



# Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



CJC Staff Jen Keeling and Andrés Moreno and CJC Board Member Shannon Stewart at CJC's 30th Anniversary luncheon

## this issue

- Behind the Frontline P.1
- WIA-Certified Training Programs P.2
- Becoming an Industry Insider P.2
- Calendar & Upcoming Events P.3

### 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 Bank of America
- Bank of America Charitable Foundation
- Chicago Community Trust
- 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 summer nearing its end, we are in back-to-school mode here at Frontline Focus. With warm weather and beach vacations behind us, we're ready to get back in the classroom, er, training room! As such, we have several courses lined up--some old favorites, some new classics--before the end of 2011. All of these trainings can be taken a la carte, or as part of our two new course tracks: **Job Development** and **Leadership**. Comprised of a combination of core classes and elective hours, each of these tracks lead to certification through CJC. If you're interested in learning more about our professional development opportunities, click [here](#).

Frontline Focus is pleased to celebrate the one-year anniversary of its networking and resource sharing group, the Frontline Workforce Association (FWA). Launched in September 2010 as a free extension to our already established training program, FWA has hosted 6 bi-monthly meetings on a variety of timely topics, as well as several after-work social events designed to recharge the batteries of busy workforce development professionals. Over the course of this year, FWA provided information and resources to 260 individuals. Many thanks go to the members of FWA's steering committee. They are the ones who provide the guidance, ideas, and on-the-ground feedback for these events. If you are interested in joining the steering committee or simply attending one of our events, please click [here](#) for more information.

This summer, we were lucky enough to have the support of a University of Chicago intern, John Bradley. Over the course of 10 weeks, John helped FFTI revamp its evaluation process (among many other things!). With his help, we have now implemented pre and post tests for each of our trainings in an attempt to capture data on skill attainment. We will also start sending out follow-up surveys 5 weeks after each course in order to evaluate whether our trainings produce any long-term impact on job quality and effectiveness. The overall goal for these new evaluation measures is to help FFTI improve our current courses, develop new trainings and more generally support the workforce development field. Thanks for making that a reality, John!



Participants at the July Frontline Workforce Association Meeting: Collaborative Networks, Blended Service Models

## Frontline Focus Catalog

For those of you that haven't heard, Frontline Focus has a new menu of course offerings! You can now take advantage of the following:

- More trainings
- Track system
- Certification options
- Flexible scheduling
- Early-bird pricing

Click on the catalog image below to find out more!



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!



## WIA-Certified Training Program Resource Guide

In conjunction with the Chicago Department of Family and Support Services and the Chicago Workforce Investment Council, Chapin Hall at the University of Chicago has developed a new website that will house information about the Workforce Investment Act-certified training programs in Chicago.

The website is available at the following link: <http://wia.chapinhall.org>

The purpose of this website is to provide information about WIA-certified training programs for individuals seeking training, WIA case managers, and employers hiring training participants. The website offers details about Chicago-area WIA training providers, including program information, outcomes, as well as participant and employer feedback. This site provides WIA training participants and WIA case managers with tools to help individuals make decisions about which WIA-certified training programs may best help participants achieve their educational and occupational goals. The website is updated on a quarterly basis.



## Becoming an Industry Insider: Tools to Make Your Job Easier

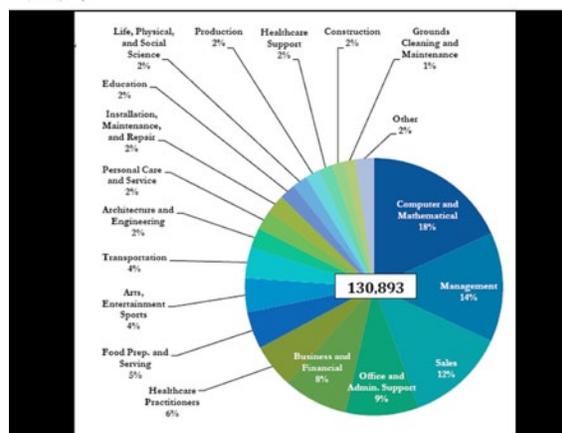
Recently I had the opportunity to sit in on one of FFTI's newest classes, Becoming an Industry Insider. I was impressed by the energy of the group as they soaked in information on employment projections, occupational overviews, and real-time trends. Witnessing their eagerness, I became inspired to spread the word about existing online resources. Thus, it is with renewed vigor and great excitement that I present a new page on CJC's [Workforce Information and Resource Exchange \(WIRE\)](#) dedicated to [Labor Market Information](#). On this page, you will find sources for the following:

**Occupational Overviews:** Three sources are highlighted, each offering details on the necessary training and education, expected earnings, and general job prospects that can help a job seeker gain confidence as they attempt to maneuver within the labor market.

**Employment Projections:** The Illinois Department of Employment Security (IDES) is the official state-level office of the Bureau of Labor Statistics (BLS). Among many other resources, IDES offers a wealth of projection data, providing a good snapshot of what to expect across industries and occupations over the next decade.



CHICAGO WORKFORCE INVESTMENT COUNCIL



**Real-Time Labor Market Trends:** The Chicago Workforce Investment Council (CWIC) is a leader in this emerging method for understanding the trajectory of the labor market. Using [Help Wanted Online](#), CWIC develops [quarterly reports](#) on job demand and employer needs in Chicago. The picture (inset) offers a more detailed illustration of CWIC's data.

Please take a few minutes and visit the [WIRE](#). With just a few clicks you will be connected to information that will make your work easier and more impactful.

Thanks for all you do!

Greg Shirbroun  
CJC and WIRE Research Assistant  
312.252.0436 or [greg@cjc.net](mailto:greg@cjc.net).

# Upcoming Events

Office Closed

Working Group Meeting  
9:30 - 11:30am

October 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					

November 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			

December 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

- Juggling Multiple Priorities**  
9:00am-4:00pm
- Job Developer Orientation**  
9:00am-4:00pm
- Employ Lit: Helping Clients with Low Literacy**  
9:00am-1:00pm (both days)
- Best Practices in Youth Development**  
9:00am-4:00pm
- Learning to Lead**  
9:00am-4:00pm

- From Records to Re-Entry: Working with Ex-Offenders**  
9:00am-4:00pm (both days)
- Supervisor Communication Skills**  
9:00am-4:00pm
- Performance Management**  
9:00am-4:00pm

- Introduction to the Workforce Development System**  
9:00am-12:00pm
- Cultural Competency: Understanding and Managing Difference**  
9:00am-4:00pm

## Course Descriptions

### Juggling Multiple Priorities

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

This program will help you prioritize tasks, set boundaries, and eliminate tainted time!

### Job Developer Orientation

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

In this full-day workshop, you will be introduced to key skills and strategies for reaching out to employers, making quality placements, and working effectively in your role as a job developer.

### Employ Lit

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

This two-part course will help you understand the learner with low literacy skills and develop effective instructional methods for the job readiness classroom.

### Best Practices in Youth Dev.

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

This class will help you gauge the effectiveness of your choices when engaging and interacting with youth clients.

### Learning to Lead

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

Learn the nuts and bolts of being an effective manager and the art of being a good leader in this hands-on training.

### From Records to Re-Entry

(\$150 members/\$230 non-members)

This two-day course provides you with all the tools and resources you need to effectively help your clients with criminal histories find jobs.

### Supervisor Communication Skills

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

In this course you will learn techniques to ask for what you need, to hold others accountable, and to practice the art of equitable compromise.

### Performance Management

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

In this course you'll learn how to help your team set goals, communicate concerns effectively and improve their own productivity.

### Introduction to the Workforce Development System

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

The goal of this half day training is to demystify what the workforce development system actually is: who's involved, how it operates and what its relationship with other social services looks like.

### Cultural Competency

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

This class provides a safe space to reflect on our own assumptions and an opportunity to examine our mental models and how our behaviors impact our daily responsibilities.

### 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 Czarnecki at [liz@cjcc.net](mailto:liz@cjcc.net) for more information. (There will be no meeting in October.)



**Chicago Jobs Council**  
29 E Madison St., Suite 1700  
Chicago, IL 60602  
p: 312.252.0460 f: 312.252.0099  
w: [www.cjcc.net](http://www.cjcc.net)

**Training Team**

**Ellen Johnson**  
Director of Frontline Focus  
[ellen@cjcc.net](mailto:ellen@cjcc.net)  
312.252.0460 x310

**Cheryl Hester**  
Frontline Focus Administrator  
[cheryl@cjcc.net](mailto:cheryl@cjcc.net)  
312.252.0460 x108