



Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



Staff members Etta Davis and America Lewis pose for a picture at CJC's Annual Member Meeting on June 1st

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Behind the Frontline . . .

Training

As fall approaches, FFTI is excited to get back in the training room. A summer of remodeling at CJC has expanded our conference room to accommodate more people! And just in time for all our upcoming classes. We have several trainings, both new and old favorites, scheduled for October and November. Click on the titles below to learn more and register!

1. Designing and Conducting Transformational Job Readiness Trainings (Inspiration Corporation)
2. Employ Lit: Helping Clients with Low Literacy (Literacy Works)
3. Job Developer Orientation (FFTI)
4. Conducting Quality Intake Assessments (FFTI)
5. Learning to Lead (FFTI)
6. From Records to Reentry: Working with Ex-Offenders (FFTI)
7. Best Practices in Working with Youth (Institute for Workforce Education)

NEW! Licensing

After a lot of hard work over the summer, FFTI is excited to announce we now have the ability to license our curriculum! We have developed facilitator guides for all five of the core classes in our Job Developer Track and have plans to expand as the year continues. This licensing will allow organizations interested in offering any of FFTI's classes the ability to do so on-site. With more organizations across the nation expressing interest in FFTI training, licensing is the perfect solution! If you're interested in learning more about our new licensing agreement, please contact Ellen Johnson at ellen@cjc.net.

Partnerships

FFTI has entered into a partnership with Prairie State College in Chicago Heights to bring our training to the south suburbs! On November 1, FFTI will offer the Job Developer Orientation at Prairie State, with other classes to follow in the coming year. Human Resource Certification credits have been applied for and are pending approval from the Society of Human Resources Management (SHRM). Through this partnership, FFTI hopes to make our trainings more accessible to job developers working south of Chicago. If you're interested in attending this class, please follow these registration instructions:

1. Go to the prairiestate.edu website
2. Click on "Web Advisor" icon located on the homepage
3. Click on the yellow continuing education box
4. Create a new student account
5. Register for the class with course code: GSHLT -006-C1

If you're interested in developing a partnership with FFTI or taking advantage of one of our customized training opportunities, please contact Ellen at ellen@cjc.net.



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.

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/

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

Congratulations Certification Recipients!

At our annual meeting celebration in June, five Frontline Focus Alums were awarded their final certifications for completing the Job Developer or Leadership track. Check out the snapshot and bios of the awardees below!

Christopher Dwyer-Job Developer Track Certified

My current position is as Job Developer for A Safe Haven where I focus on Returning Citizens as well as Veterans. A Safe Haven is a social business enterprise that assists clients who are experiencing homelessness or crisis to achieve self sufficiency. I helped to achieve an 86% placement rate and 87% retention rate (339 Participants) with the Department of Labor RExO Gen 3 re-entry program. As a result, A Safe Haven was number two in the nation for job placement according to Department of Labor data. I've also placed 80% of our MOWD or DFSS participants into employment. The trainings I've attended with FFTI helped me to develop with stronger strategies and long term solutions for the job seekers who are most in need of our services.

Dionis Harvey-Job Developer Track Certified

I am a dynamic human service professional specializing in the professional development of underrepresented clients. I have previous experience working with underserved populations as a youth advocate, an employment coach, and currently as an Employment Specialist with Southland Health Care Forum. In my current role, I assist job seekers ranging from those looking for their first job to seasoned employees looking to add diversity to their portfolios. My experience with FFTI has been rewarding and informative. There was a ton of information that I had not known and that has directly impacted my approach as a Job Developer. I highly encourage anyone who is serious about Job Development to take these trainings.

Hugo Avila-Job Developer Track Certified

I am an Industry Staffing Specialist (a fancy title that merely means Job Developer) for Serco, which is part of Central States SER. I came from a corporate profit environment that was driven by sales and commission, which I enjoyed but did not feel made a difference. My experience with the Frontline Focus Training Institute has been a great and positive influence, and has prepared me to take on this role of an ISS to its fullest potential. Not being part of the industry there was a learning curve I had to overcome. FFTI helped me better understand the challenges ahead and prepared me for them. With trainings that focused on Becoming an Industry Insider to Cultural Competency and everything in the middle there was plenty of effort put into relaying important information to us and providing us with tools to excel. It is because of all these reasons that I am obtaining this certification. It only seemed logical, if I was to grow and succeed in this career path, I needed to understand all aspects of Workforce Development and FFTI did that for me.

Pamela Black-Job Developer Track Certified

I am Pamela Black, a Program Manager/Job Developer with CJG Communications, Inc. My position is more than a job; I am passionate and motivated to help others reach their full potential and allow them to acknowledge their qualities within themselves. The Frontline Focus courses in their entirety have been extremely effective: I was able to implement the many skits and role playing, which continues to help me engage more effectively with customers. I also have had the opportunity to meet people from different agencies and develop positive relationships which have allowed our agencies to collaborate together. In addition, I have had the great opportunity to enhance myself to be more effective in the Workforce Profession.

George Crouse-Leadership Track Certified

My name is George R. Crouse, Jr. I am President and CEO of CJG Communications, Inc. Being involved with workforce development has a lot of challenges. CJG has been blessed and privileged to be a member of CJC for the past seven years. CJC has been a great asset to us with its Frontline Focus Training, enabling us to learn in more detail the inner-workings of workforce development. It challenges how we as providers can better serve our clients and provide the outcomes required by our contract. I always believe in continuing education and development, so obtaining CJC certification as a workforce professional was natural to me. I believe that this certification will enhance me and CJG professionally and will be an addition to my resume, as other workforce opportunities may result from credentialing. CJC, keep up the great work and may the Lord continue to bless you all.



From left: Cheryl Hester, George Crouse, Pamela Black, Hugo Avila, Dionis Harvey, Christopher Dwyer, Ellen Johnson.

For more information on certification, see our catalog by clicking the image on the left.

Upcoming Events

Office Closed

Working Group Meeting
9:30 - 11:30am

October 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			

November 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	

December 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					

Designing and Conducting Transformational Job Readiness Trainings
9:00am-4:00pm (both days)

EmployLit
9:00am-1:00pm (both days)

Job Developer Orientation (JDO)
9:00am-4:00pm

Conducting Quality Intake Assessments
9:00am-12:00pm

Learning to Lead
9:00am-4:00pm

From Records to Re-Entry: Working with Ex-Offenders
9:00am-4:00pm (both days)

Best Practices in Working with Youth
9:00am-4:00pm

Intro to Workforce Investment Act
9:00am-12:00pm

Cultural Competency
9:00am-4:00pm

Performance Management
9:00am-4:00pm

Course Descriptions

Designing and Conducting Transformational Job Readiness Trainings

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

This two-day train-the-trainer workshop teaches the basics on how to create and conduct a meaningful and transformational soft skills training class.

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.

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.

Conducting Quality Intake Assessments

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

This course will provide you with the skills and tools necessary to successfully navigate the difficult process of intake assessments.

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.

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.

Intro to WIA

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

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.

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.

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 productivity.

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 Crispina Ojeda at crispina@cj.net for more information.



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Training Team

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