



Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS



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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.

Thank You . . . to our funders!

- Alphawood Foundation
- 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 . . .

Frontline Focus now has a [course catalog](#) you can use to plan for your year-round continuing education! In response to evaluative feedback, survey findings and focus group discussions, we have redesigned our institute to better suit the professional development needs of front-line staff and supervisors. Highlights include:

- * **More classes.** Through a partnership with St. Augustine College's Institute for Workforce Education, we will offer nineteen different classes--double the number we currently offer.
- * **Better timing.** Nearly all of our classes will be offered in either one-day or half-day formats, eliminating the amount of time you or your staff need to be away from the office.
- * **FFTI certification options.** Through a new track system, we will offer certification for both job developers and supervisors. Comprised of core courses and elective hours, these tracks cover the essential best practices, skills and strategies necessary to be effective in these roles.
- * **Increased flexibility.** Classes can be taken a la carte or as part of the track system. Course requirements for certification may be completed in three months, six months, or one year's timeframe.
- * **Pricing discounts.** When you or your staff register for all five of the core courses in a particular track at one time, you save 20% off the total cost. It's the equivalent of getting a class for free!

2011-2012
PROFESSIONAL DEVELOPMENT AND
TRAINING OPPORTUNITIES



FRONTLINE FOCUS
THE CHICAGO JOBS COUNCIL
TRAINING INSTITUTE



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www.cjc.net/frontline-focus

Frontline Workforce Association

Collaborative Networks, Blended Service Models

This meeting will cover why collaboration is important, who's doing it, and why funders are interested in it. Come participate in a round robin experience to familiarize yourself with a variety of successful collaboration models.

Thursday July 21st
3:00-5:00pm
Location TBD

This event is free, but registration is required. Click [here](#) to register

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:

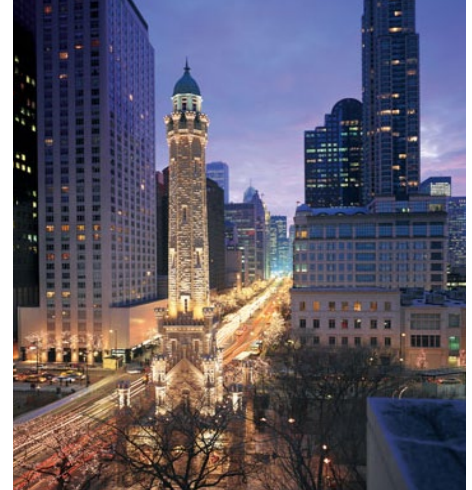
- Receive discounted rates on Frontline Focus trainings
- Attend CJC's Member Meetings free of charge
- Promote your services through CJC's online Member Directory
- Vote on members of CJC's Board of Directors
- Post job openings at your organization on CJC's website

Visit CJC Online!



Reinventing City Colleges of Chicago

An important Chicago institution for nearly one hundred years, the City Colleges of Chicago (CCC) system boasts over one million alumni. Recently, they launched a comprehensive reinvention campaign to establish themselves as a world-class institution in the 21st Century. Seven task forces comprised of CCC students, faculty and staff are seeking to drive greater degree attainment, job placement and career advancement for CCC students. The goal is to ensure student success and establish CCC as an economic engine for the City of Chicago, continually graduating a motivated and highly trained workforce. Many of the task forces' initial recommendations are already slated for implementation in the upcoming fall term. For those of us who refer job seekers to City Colleges or work with CCC graduates, this reinvention plan represents an exciting step in bridging the fields of education and workforce development.



Of the seven reinvention task forces, four have proposed recommendations that will directly affect the clients we work with:

Program Portfolio Review

CCC offers several hundred degree programs, but these are fragmented across colleges, and many have low enrollment and completion rates. Furthermore, many don't even properly prepare graduates for the workforce. The Program Portfolio Review Task Force has revamped CCC's occupational programs to ensure students graduate with the skills necessary to succeed in changing fields and to secure long-term careers.

Student Support and Pathways

There is currently about a 1:950 advisor to student ratio in the CCC system and less than an 8% graduation rate in Associate degree programs. The Task Force has made recommendations to reduce the student to advisor ratio, improve the connection to wrap-around services and increase the communication between CCC and its students in an effort to increase the graduation rate.

Adult Education

Adult educators, such as those teaching GED classes, citizenship prep and ESL, face a daunting challenge in no-show and drop-out students. The Adult Education Task Force has identified and begun to remove attendance and commitment barriers by expanding dual-enrollment between Adult Education and credit courses while providing tuition waivers, increasing access to bridge programs and seeking collaboration with community organizations to provide case workers for struggling students.

Remediation

Currently more than 90% of incoming students require remediation which is likely the largest contributor to low graduation rates. CCC has begun to provide wrap-around services for students requiring remediation, working with the K-12 system to align curricula and ramping up the Level Up Program, a five week summer boot camp for graduating seniors intending to pursue advanced education at CCC.

Get Involved!

The reinvention process is well under way, but there are still many opportunities to get involved. This reinvention is a unique opportunity for collaboration between one of the largest educators in Chicago and the workforce development field. Active cooperation is crucial to ensuring the long-term success of the new City Colleges and its students. There are two ways you can become involved right now:

- 1) Join a Task Force. This will give you the opportunity to substantially contribute to CCC's work in a particular area. Go to <http://reinventingccc.org/get-involved/> to learn more about how to sign up.
- 2) Stay connected to CJC and offer input as we continue to strengthen connections between CCC and community-based organizations. Contact Jen Keeling (jennifer@cjc.net) to share your thoughts!

Click [here](#) or visit <http://www.reinventingccc.org/> for more information on the reinvention process

Upcoming Events

Office Closed

Working Group Meeting
9:30 - 11:30am

July 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						

- Job Developer Orientation**
9:00am-4:00pm
- Collaborative Networks, Blended Service Models**
(hosted by Frontline Workforce Association)
3:00-5:00pm
- Cultural Competency**
9:00am-4:00pm

August 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			

- Successful Sales Strategies**
9:00am-4:00pm
- Becoming an Industry Insider**
9:00am-12:00pm

September 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	

- Introduction to the Workforce Investment Act (WIA-101)**
9:00am-12:00pm
- Pitch Clinic**
9:00am-12:00pm
- Critical Thinking & Problem Solving**
9:00am-4:00pm
- Reducing Turnover: Becoming a Retention Agent**
9:00am-4:00pm

Course Descriptions

Job Developer Orientation

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

In this full-day workshop, new workforce development staff will be introduced to key skills, strategies and concepts for reaching out to employers, making good placements, and working effectively in their new role as job developers.

Collaborative Networks, Blended Service Models

hosted by the Frontline Workforce Association
(free--registration required)

The latest FWA informational meeting will feature several guest speakers to discuss why collaboration is important, provide examples for a variety of possible collaboration models, and present successful efforts.

Cultural Competency

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

This full-day workshop focuses on understanding the attitudes, knowledge and skills necessary to interact with people of different cultures.

Successful Sales Strategies

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

In this results-oriented, full-day program, students will learn and apply a consultative system of selling, sharpen communication skills and learn to close the sale effectively with the intended results.

Becoming an Industry Insider

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

This half-day workshop focuses on identifying useful labor market information online, understanding labor market trends, and using this information to match job seekers to quality employment opportunities.

Introduction 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.

Pitch Clinic

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

This half-day workshop provides an opportunity to develop and refine a concise and persuasive pitch with confidence.

Critical Thinking & Problem Solving

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

This full-day workshop develops a variety of tools and techniques to work collaboratively to identify and solve both individual and systemic problems.

Reducing Turnover: Becoming a Retention Agent

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

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



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