



Illinois Workforce Partnership ANNUAL REPORT



A Message from Our President...



PAM FURLAN
IWP PRESIDENT

Program Year (PY) 2017 was another successful year for the Illinois Workforce Partnership (IWP). Through our network of 10 Economic Development Regions, 22 Workforce Innovation Boards, and chief local elected officials across the State, we continued to be advocates for the creation of a skilled workforce and do our part to contribute to the State's competitiveness and growth. As dedicated professionals, the IWP membership made it our priority to maximize the collective resources of our education, economic development and other workforce partners to effectively address the needs of both business and job seeker customers. We did this by focusing our efforts on fully integrating our business and training services, lending our expertise into the development of policies that affect our customers, and engaging all stakeholders in continuously improving our service delivery systems.

As in years past, we are once again proud of our many achievements and successes. For example, our members served as the voice of the local workforce system on numerous state committees and work groups, and we were happy to be joined by some of our local workforce board members to provide the business perspective. We hosted top leaders from State government and the Department of Labor. We were especially honored last year to have Senator Dick Durbin attend our August Meeting to dialog with our members about his "Investing in Tomorrow's Workforce" bill in addition to other workforce-related topics. And of course, the culmination of our year — and really what we are all about — was our Local Annual Awards ceremony. Last fall, we recognized 20 jobseeker customers for their individual achievements; as well as one business, one collaborative initiative, and one workforce professional for their outstanding contributions to the local workforce system through a leadership role.

As we move through PY '18, IWP will actively support the State's efforts to "promote business-driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the State of Illinois economy." ●



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**Supporting
workforce and economic
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Adult Success: Steven, LWA 24

LWIA 24 staff brief every Transition Assistance Program (TAP) class at Scott Air Force Base in Belleville, Illinois. Shortly after his TAP briefing, Steven visited the St. Clair County Intergovernmental Grants Department to learn more about opportunities available throughout the region, as well as ways Workforce Innovation and Opportunity Act (WIOA) programs could assist in his transition. Steven had applied for several employment positions in the past, but had received very little response.

While receiving career coaching and job search assistance, Steven applied and was hired for a purchasing position with Servco, located in St. Louis, Missouri, as an On-the-Job Training program participant. The company was thrilled with his job performance and how quickly he was progressing.

Steven is very appreciative of the assistance he received, *“Transitioning back into civilian life after the military can be a challenge... Thank you for making an otherwise stressful situation easy. I am well on my way to success, thanks in no small part to your efforts!”* ●

Adult Services

This program provides services that move job seekers from poverty to self-sufficiency. Customers meet income standards for eligibility and may have other barriers to employment (i.e. disabled, basic skills deficient, formerly incarcerated, ESL, limited work experience, etc.). Adult Services may include: educational assessments, case management, and financial assistance with tuition, books, child care, transportation, on-the-job training and job search.

Adult Success: Bubba, LWA 6

Bubba, a 24-year old mother of an 8-year-old daughter, was fleeing a violent environment in Eritea, Africa when she entered the United States as a refugee. Determined to succeed, Bubba enrolled in the Polysomnography program at the College of DuPage through WIOA grant funded assistance. She maintained an honors student status throughout the program, graduating with a GPA of 3.75. Bubba is currently working at Stroger/Cook County Hospital, earning \$28.00 per hour with full benefits. Bubba is enjoying her new position and has a positive outlook for her future.



Bubba is thankful for the assistance she received from her Career Counselor Keri at workNet DuPage, who supported Bubba throughout her journey. *“I want to tell you I could not have done it without your help. Thanks for being very caring. You’re truly a blessing,”* Bubba says. ●

TITLE 1 STATEWIDE SUMMARY: ADULT

Enrollment & Training

Total customers enrolled.....	9,243
Total funds spent on Career Services	\$16,900,605
Total funds spent on Training	\$19,956,307

Performance

	Goal	Actual
Percentage entered employment, 2nd QTR	72.4%.....	77.3%
Percentage entered employment, 4th QTR	71.0%.....	78.0%
Credential Attainment	55.6%.....	77.1%
Six-month Median Wage	\$5,000	\$6,536

Dislocated Worker & Trade Services

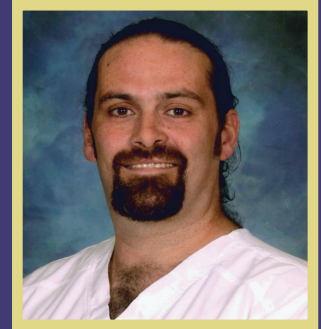
This program provides services to individuals who have been affected by layoff and/or plant closures. Dislocated Worker & Trade Services may include: educational assistance, case management, financial assistance with tuition, books, child care, transportation, on-the-job training and job search.

Trade Success: Jacob, LWA 22

For eight years, **Jacob** worked as an Operating Technician for US Steel Corporation. Although the position paid well and provided financial security for him and his son, Jacob’s dream was to find more rewarding work in the medical field.

Before working at US Steel, Jacob had obtained his CNA license, but, CNA wages were not high enough for Jacob to properly provide for his son. Jacob knew that he needed additional education to earn a decent wage in the medical field and began taking courses towards a Registered Nursing Degree, while working full time at US Steel. This was not easy to do and he often traded work shifts with coworkers to be able to attend classes.

When Jacob was laid off from the US Steel, he feared that he would not be able to complete his education. Luckily, US Steel filed for Trade status and Jacob became eligible for Trade program assistance, which helped finance his education. As a result, Jacob was able to complete his education to become a Registered Nurse. ●



Dislocated Worker Success: Dan, LWA 20

Dan, married with a 3-year-old daughter, was laid off from his welding position paying \$13.13 per hour. Dan wanted to find new work and was hoping to be placed in the On-the-Job Training program soon as possible. Based on local labor market information, Dan’s Career Planner advised him toward a career in Nursing. Dan decided it just might be a good fit for him. He completed basic nurse assistant training at Fishes and Loaves Vocational Center, and passed the state board exam. Upon completion of his clinical training, Regency Nursing Care hired Dan for a position paying \$12.00 per hour.

Dan’s Career Planner encouraged him to continue with his education while working full time, and Dan did extremely well! He graduated from the Capital Area School of Practical Nursing, receiving the prestigious Florence Nightingale award — the highest award a nursing student at CASPN can achieve. Memorial Physician Services in Springfield hired Dan for an LPN position paying \$15.50 per hour. Dan was very thankful for the assistance he received, “You guys have made an immeasurable difference in my life, and I will always be grateful!” ●

TITLE 1 STATEWIDE SUMMARY: DISLOCATED WORKER

Enrollment & Training

Total customers enrolled.....	8,612
Total funds spent on Career Services	\$15,877,085
Total funds spent on Training	\$13,004,987

Performance

	Goal	Actual
Percentage entered employment, 2nd QTR	78.0%	83.6%
Percentage entered employment, 4th QTR	75.4%	82.0%
Credential Attainment	60.5%	76.3%
Six-month Median Wage	\$6,978	\$9,365



Youth Success: Tamarius, LWA 3

Tamarius enrolled in the WIOA Youth Elevate program to gain employability skills and receive career guidance. Since he was painfully shy, Youth Elevate staff worked with him through Career Readiness classes. Next, Tamarius enrolled in our math class at Workforce Connection working hard to improve his scores. In less than two weeks, he had increased his testing scores enough to enroll in standard-level GED classes. He obtained his GED certificate and, with financial assistance from Youth Elevate, enrolled in the Tech-Works Manufacturing Training program offered by Rock Valley College. After completing the TechWorks program, Tamarius worked at Leading Edge Hydraulics, through our “On-the-Job Training” program before being hired for a new, full-time Mill Operator position at Concentric — a local manufacturing company.

Tamarius received excellent reviews from his programs and work positions. He recently bought his first car and house. His family is very thankful for the Youth Elevate program, since it has completely changed Tamarius' life for the better. ●

Youth Services

Local Workforce Areas (LWAs) throughout Illinois offer programs to assist at-risk youth overcome barriers and achieve educational and employment goals. Services include summer employment opportunities, skills training, work experience, case management, GED classes, leadership development, tutoring and career development. Statewide results for youth enrolled in Workforce Innovation and Opportunity Act (WIOA) are contained in the following chart.

TITLE 1 STATEWIDE SUMMARY: YOUTH

Enrollment & Training

Total youth enrolled..... 7,958
Total funds spent on Training \$5,664,928

Performance

	Goal	Actual
Percentage entered employment or post-secondary education, 2nd QTR.....	73.0%	76.2%
Percentage entered employment or post-secondary education, 4th QTR.....	61.1%	76.9%
Credential Attainment	69.0%	67.9%

Youth Success: Stephanie, LWA 14

Stephanie was eligible for WIOA assistance through our program for “Out-of-School” youth. At age 21, she enrolled in the Associate Degree Nursing program at Carl Sandburg College in Galesburg. Stephanie, who suffered from hearing loss, had many hurdles to overcome throughout her rigorous training program. After a medical evaluation, IDHS: Division of Rehabilitation Services purchased an appropriate stethoscope that helped Stephanie successfully complete her program.



Stephanie excelled at school, was a model WIOA customer, and a financial wizard at supporting her family on a very limited income. At her pinning ceremony, Stephanie received an award for Outstanding Student Performance and Leadership. She graduated with honors, a GPA of 3.621, and passed her board exams to become a Licensed Registered Nurse. Two-weeks later, Stephanie moved to Springfield, Illinois, with her husband and their dog to begin work in the Cardiac ICU at Memorial Medical Center. ●

IWP Business Services

Local Workforce Areas (LWAs) in Illinois offer an array of business services designed to improve the area's economy through effective business involvement. Services are delivered by Business Service Teams that focus on the business as a customer to address the unique needs of employers. Teams of experts are available in each LWA at American Job Centers to assist employers and provide the following services: Job Seeker Assessment; Wage Incentives for Hiring (On-the-Job Training Program); Incumbent Worker Training; Information/Assistance with Tax Credits, Labor Exchange Services, Job Fairs and Job Referral.

Innovative Solutions: Revive Lake County, LWA I

The Workforce Innovation and Opportunity Act gives priority services to vulnerable populations. The **Revive Lake County** program was created as an innovative solution to provide formerly incarcerated individuals with the essential skills needed in

today's economy to ensure successful re-entry into the workforce. Such individuals are often overlooked by companies, but offer viable talent when developed. To solve this problem, a diverse group of stakeholders united under the shared ethos of second-chances and economic vitality to create an innovative program that would benefit individuals, businesses, and society at large.

The exploratory stage was thorough and involved a network of partners, including: The Lake County Workforce Development Department, the Job Center of Lake County, the College of Lake County, the Lake County State's Attorney Office, the Lake County Sheriff's Adult Corrections Facility, Prairie State Legal, the Lake County Sheriff's Department, and a host of local businesses. Staff from the Lake County Workforce Development Department attended numerous workshops and events to consult subject-matter experts, conduct personal interviews, review promising practices, and identify gaps in service—information that would be integral to program design.

The result was Revive Lake County, a five-week program created by the Lake County Workforce Development Department that encompasses critical workforce development elements to address the needs of returning citizens. The program is delivered at two locations—the Lake County Adult Corrections Facility, and the Job Center of Lake County—to provide accessibility to individuals throughout all stages of the rehabilitation process.

The program includes a hands-on curriculum organized in five distinct modules. Each module is designed to instill foundational workplace values and behaviors that are critical to obtaining and keeping a job, including: career awareness, employability skills, communication pointers, and transferable skills. In addition to the modules, participants complete activities in Bring Your 'A' Game—a workforce development curriculum shaped by input of 1,500 national employers regarding essential workplace skills. The program concludes with a capstone presentation prepared by each participant and presented at a ceremony attended by program partners, participant supporters, and local business leaders. The participants summarize new skills, individual goals, and a plan for success. The capstone empowers

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Individual Leadership: Kevin Bushur, LWA 23

Kevin Bushur is the Chief Executive Officer of C.E.F.S. Economic Opportunity Corporation, a Community Action Agency. In 2017 C.E.F.S. delivered an array of social services to almost 20,000 individuals by providing opportunities through education and support to achieve and maintain self-sufficiency. C.E.F.S. has over 240 employees and in 2017 had 17.5 million dollars of revenues from grants and donations.

At a young age, Kevin battled adversity with cancer and knew as a young man that he wanted to give back and devote his life to helping others in need. Kevin has spent his entire professional career helping others and promoting active change for those within his community. Kevin worked in mental health serving chronically mental ill patients for over 14 years before his employment with C.E.F.S. He began employment at C.E.F.S. as WIA Director in 2007. Under his leadership, the C.E.F.S WIA Program expanded from serving 372 customers with 1.6 million dollars in 2007 to serving 3,206 customers with 8.3 million dollars in 2010. He was promoted to Chief

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Diana Peters, Symbol Job Training, Inc.

Business Leadership: Symbol Job Training, LWA 7

Symbol Job Training, Inc. (Symbol) provides effective, hands-on training within the advanced manufacturing field that puts its clients on a path for skilled, financially self sustaining and highly in-demand careers. Since 2005, Symbol has served as the leader in the local manufacturing workforce system by serving as the conduit for improving our clients lives by up-skilling them and serving the local employers with a qualified work ready workforce. Symbol has made significant contributions to the economic viability in the local workforce area by being a reliable source of talent for the industry as well as helping the underserved individuals overcome their economic obstacles.

Symbol works diligently to connect with employers, maintaining a network of over one hundred manufacturers throughout Cook and the collar counties in which its clients are placed for employment after they complete training. The school regularly networks with business and industry leaders in manufacturing, who provide Symbol with valuable guidance and feedback to ensure that its programs are fulfilling the

Individual Leadership: Kevin Bushur, LWA 23

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Operations Officer/WIA Director at C.E.F.S. in 2011 and kept this title until 2017 when he was promoted to Chief Executive Officer. Up until just this past year, Kevin also continued working with a mental health social service agency providing crisis services on nights and weekends to children and young adults who were considered at-risk for suicide.

Kevin is very active in the WIOA Program in LWIA 23. He was co-facilitator for the development of Economic Development Region 7 Plan. He is a current Board member of the LWIA 23 Board and Chairperson of the Consortium Committee. He also serves on the Planning and Oversight Committee as well as the Marketing Committee.

Kevin is active within his community as he continues to try to promote positive change and share his knowledge on area resources. Kevin is the Chairperson of the South-Central Illinois Continuum of Care Board of Directors. The South-Central Illinois Continuum of Care is a network of agencies, people, businesses, churches, etc., coming together to address homelessness in an 18-county region. Kevin is also a board member for Illinois Association of Community Action Agencies and a board member for Illinois Ventures for Community Action.

Kevin and his wife, Sheri, are licensed foster parents. Over the last ten years they have fostered over ten children and have adopted three of those children. Kevin and Sheri have five children and are very active in their lives and activities.

Kevin's motto is to "Be Positive, Be Awesome, Help Others and Get Stuff Done." ●

Innovative Solutions: Revive Lake County, LWA 1

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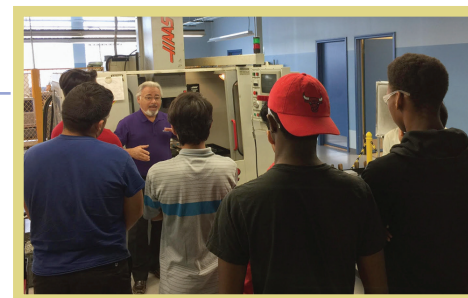
participants to take ownership of their professional development by identifying personal hinderance, sharing progress, and planning for success alongside peers.

Launched in spring 2018, Revive Lake County is now mid-way through the pilot year. So far, eight individuals have successfully graduated. One graduate has completed additional training and has obtained a commercial driver's license, resulting in a significant increase of pay. The second cohort will start on September 10, 2018. As with any new initiative, outcomes will continue to be closely tracked, analyzed, and used to inform continuous improvements on future program design. Workforce solutions to complex issues such as the economic integration of retuning citizens are neither easily nor quickly solved. However, Revive Lake County has proven itself to be the first step in a sophisticated process to resolve barriers for those who need it most. ●

Business Leadership, LWA 7

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industry's need for skilled labor. Symbol has its roots in the manufacturing industry as a tool and die shop founded in 1985. As a result Symbol is familiar with the "real world" standards needed and required by employers. More importantly, Symbol knows and understands the needs of manufacturers and how to train and prepare students for the industry. Symbol is #1 ranked NIMS credentialing provider in the nation, accounting for 25% of all credentials in Illinois. ●



[LWA 1](#)

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“Our vision for Illinois is to be a state-wide high quality, employer-driven, innovative, proactive workforce development system that supports economic development.”

Local Workforce Areas

IWP: Making a Difference!

The Illinois Workforce Partnership (IWP) is making a difference in workforce development throughout the state of Illinois. IWP statewide statistics and successes are represented within this annual report. We are pleased to present a summary of our results:

- 22 business-led Workforce Boards
- 345 business leaders,
- 40 economic development entities,
- 47 labor organizations and
- 27 labor apprenticeships serving as workforce board members
- 9,243 adults are enrolled in workforce programs
- 8,612 dislocated workers are enrolled in workforce programs
- 7,958 youth are enrolled in workforce programs

