



Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



FFTI Staff: Cheryl Hester and Ellen Johnson

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Mission

The Frontline Focus Training Institute delivers trainings and resources to help frontline 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 . . .

Frontline Focus has been busy planning some exciting new changes to our programming for the coming fiscal year! Beginning in July, we will partner with St. Augustine College's Institute for Workforce Education to offer several new trainings. This partnership will allow us to offer nineteen different classes to support the professional development needs of both frontline and managerial staff alike. Core classes will be offered in two separate tracks: the **Job Developer Track** for direct service staff and the **Leadership Track** for frontline supervisors. A number of electives will also be offered to help supplement the core learning. You can follow the program tracks to receive certification through CJC, or take classes on an ad hoc basis to complement your on-the-job experience. In this way, we hope to provide a more comprehensive and relevant learning experience to the wide array of frontline workers and supervisors we support! Much more information will be coming as we head into spring. Stay tuned!

In addition to these programmatic upgrades, we are also pleased to announce some internal staffing changes. Beginning in January, Ellen Johnson moved into a new role as the Director of the Frontline Focus Training Institute. Cheryl Hester also assumed a new position as the Frontline Focus Administrator. Together, along with the help of an intern, they will continue to manage trainings and other professional development opportunities offered by CJC, as well as oversee the strategic growth of the program. We want to congratulate them both on their new positions!

Amidst all these changes, our events calendar has been busy as ever! The Frontline Workforce Association (FWA) hosted two informational meetings in January and March, as well as a Happy Hour event. For those of you that aren't familiar, FWA provides free professional development and networking opportunities for frontline workforce development professionals. We have another happy hour coming up on April 28, as well as an informational meeting on May 19 related to Employer Hiring Incentives and Tax Credits. Visit our website for more information by clicking [here](#). We look forward to seeing you soon!



Participants in the February session of Working with Job Seekers with Criminal Records course

Frontline Workforce Association

April 28 Happy Hour

Join your fellow front-line providers at our bi-monthly Happy Hour event! Meet, mingle, and reconnect with job developers from across the Chicagoland area.

Thursday April 28th
6:00-8:00pm

Fat Cat Bar
4840 N. Broadway St.

There will be a cash bar, drink specials and appetizers for purchase. Click [here](#) to RSVP!

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

Please visit cjc.net/membership/

Or contact America Lewis at: 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!



First Annual FFTI Survey Results!

In an effort to provide Chicago's employment and training providers with the best possible professional development services, Frontline Focus sent out a survey and asked for your input. And you delivered! We want to thank everyone who participated—over 150 job developers, program supervisors, and agency directors responded. Specifically, we wanted to know how you felt about the cost, content, and timing of our trainings, as well as to understand what professional development opportunities are most important to you. The survey was administered at the end of January and the results were both hopeful and informative. As an incentive to complete the survey, we held a drawing for three \$25 Starbucks gift cards. We want to congratulate our winners: Marcia Medema, Susan Stanley, and Humaira Zafar.



Results

The survey provided FFTI with positive feedback on its programs—90% of respondents reported that their training increased job performance and 55% reported that it helped advance their career. The results also indicated what trainings FFTI should offer in the future; the top topics included conducting quality assessments with job seekers, collaborating with other workforce development agencies, and designing job readiness workshops. FFTI hopes to incorporate these topics into future trainings and FWA events.

The survey also gave FFTI an inside look into how workforce development agencies fund professional development for their staff. We learned that 72% of agencies have a budget set aside for professional development and that 46% of agencies set aside up to \$300 per employee per year for professional development.

Finally, the survey helped us evaluate opinions on certification. The majority of respondents—76%—indicated they would prefer to attend a training that offered certification over one that did not. National recognition, portability, and training were considered important elements of a certification option.

FFTI hopes to administer this survey annually to help us improve the capacity building opportunities we offer to Chicago's workforce development professionals.

Check Out What's New on the WIRE!

In early March, we added new pages to the WIRE—the Workforce Information and Research Exchange—to provide you with updated information on [poverty](#), [unemployment](#), and [the self-sufficiency standard](#) throughout Chicago neighborhoods and Illinois. Also featured are [community profiles](#) containing local workforce and economic development information for CJC's partner communities around Illinois. A recent redesign now facilitates easier navigation of the WIRE.



If you haven't added or updated your organizational listing on the [provider directory](#), take a minute to do that while you're there!

For more information about the WIRE, please contact Greg Shirbroun, Research Assistant, at 312.252.0436 or greg@cjc.net.

Upcoming Events

Office Closed

Working Group Meeting
9:30 - 11:30am

April 2011						
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 2011						
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 2011						
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		

- Job Developer Orientation**
9:00am-4:00pm
- Job Seeker Retention**
9:00am-4:00pm
- Juggling Multiple Priorities**
9:00am-4:00pm

- Pitch Clinic**
9:00am-12:00pm
- Leadership Development for Frontline Supervisors**
9:00am-4:00pm

- Introduction to the Workforce Investment Act (WIA-101)**
9:00am-12:00pm
- Handling Change and Upheaval**
9:00am-12:30pm
- CJC 30th Anniversary Luncheon**
12:00pm, The Spertus Institute, \$30

Course Descriptions

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

In this full-day workshop, new workforce development staff 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.

Job Seeker Retention (\$75 members/\$115 non-members)

In this full-day workshop, new workforce development staff will be introduced to the 4 P's of retention: people, priorities, processes, and place. Participants will walk away with tangible tools to help implement a comprehensive retention plan at their agencies.

Juggling Multiple Priorities (\$75 members/\$115 non-members)

In this full day workshop, workforce development staff will learn new techniques to help prioritize tasks, set boundaries, and eliminate tainted time. Specifically, this course will help participants focus on strategies to help prioritize and streamline work, overcome procrastination, manage interruptions, and learn how to say no.

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

This half day workshop helps job developers practice their "pitch" to employers. Participants receive feedback from real employers about what worked well in their approach and what can be improved.

Leadership Development for Frontline Supervisors (\$150 members/\$230 non-members)

During this course, frontline supervisors will explore ways they can work more effectively with their staff and outside constituents, flex their leadership style based on different situations, and more efficiently manage multiple job responsibilities.

Introduction 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.

Handling Change and Upheaval (\$50 member/\$75 non-member)

This half-day workshop provides workforce development staff with the tools necessary to assess typical attitudes toward change, intervene in the change cycle with positive strategies, and combat stress.

Working Group (free)

Held 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@cjcn.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.cjcn.net/frontline
for more information and to register!



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