



# Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



CJC staff members Megan Winzeler and America Lewis enjoying a staff outing

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## Behind the Frontline . . .

We have been hard at work developing the new course catalog for the 2012-2013 fiscal year. By partnering with several new trainers, we have expanded the number of new classes we will offer! The full catalog can be found on our [website](#), but you can read about our new courses below (click the titles for more description) and check the calendar on the last page to see when some of these new classes will be offered!

### JDO 2.0

You've been to the Job Developer Orientation (JDO), but there's still more to learn! While the JDO covered the basics, the JDO 2.0 builds on that foundation by providing you with tips on networking and collaboration, tools to troubleshoot when things go wrong with employers *and* job seekers, and strategies to prevent burnout. This class is a must-take for job developers wanting to increase their basic skills!

### Meeting Management

This class will increase your knowledge and ability to effectively prepare for meetings, identify clear and concise objectives, set realistic ground rules, problem solve effectively with meeting participants, actively make decisions and create an action plan, understand the role of the meeting leader, practice techniques as a conflict mediator, and plan for follow-through. Whether you've never planned a meeting or you do it all the time, you're sure to take away new tips and techniques for making your meetings matter!

### Conducting Quality Intake Assessments

The intake assessment. Easy, right? Maybe not. You have a limited amount of time to ask sensitive questions of clients who may not want to share the information you need to collect. In this session, we will begin to address this inherent tension by introducing the ideas of active listening, creating a safe space, and asset versus deficit based assessment. Through role play activities, we will identify ways you can make the intake interview more conversational, probe deeper for added information, and feel more comfortable asking those sensitive questions.



### Designing and Conducting Transformational Job Readiness Trainings

While attending a job readiness training may seem like just another hoop to jump through for your job seekers, we know the process can be much more transformative than that. In this experiential, two day "train the trainer" workshop, we will discuss the nuts and bolts of how to conduct a basic soft skills training class as well as explore why work is important and how it plays a fundamental role in what it means to be human. Whether you are at the beginning stages of developing a job readiness training program or have already been doing the work for years, you will walk away with actionable, practical tools for guiding the process of life transformation through the lens of employment.

### Employment Law and Workplace Rights

Training clients in their rights as employees is an integral component of any comprehensive job readiness program. Clients who are aware of their rights at work can protect themselves against wage theft, illegal discrimination, and other violations of the law. This class will focus on key areas of employment law that affect lower-wage workers in Illinois and how to incorporate this crucial information into your job readiness curriculums.

### 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 twenty different classes in a variety of programmatic areas.

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

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

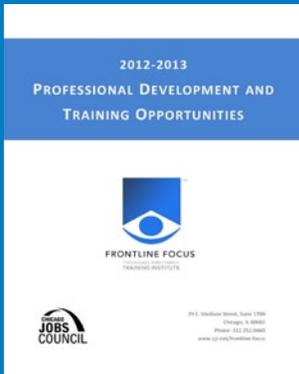
With this generous operational support, CJC is able to keep fees for training courses affordable for Frontline Focus participants.

## Frontline Focus Catalog

This year, you can 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!



## The Results are In!

This past January, we conducted our second annual FFTI survey. Our goal, as always, was to learn more about your opinions and experiences with FFTI. We strive to provide the highest quality training and capacity building services and your feedback is instrumental in helping us do that! The survey focused on five topic areas: demographics, marketing and communications, trainings, cost, certification, and the Frontline Workforce Association. The survey was distributed by email and completed by over 120 individuals. Thank you to those who participated! We also want to congratulate the three individuals who won the drawing for \$25 Starbucks gift cards after completing the survey: Jessica Palek from Sargent Shriver National Center on Poverty Law, Ron Hearn from Employment and Employer Services, and Marissa Burack from AgeOptions!



Here are a few highlights from the survey:

### Organizational Information

- 46% of respondents' organizations made layoffs or cuts in the past year
  - o Of those, 61% laid off between 1 and 5 people
  - o 83% cited state funding as the major reason for layoffs
- 62% of respondents' organizations have a professional development budget set aside

### Trainings

- 68% of respondents had attended an FFTI training in the past two years
- The top two reasons for not attending trainings were:
  - o Too busy to take time away from the office (48%)
  - o The cost of registration (45%)
- The training attended most by participants was the Job Developer Orientation
- 80% of respondents felt the training(s) they attended increased their current job performance
- 43% felt the training(s) they attended helped advance their career
- 78% felt that FFTI trainings are a good monetary value
- 66% of respondents would like FFTI to develop a new training on working with job seekers that are homeless

### Certification

- 71% said they would prefer to attend a training that offered certification over one that did not
- The ideal qualities of a certification program are (in order of importance):
  - o Portability
  - o National recognition
  - o Has training/educational component
  - o Requires minimal commitment/inexpensive
- The most tangible benefits of certification are:
  - o Helps advance workforce development as a professional field (66%)
  - o Preferred by organizations that might hire me (56%)

Thanks again to all who participated in the survey! Your feedback is extremely important to us and helps inform changes we make to our programming. Sad you missed out or excited to participate again? Be on the lookout for our third annual survey next winter!

## What's New on the WIRE?

The WIRE, CJC's web-portal for workforce development information and resources, has been busy adding new information! The [Workforce Data](#) page was updated with 2011 funding information, contractor list, and outcomes data for the Job Training & Economic Development (JTED) program. Additionally, the [Poverty](#) page is now host to a recently released summary from the Social IMPACT Research Center regarding the Urban Institute's modeling of five key poverty-reducing policy recommendations. And finally, the [Program Profiles](#) page was updated in early March with one-page, Illinois-specific profiles regarding two workforce programs in Illinois--the Urban Weatherization Initiative and the SNAP Employment & Training program. Be sure to check out the updated pages and learn more about what's new in workforce development!

# Upcoming Events

Office Closed

Working Group Meeting  
9:30 - 11:30am

May 2012						
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 2012						
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

July 2012						
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				

- Cultural Competency: Understanding and Managing Difference  
9:00am-4:00pm
- Employment Law and Workplace Rights  
9:00am-12:00pm
- Juggling Multiple Priorities  
9:00am-4:00pm
- From Records to Re-Entry: Working with Ex-Offenders  
9:00am-4:00pm (both days)

CJC's 31st Annual Meeting  
8:30-11:00am  
505 N. State St. 5th Floor  
FREE; RSVP required

- Job Developer Orientation  
9:00am-4:00pm
- JDO 2.0  
9:00am-4:00pm

## Course Descriptions

### 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.

### Employment Law and Workplace Rights (\$50 member/\$75 non-member)

This half-day course will provide you with basic knowledge of employment laws and workplace rights so that you can inform your clients of their rights and prevent exploitation.

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

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

### 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.

### Job Developer Orientation (JDO) (\$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.

### JDO 2.0 (\$75 members/\$115 non-members)

After completing the original JDO, delve deeper into job development! This class builds on the basics and focuses on collaboration, networking, building work relationships, and reducing burnout.

### 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@cj.net](mailto:liz@cj.net) for more information.



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

Training Team

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

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