



# Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



CJC Directors: Bob Wordlaw and Carrie Thomas

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### Mission

The Frontline Focus Training Institute delivers trainings and resources to help front-line workforce professionals build their capacity to better meet the employment needs of disadvantaged job seekers, low-income workers and employers. We currently offer nine different trainings in four programmatic areas.

### Thank You . . . to our funders!

- Alphawood Foundation
- Chicago Tribune Charities, a Fund of the McCormick Foundation
- Fry Foundation
- JPMorgan Chase
- Polk Bros. Foundation

With this generous operational support, CJC is able to keep fees for training courses affordable for Frontline Focus participants.

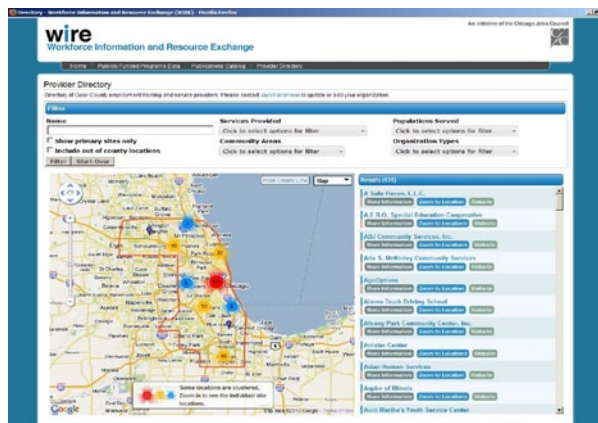
## Behind the Frontline . . .

With August upon us, we have much to report! This spring and summer have been busy for Frontline Focus. In addition to offering our scheduled trainings here in Chicago, we also had the opportunity to develop customized trainings for organizations around the region. In April, we went to Rockford to deliver a two day training for area providers on how to work with job seekers with criminal records. Then, in June, we traveled to Des Moines, Iowa and offered a one day training on job seeker retention. See page two for more information on how CJC can help customize a professional development training for your organization!

This spring, we also implemented the newest curriculum in our Advanced Course offerings: Leadership Development for Frontline Supervisors. Over the course of this three session class offered in May, twenty-five supervisors had the opportunity to learn strategies for communicating more effectively with their staff, clients, and external partners.

Because we know many of your agencies have been hit with budget cuts, we are trying to do our part at CJC to help keep training costs affordable for you. When faced with reduced funding, we know that professional development line items are often the first to be cut from budgets. As such, we have reduced the cost of member and non-member rates for many of our summer trainings. Visit [www.cjc.net/frontline](http://www.cjc.net/frontline) for more information.

Finally, as many of you know, CJC's information portal, The WIRE (Workforce Information and Resource Exchange) has been launched. Here, you'll find centralized information related to workforce development such as research publications and data on publicly funded programs. The WIRE now also boasts an interactive provider directory that sorts service and training organizations in Metro Chicago by location and populations served. As a provider making referrals, this comprehensive picture of the region's workforce development landscape will help you immensely! If you don't see your organization listed in the directory, please add it by clicking [here](#).



Front page of CJC's Provider Directory website

## Frontline Focus Goes Green!

For those of you that have completed our criminal records or WIA-101 trainings, you know that the binder of materials you receive, while useful, is extremely cumbersome.

In an effort to reduce our costs and make training materials more accessible, we will now be providing participants in these trainings with jump drives! This will reduce the amount of paper we use and allow training participants to more easily share information with colleagues.

If you want to become a member of CJC . . .

Please visit [cjc.net/membership/](http://cjc.net/membership/)

Or contact America Lewis at: [america@cjc.net](mailto:america@cjc.net)  
312.252.0460 x800

- As a CJC member, you will have the opportunity to:
- Receive discounted rates on Frontline Focus trainings
  - Attend CJC's Member Meetings free of charge
  - Promote your services through CJC's online Member Directory
  - Vote on members of CJC's Board of Directors
  - Post job openings at your organization on CJC's website

Become a fan of CJC on FACEBOOK!



## CJC Launches Frontline Workforce Association!

During the trainings CJC offers, participants often wonder how they can continue to learn best practices and network with other workforce development professionals once their courses are over. Now there's a way! For the first time ever, CJC is launching a group dedicated completely to the professional development, skill building and networking of *frontline* providers.

This group will meet bi-monthly to provide frontline workers with relevant information and best practices related to topics such as using employer tax incentives, improving agency marketing materials, and breaking into the world of government and municipal jobs. These meetings will also provide ample time to network and troubleshoot with colleagues.

Please join us for our **FIRST** meeting where a representative from the Illinois Department of Employment Security will discuss current trends in the retail and shipping/receiving industries. Employers from **TJ Maxx, Borders, UPS, and FedEx** will also be present to discuss their hiring needs for the upcoming holiday season, how and when you should start contacting retailers for job openings, and the trends they're seeing in hiring. There will be plenty of time to ask questions and network with your fellow job developers.

Please contact Ellen Johnson at [ellen@cjc.net](mailto:ellen@cjc.net) or 312-252-0460 x310 to R.S.V.P.

## Frontline Focus Offers Customized Training

In the next fiscal year (July 2010-June 2011), Frontline Focus will offer twenty two public calendar trainings. Our classes cover topics ranging from how to communicate with employers to how to work with specific populations of job seekers. Please click [here](#) to see our public calendar.

In addition to these regularly scheduled trainings, Frontline Focus also offers customized training. We can tailor any of our curriculum to fit your organization's needs. Whether you have a large staff you'd like to train at the same time, or whether you'd like to partner with other agencies to offer a class, we can help! Please contact Ellen Johnson at [ellen@cjc.net](mailto:ellen@cjc.net) to learn more.



CJC Staff at 2010 Annual Meeting

Learn about  
**Seasonal Hiring Trends**  
for the upcoming holiday months

**DATE:** September 2, 2010  
**TIME:** 3:00-5:00 pm  
**LOCATION:** Chicago Jobs Council  
29 E. Madison St., Ste. 1700  
Chicago, IL 60602

**COST:** FREE!

## CJC's 29th Annual Meeting

On June 4th CJC celebrated its 29th Anniversary with a breakfast celebration at the Renaissance Hotel in downtown Chicago. Over 100 people attended to hear Rick Mattoon, professor in the Kellogg School of Management at Northwestern, talk about how the economic outlook will affect job recovery in the coming years. Please click [here](#) to see more pictures from the event, a "CJC Year in Review" video, and access Professor Mattoon's power point presentation. And, stay tuned for more information on CJC's upcoming 30th Anniversary celebration!

# Upcoming Events

Office Closed

Working Group Meeting  
9:30 - 11:30am

August 2010						
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				

September 2010						
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		

October 2010						
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						

**Working with Job Seekers with Criminal Records**  
9:00am-4:00pm

**Skills & Strategies for Working with Employers**  
9:00am-4:00pm

**Introduction to the Workforce Investment Act**  
9:00am-12:30pm

**Working with Out-of-School Youth**  
9:00am-4:00pm

**Job Developer Orientation**  
9:00am-4:00pm

## Course Descriptions

**Working with Job Seekers with Criminal Records**  
\*Special Summer Rate\*  
(\$130 members/\$185 non-members)

This multi-session course focuses on specific information, resources and strategies that help job developers work more effectively with clients who have criminal records. Topics covered include: barriers ex-offenders face when reentering the workforce; understanding employment discrimination and navigating the public benefits, rights, and legal services available to ex-offenders; dealing with expungement and sealing of records; and addressing employer concerns about hiring candidates with criminal records.

**Skills & Strategies for Working with Employers**  
(\$315 members/\$450 non-members)

This multi-session training is designed for entry-level job developers. During the course, participants learn practical skills and strategies for reaching out to employers and making effective placements. The class focuses 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.

**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.

**Working with Out-of-School Youth**  
(\$75 members/\$115 non-members)

This full day workshop allows job developers to learn how to best help millennial youth address their internal and external barriers, best practices in assessing and motivating youth and how to be more effective in "selling" youth clients to potential employers.

**Job Developer Orientation**  
(\$75 members/\$115 non-members)

This full-day workshop is designed for new 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.

**Working Group (free)**  
The second Tuesday of every month, this group meets to discuss local, state and federal workforce policies. The group is free and open to all workforce development professionals. Please contact Liz Bomgaars at [liz@cjc.net](mailto:liz@cjc.net) for more information.

All our trainings are held at the **Chicago Jobs Council** office located at:  
29 E. Madison St., Suite 1700  
Chicago, IL 60602

Please visit:  
[www.cjc.net/frontline](http://www.cjc.net/frontline)  
for more information and to register!



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