers to determine how Frontline Focus can better address professionals' training needs.

The biggest challenges respondents listed in working with job seekers were:

- Unrealistic expectations
- Lack of soft skills
- Lack of motivation
- Lack of stable housing

In working with employers, job developers are struggling with the bad economy and the slow-down in hiring, as well as developing trusting relationships with HR managers and supervisors.

Respondents indicated they'd like more training in the following areas:

- The shifting job market
- Retention strategies
- Industry connections
- Helping clients with online applications

Frontline Focus will use this information to help design new curriculum in the coming year.



QUICK FACTS:

- The games will generate a \$22.5 billion economic impact for the state of Illinois.
- Visitor spending, including business and tourist travel, is estimated to be \$7 billion.
- 8,000 job years will be construction related
- 213,000 job years will be created in tourism-related industries; 135,000 of these will be in the City of Chicago.

Much thanks to our campusCATALYST team:

Alison Clarke
King Leung
Elliot Musilek
Hui Lin Tan

John Hebda
(MBA mentor)

¹ All statistics in this article are derived from:

Tootelian, D. and Varshney, S. (2008) "Chicago 2016 Economic Impact Analysis: The Expected Incremental Economic Impact of Chicago Hosting the 2016 Olympic and Paralympic Games." p. 1-23.

Frontline Focus Holiday Alumni Reunion a Success!



On December 17, Frontline Focus hosted an Alumni Reunion for the graduates of our multi-session courses. Close to 40 people came out to reconnect with old classmates and new colleagues alike. Congressman Danny Davis provided inspirational words as our guest speaker and even treated the crowd to a moving recitation of 'Twas the Night Before Christmas. We plan to make this an annual event and look forward to seeing you at the 2009 Alumni Reunion!

Come to CJC's Spring Member Meeting

"The American Recovery and Reinvestment Act of 2009: What it Means for Workforce Development in Chicago and Illinois"



April 6, 2009
1:30-4:00 pm

University Center
525 S. State Street
The Lake Room



Join other workforce development professionals for a presentation and discussion about opportunities for Illinois workers and communities through this new legislation.

Register by April 1. FREE for current CJC Members. \$20 per person for non-members. Payment due in advance or at the door.

Click [here](#) to register. Or, visit www.cjc.net or email rsvp@cjc.net.

Frontline Focus Finalizes its Logo!

With the help of the four professionals on our pro bono Taproot team, the new logo for the Frontline Focus Training Institute is complete!

The mission of Frontline Focus is to provide those involved in employment services with a unique training community to gain professional confidence and skills and increase job effectiveness. Given this, we wanted our visual identity to represent the following:

- Interactivity
- Relevance
- Community
- Professionalism

Specifically, we wanted a visual identity that would be modern and simple without being too "trendy," a brand that would convey the serious nature of our work without being too academic. Our team did a nice job of striking that balance through the use of shape, color, and font. While this blue color is intended to be our core identity, the team has also allowed us room to grow. In the coming year, we will continue to define our program tracks and training offerings more concretely as we move toward identifying ourselves as an institute. As we do so, we will be able to choose corresponding colors for the logo to represent our various course offerings.

We would like to publicly thank our Taproot team: Chris Howarth, Brenda Hsieh, Stephanie Kensicki, Greg Michel, and Marcia Reed-Woodward for all their hard work and late nights. Not only did they leave us with this wonderful visual identity, but they provided us with sound advice and counsel throughout the process.



FRONTLINE FOCUS

THE CHICAGO JOBS COUNCIL
TRAINING INSTITUTE

Best Practice: Self-Care

As frontline workforce providers, you spend much of your time taking care of other people. From counseling your job seeking clients to ensuring your employer contacts are satisfied, taking time to care for yourself can easily get lost in the shuffle. In order to prevent burnout and increase your overall productivity, however, it's important to engage in activities that help you relieve your stress. Try one of these activities or strategies the next time you need a break!

- Take time to talk to co-workers
- Arrange your work space so it is comfortable and comforting
- Identify projects or tasks that are exciting, growth-promoting and rewarding for you
- At the beginning of each day, make a list of three things you want to get done and cross them off as you go
- Every day, thank someone for something that you might otherwise take for granted
- Read literature unrelated to your work
- Take time to eat lunch away from your desk
- Periodically, allow yourself a small treat--a new pen, a hot chocolate, a downloaded song
- Leave work on time
- Avoid scheduling back-to-back appointments, leave breathing room in between for you
- Treat yourself kindly
- Forgive people who show up late or not at all for appointments
- Write down a quote you like and post it in your office
- Create a music mix for your commute
- Don't be afraid to ask for the supervision or consultation you need
- Take time to get out of the office each day
- Talk to someone each day who makes you laugh

Upcoming Events

Office Closed

Working Group Meeting
9:30 - 11:30

April 2009						
S	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2009						
S	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2009						
S	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

- Skills & Strategies for Working with Employers
Time Varies
- Member Meeting
2:00 - 4:00
- Job Developer Orientation (Chicago)
9:00 - 4:00

- Pitch Clinic
9:00-12:00
- Skills & Strategies for Working with Employers
Time Varies

- Skills & Strategies for Working with Employers
Time Varies
- Introduction to the Workforce Investment Act
9:00-12:30
- CJC Annual Meeting
9:00-11:00

Course Descriptions

Skills & Strategies for Working with Employers

(\$315 members/\$450 non-members)

This multi-session course is designed for entry-level job developers who have been in the field less than three years. During this hands-on, interactive course, job developers will learn practical skills and strategies for reaching out to employers and making effective placements. The course will focus on how to build and maintain relationships with employers, how to make good job matches, and how to work most effectively as a job developer.

Member Meeting

(free for members/\$20 non-members)

Periodically, CJC convenes its members and other community members for in-depth discussions of timely issues or promising practices in service delivery. This Spring Member Meeting will focus on workforce development opportunities for Illinois workers and communities through the American Recovery and Reinvestment Act.

Job Developer Orientation

(\$75 members/\$115 non-members)

This full-day workshop is designed for new

job developers and workforce development staff who work directly with employers to create opportunities for job seekers. Participants will be introduced to key skills, strategies and concepts for reaching out to employers, making good placements, and working effectively in their new role as job developers.

Pitch Clinic

(\$50 members/\$75 non-members)

This half-day workshop allows job developers to work in small groups with employer "coaches" to craft, practice and refine their marketing pitch. Specifically, participants learn how to make a professional business impression and get practical, constructive feedback on their approach.

Intro to WIA

(\$50 member/\$75 non-member)

This half day workshop focuses on raising awareness and understanding of the federal Workforce Investment Act (WIA) and providers' role in the workforce development system. Topics covered include: the five goals of the federal legislation; mandated one stop partners and services; state and local governance including allocation processes; definitions and examples of types of customers and services provided through WIA; and information about performance measures.

Working Group

(free)

This monthly meeting is held the second Tuesday of every month. Through discussion of local, state and federal workforce and economic development, education and welfare policies, the group works to influence policy creation and implementation and monitor local experiences to effect change. This group is free and open to all workforce development professionals. Please contact Liz Bomgaars at liz@cjc.net for more information.

Annual Meeting

(free)

Once a year, CJC hosts an Annual Meeting to celebrate the accomplishments of the past fiscal calendar. Join us this year for our breakfast meeting at The Renaissance Hotel in downtown Chicago (located at 1 West Wacker Drive).

*Please visit www.cjc.net/frontline.php for more information about these trainings. If you have questions about becoming a member of CJC, please contact Cheryl at cheryl@cjc.net.



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