



# Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



CJC Staff at the Annual Holiday Party, dressed for a '90s themed murder mystery event

## this issue

Behind the Frontline P.1

A New Funding Stream in Illinois P.2

WIRE Update P.2

Calendar & Upcoming Events P.3

## Behind the Frontline . . .

### Training

Happy New Year! As we ease into 2013, the FFTI team is excited to get back into the training room. Over the next few months, we'll be offering several classes to meet your professional development needs! For those wishing to pursue their job developer certification, the 5-session training series will kick off on January 24 with our Job Developer Orientation and continue through March. With the completion of a few more elective courses in April and May, you'll have your certification completed by this summer! For more information about our certification program, click [here](#).

We're excited to offer some new courses this year, as well. Click below to learn more about these great new trainings:

1. [Conducting Quality Intake Assessments](#) (FFTI)
2. [Designing and Conducting Transformational Job Readiness Trainings](#) (Inspiration Corporation)
3. [Employ Lit: Helping Clients with Low Literacy](#) (Literacy Works)
4. [Employment Law and Workplace Rights](#) (University of Illinois—Urbana-Champaign)
5. [Meeting Management](#) (Institute for Workforce Education)

### FFTI is Expanding

Frontline Focus now has the ability to license its curriculum! This means any organization, city or region currently lacking access to hands-on professional development training now has the ability to bring this necessary curriculum to their cities and states. FFTI is piloting its first licensing agreement with JVS Detroit. In early December, Ellen travelled to Michigan to conduct a train-the-trainer workshop for 15 staff members at the local JVS office in Southfield. Over the coming year, JVS will offer the 5 core classes of FFTI's job developer track to workforce professionals across the state of Michigan. We're excited about this partnership and the potential licensing has to bring professional development training to areas of the country currently lacking such access. If you're interested in learning more about our new licensing agreement, please contact Ellen Johnson at [ellen@cj.net](mailto:ellen@cj.net).

### Re-launch of FWA

Since its inception in 2010, the Frontline Workforce Association (FWA) has provided capacity building resources to 387 individuals and hosted 16 events. Over the summer months, to mark FWA's 2-year anniversary, FFTI conducted several focus groups to evaluate the effectiveness and future direction of the group. After receiving some great feedback, FWA is prepared to re-launch itself this February!

A revitalized steering committee met in November to start planning the meetings of 2013. But, we need your help! We want to know what you want. What does a job developer network look like to you? How can a regular meeting of your professional colleagues help you? What topics would you like to discuss?

Join us **Thursday, February 21, 8:30-10:00am for Pastries with Your Peers!** This free meeting, hosted by St. Leonard's Ministries, will give you the opportunity to meet new colleagues and renew old acquaintances. We look forward to seeing you there! RSVP for this event by clicking [here!](#)

### 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
- Chicago Tribune Charities, a Fund of the McCormick Foundation
- Fry Foundation
- Harris Bank
- JPMorgan Chase
- Polk Bros. Foundation
- TJX Foundation

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

## 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!



## A New Funding Stream in Illinois

The Chicagoland Workforce Funder Alliance (CWFA) was launched in May 2012 by five founding workforce funders: The Chicago Community Trust, the Joyce Foundation, the Lloyd A. Fry Foundation, the McCormick Foundation and the Polk Bros. Foundation. It has since been joined by the United Way of Metropolitan Chicago and JP Morgan Chase, and is actively seeking other workforce funding partners. Structured as a funder collaborative at the Trust, the CWFA is a successor to The Partnership for New Communities and the 2016 Fund for Chicago Neighborhoods. The CWFA will seek to build upon the lessons learned and relationships built by these previous initiatives while focusing its efforts on workforce impacts.

The work of the Alliance is built upon the recognition that a skilled workforce creates competitive advantage for regional economic development. This recognition has led the Alliance to identify five strategic priorities:

- Support for new and existing workforce partnerships in high-priority industry sectors that lead to higher earnings, credential attainment and career advancement for underprepared Chicago-area residents
- Aligning workforce development and economic development activities
- Policy and systems reform that facilitates access to and delivery of effective education and training
- Improvements to data collection, analysis and use leading to more efficient service delivery, high-quality services and better consumer information
- Workforce innovation

Matt Bruce, the Alliance's new Executive Director, spoke at CJC's November working group meeting. While working in Boston, Bruce launched and administered regional workforce development programs. During the meeting, Bruce explained CWFA's structure and overarching mission/strategic goals:

The CWFA's guiding principles include supporting workforce innovation and creating a learning agenda, which means that it will be adapted and improved regularly, with a strong emphasis on aligning organizational goals with workforce agencies' needs. The CWFA will focus on pooling resources, thereby allocating funds more effectively to workforce development-oriented community based organizations (CBOs). These pooled funds will not replace other grants made to CBOs by the CWFA's individual funders, rather they offer an additional level of funding to CBOs.

During their launch period, the Alliance is focusing primarily on Chicago, although it envisions impacting all counties in Illinois in the very near future. To learn more about CWFA's strategic plans, please visit: <http://www.cct.org/impact/partnerships-initiatives/shaping-our-region/cwfa>

## Use the WIRE to Make Better Referrals!

Over the past five months, CJC staff have worked to improve the WIRE Provider Directory, our interactive online map of workforce development and employment service providers in the Chicago metropolitan region ([wire.cjc.net/dynamic/directory](http://wire.cjc.net/dynamic/directory)). CJC's goals have been to increase the quantity of organizations listed on the directory, improve the quality of information about those organizations, and encourage more visitors to check out the directory. Since this work began in July, outreach has been made to over 120 organizations, and 90 new organizations have been added to the directory, raising the total number of organizations to over 260! These improvements would not have been possible without the assistance of multiple CJC staff including America Lewis and Cheryl Hester.

As the directory continues to grow, it is also important to ensure that the information regarding each provider is as accurate as possible and that it assists users in meaningful ways. With the help of students from the University of Illinois-Chicago's Public Administration program, research was conducted throughout the fall to figure out which wrap-around services were most important to organizations providing employment training to job seekers. The students conducted a literature review and a provider survey. Findings from the survey will be used in the year ahead to improve organizational profiles on the directory. In addition, new sub-categories of social services may be added to the directory to make it more useful for making referrals outside the workforce development field.

# Upcoming Events

Office Closed

Working Group Meeting  
9:30 - 11:30am

January 2013						
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		

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

February 2013						
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		

Intro to WIA  
9:00am-12:00pm

JDO 2.0  
9:00am-4:00pm

Motivating Employees to be Their Best  
9:00am-4:00pm

Becoming an Industry Insider  
9:00am-2:00pm

Employment Law and Workplace Rights  
9:00am-12:00pm

March 2013						
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						

Pitch Clinic  
9:00am-12:00pm

Intro to the Workforce Development System  
9:00am-12:00pm

Conflict Management  
9:00am-4:00pm

Reducing Turnover  
9:00am-4:00pm

## Course Descriptions

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

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.

### 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.

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

This class builds on the basics of the JDO and focuses on collaboration, networking, building relationships, and reducing burnout.

### Motivating Employees to be Their Best (\$75 members/\$115 non-members)

This workshop focuses on providing skills and techniques necessary to help groups develop a sense of community, acquire influence over their work-related actions, and enjoy the openness of shared information and feelings.

### Becoming an Industry Insider (\$75 member/\$115 non-member)

In this interactive course, learn how to use labor market information to deepen employer relationships. Also, learn how to use online assessments to help your job seekers identify their skills and passion.

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

This course will provide you with basic knowledge of employment laws and workplace rights so that you can help protect your clients against wage theft, illegal discrimination and other violations of the law.

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

This 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.

### 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.

### Conflict Management (\$75 member/\$115 non-member)

This class offers approaches to help you improve your conflict-resolution skills and provides guidelines and practical tips for finding an effective mediator when the conflict becomes too much for you to handle alone.

### Reducing Turnover (\$75 member/\$115 non-member)

This workshop focuses on identifying barriers to retention and analyzing possible ways to infuse retention strategies throughout the employment continuum.



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