



Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



The Fronline Focus Team: Ellen Johnson, Cheryl Hester, and Alex Ziskind at CJC's 2013 Holiday Party.

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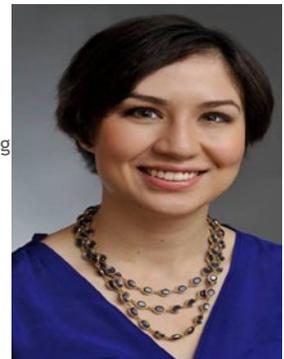
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Behind the Frontline . . .

As we ease (slowly) into spring, the Frontline Focus Training Institute (FFTI) is excited to share what we've been up to and what's ahead. In January, FFTI was contracted by Lutheran Social Services of Minnesota to deliver a two-day employment coach training. The customized curriculum was designed to address the myriad challenges job developers face when working with job seekers and covered everything from motivational interviewing to retention. In the coming months, we will be working closely with consultant Marty Miles to implement several activities related to the Workforce Benchmarking Network. Building on the "Success Drivers" framework that Marty helped develop, we will convene a cohort of providers to discuss how to make improvements using the best practices in the framework. Click [here](#) for more information on the success drivers themselves. Finally, as always, we welcome customized training requests; if you feel your organization could benefit from a customized training please contact Ellen at ellen@cj.net.

New Trainings Alert

This spring we're excited to announce two new training opportunities: **Motivational Interviewing** and **Documentation of Case Notes**. Motivational Interviewing (MI) is an evidence-based practice designed to engage ambivalent or resistant individuals. MI can be used by job developers and case managers to help resolve a client's ambivalence and promote positive change by eliciting and strengthening the client's own motivation. In this full day course, you'll have the opportunity to practice the basic techniques of MI and understand how you can apply it in your own work with job seekers. This training will be facilitated by Sarah Suzuki, LCSW. Sarah is an active member of the MINT (Motivational Interviewing Network of Trainers) and has been providing MI education, training, coaching, supervision, and Consulting since 2009. Sarah is the founder and clinical therapist at Chicago Compass Counseling, LLC. Click [here](#) to learn more and register!



The Documentation of Case Notes course is geared towards case managers and other professionals who are responsible for keeping detailed track of the meetings they have with their clients. There are rules about what your notes need to include and what needs to be left out. The writing needs to be clear, concise, relevant and useful. You also need to be accountable to your clients, agency and funders. This can be a difficult task! In this half-day workshop, you'll be exposed to the legal, ethical, and organizational importance of case notes in the direct-practice setting. This training is also facilitated by Sarah Suzuki. Click [here](#) to learn more and register!

Frontline Focus is on LinkedIn!

In September, FFTI created a LinkedIn group which provides job developers an online educational forum to exchange relevant workforce development news, share best practices, and troubleshoot challenges. We envision the group to be a space where members can freely start discussions and ask questions pertaining to the field. To join the group *and* the conversation, click [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!

- Bank of America
- Chicago Tribune Charities, a Fund of the McCormick Foundation
- Fry Foundation
- Harris Bank
- Joyce Foundation
- Polk Bros. Foundation
- TJX Foundation
- UPS

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/

Or contact Cheryl Hester at: cheryl@cjc.net
312.252.0460 x108

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!



Frontline Workers' Corner

The last Frontline Workforce Association (FWA) meeting centered around pressing the reset button and learning different self-care techniques we can implement in our own lives to avoid burnout. Because burnout is so common in our field, it's doubly important that we find effective strategies to help manage our stress so we can continue to do great work. Here are some brief tips that can help rejuvenate your practice.

- **Meditation and Journaling** - Switch up your morning ritual by spending 15 minutes (or however much time you can commit) meditating, writing in a journal, reading something that inspires you, or doing gentle stretches. Give yourself time in the morning to do something just for you.
- **Move your Body** - The positive effects of exercise cannot be overstated. Exercise has been proved to increase your mood, help you sleep better, and keep you sharp. Finding the time can be a problem so why don't you take a walk during your lunch break or pencil it in your planner as if it were an appointment? Either way, get moving!
- **Know your Limits** - Learning how to say "no" is key to avoiding overextending yourself. It's important to remember that saying "no" allows you to say "yes" to things you want to do.
- **Be Compassionate to Yourself** - Isn't it amazing we can have such compassion to others, but forget about ourselves? It's important we don't become too hard on ourselves, and that we learn how to be good to our bodies and minds. Participating in activities that make you happy, being assertive about your needs, and seeking support when you need it are just some of the ways you can be compassionate to yourself!

So much helpful information exists on self-care and various methods to prevent burnout in your work. For more resources click [here](#), [here](#) and [here](#).

FFTI Annual Survey

Frontline Focus has just wrapped up its annual survey and we want to say a big thank you to all who were able to participate! Out of the 195 people that participated, three lucky people won a \$25 Target gift card for filling out the survey. Congratulations to George Crouse, Jr. of CJG Communications, Inc., Anjeanette Gunter of OAI, Inc., and Sheila Perkins of Chicago Lighthouse. The responses and feedback we receive enable us to continue providing quality training opportunities to workforce development professionals like yourself. Here are a few highlights from the survey:

- 70% of survey participants felt attending an FFTI training had increased their current job performance.
- 83% of survey participants feel that FFTI fills a training gap in the workforce development field.
- Survey participants ranked our Job Developer Orientation, From Records to Reentry: Working with Ex-Offenders, and Pitch Clinic trainings as the most useful.

Capacity Building & the Benchmarking Project

Since 2004, CJC has been involved in Chicago-based activities of the Benchmarking Project and currently serves as its fiscal agent. Many of you may be familiar with this project whose purpose is to: refine field-wide performance benchmarks that reflect program differences; share and use data across programs and funders; build providers' capacity to use evidence and data for improvement; and advocate for needed system and policy changes. The Benchmarking Project dovetails nicely with the goals of Frontline Focus. Both share a fundamental desire to develop and implement tools and best practices that improve workforce professionals' ability to increase their effectiveness. To that end, we'll be embarking on several joint projects this coming year:

- Offering a new FFTI course called Making Metrics Matter which is a core requirement of our Leadership Track certification. Specifically, the course focuses on: identifying types of data that "matter", using data to jump to questions not conclusions, and creating reports that are useful to staff.
- Organizing two peer learning cohorts. The "Success Drivers" cohort will bring together a small group of 10 individuals/organizations to discuss best practices to improve their own quality of service delivery. The "Performance Improvement Teams" cohort will help select organizations integrate quality improvement changes across their entire organization by identifying strategies that support a culture that uses data for learning.
- Identifying and supporting Chicago organizations in updating and expanding the information they provide to the national Benchmarking dataset. Fifteen (15) providers have submitted data in the past and we want to increase that to at least 20.

Upcoming Events

Office Closed

Working Group Meeting
9:30 - 11:30am

March 2014						
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2014						
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May 2014						
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				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

- Motivational Interviewing**
9:00am-4:00pm
- Pitch Clinic**
9:00am-12:00pm
- Documentation of Case Notes**
9:00am-1:00pm
- Reducing Turnover: Becoming a Retention Agent**
9:00am-4:00pm

- Employ Lit: Helping Clients with Low Literacy (2 day course)**
9:00am-1:00pm/day
- Meeting Management**
9:00am-1:00pm

- Conducting Quality Intake Assessments**
9:00am-12:00pm
- Cultural Competency 101**
9:00am-4:00pm
- Designing & Conducting Transformational Job Readiness Trainings (2 day course)**
9:00am-4:00pm/day

Course Descriptions

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

Motivational Interviewing is a tool that can be used to help resolve a client's ambivalence and promote positive change by eliciting and strengthening the client's own motivation. In this full day course, you'll have the opportunity to practice the basic techniques of MI and understand how you can apply it in your own work with job seekers.

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

Perfect your pitch with feedback from real HR managers and employers!

Documentation of Case Notes (\$50 member/\$75 non-member)

This half-day workshop will expose you to the legal, ethical, and organizational importance of writing case notes in a direct-practice setting. Through hands-on exercises, you can ensure your writing is succinct and accurate.

Reducing Turnover: Becoming a Retention Agent (\$75 member/\$115 non-member)

This full day training will focus on infusing retention strategies at every stage of the employment process to ensure job seekers' retention both in your program and on-the-job.

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

Discover how to adapt your job readiness instruction to meet the needs of adults with low educational levels or classes with mixed levels.

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

Learn how to effectively prepare for meetings, identify clear and concise objectives, set realistic ground rules and actively make decisions!

Conducting Quality Intake Assessments (\$50 member/\$75 non-member)

Spend this three hour training learning different techniques and strategies to make the most of the intake interview process.

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

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

Designing and Conducting Transformational Job Readiness Trainings (\$150 member/\$230 non-member)

This two-day train-the-trainer workshop focuses on the key tools needed to develop an effective training program while addressing the needs of the whole person in front you.



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