

Unifying One Stop partners

May 12, 2023



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE
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Panelists

- Eva Locke, Job Center Manager, Lake County Workforce Development, Job Center of Lake County
- Rason Grant, Career Resource Specialist, Lake County Workforce Development
- Suzanne Klauke, Transition Coordinator, Township High School 113 Adult Education

Takeaways

- Introduction & integration goals for LWIA 1
- Partnership integration through
 - Cross-training
 - Intentional Partner Integration meetings
 - Business Integration meetings
- Unify referral system
- Success story

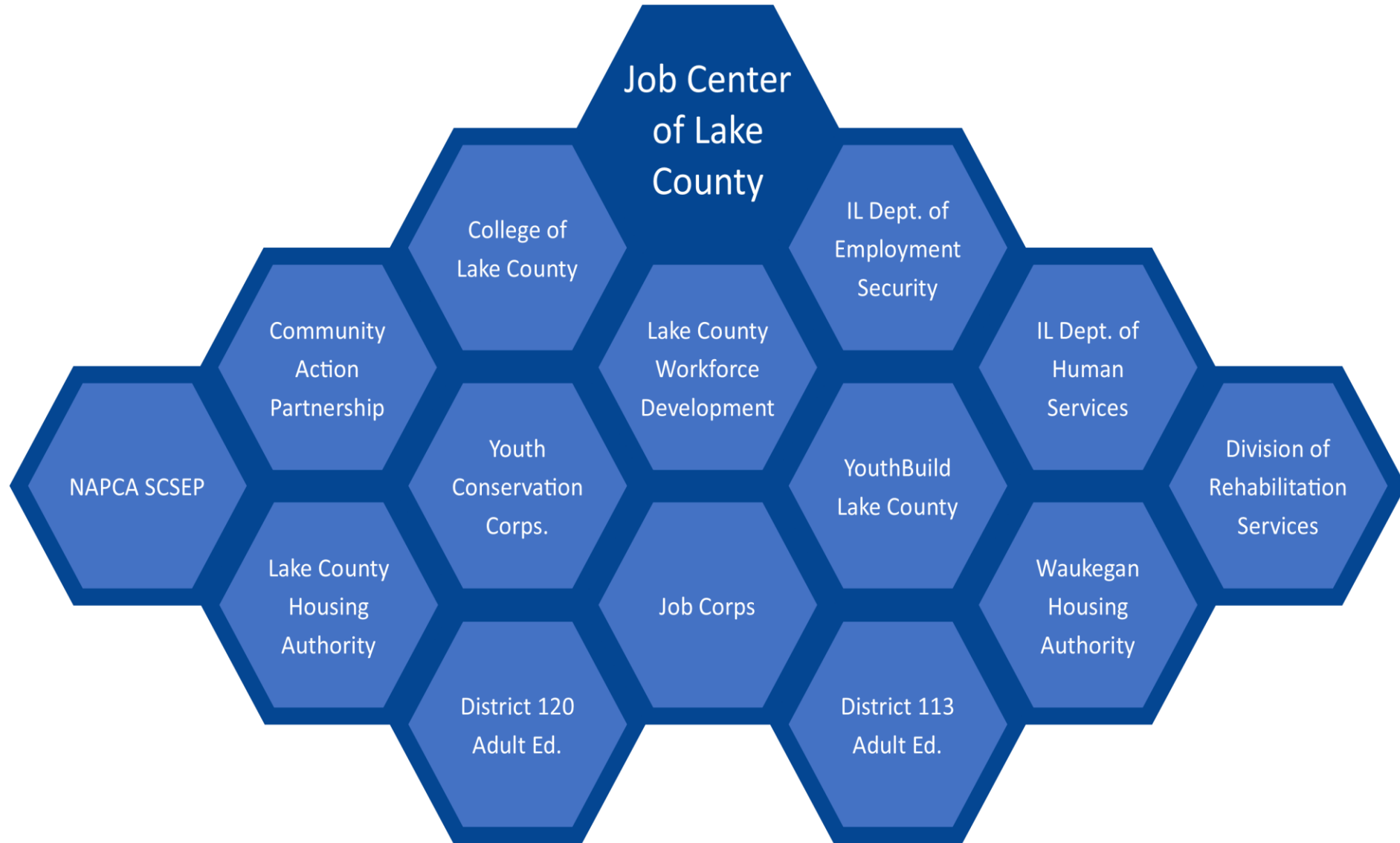
Lake County

- Population: 700,000+
- Educated & international workforce
- College of Lake County, University Center, Rosalind Franklin University
- Nearly 100,000 employed in manufacturing sector:
- One American Job Center operated by a consortium

CLC's new Advanced Tech Center



Job Center Partners



Quarterly Cross-training

Recent speakers & topics included:

- Adult Education & Assisting Immigrants
- Services for Veterans
- UMMA Center & Food bank
- Legal Services & Unify Referral System

JOB CENTER CROSS-TRAINING EVENT

Date: Friday, May 19, 2023

Time: 10:00 am - 11:30 am

Registration link: <https://bit.ly/3GQBKfb>

Who Should Attend?

Program and administrative staff from the 14 Job Center partner organizations and Lake County community service organizations

Featured Topics:

- Meet the Workforce Board: Andrew Warrington, President & CEO of UCC Environmental
- Family-centered coaching tip
- Childcare options in Lake County
- Energy assistance and other emergency financial resources

Networking:

More than 40 representatives from partners of the Job Center of Lake County and community service organizations attend these events.

If you would like to share a flyer or web link, please send to elocke@lakecountyil.gov at least 24 hours before the meeting.

Call 847-377-3456 with questions.



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Partner Integration Goals



Communication is consistent, comprehensive, and timely.



Timely and coordinated access for customers.



Individual services delivered by function



Business services delivered by function

Intentional Integration Meetings



Outcomes following Integration Meetings

- **250+** individuals participated in newly-created workshops
- **300** individuals viewed videos developed following these meetings
- Over **10,000** individuals received marketing materials developed following these meetings

YOU ARE NOT ALONE!

Landing a Job When You Have a Disability

Join us for this hybrid event!

Wednesday, January 25, 2023 10:00 AM to 11:30 AM

Register to attend this event at the Job Center of Lake County,

1 N. Genesee St. Waukegan:

- Register to attend in person: <https://www.bitlylinks.com/un15SzHv8>
- Register to attend in zoom: <https://bit.ly/3tw65Z8>

Call with questions: 847-377-3442

LEARN MORE ABOUT:

- Job opportunities for individuals with disabilities
- How to transition back into employment
- Requesting an accommodation

Hear from dynamic speakers from IDHS Division of Rehabilitation Services and Lake County Workforce Development.

Also hear from special guests Dina Donahue Chase from Anixter Center and Anka Starke from Goodwill Great Lakes.

ASL interpretation will be available for this event



Evolution of Job Center tour

- Joint project with Adult Education Partners
- ESL instructors consulted regarding topics and script
- **800+** views to date

[Link to video clip](#)

Business Integration Meetings

- Started in 2021; held bi-monthly
- Partners all designated one or two representatives to participate in these
- Share leads and needs



Unify

- Electronic referral system called Unify
- Developed in 2021 with all buy-in from all stakeholders: consortium, leadership and frontline staff from all partners, Workforce Board
- Elements include:
 - Information about each partner
 - Referral form
 - Archive of previous cross-trainings



Unify Referral



1600 referrals made between partners since the launch in July 2021

- Career and Employment Services
- Adult Education and English as a Second Language
- Disability Services
- Housing
- Social Services
- Senior Training Programs
- Youth Opportunities

Unify Referral System

Sending a Referral:

- Refer a customer by completing a referral form
- Inform the customer that someone will follow up within **48** business hours
- Verbal consent is required
- Referral does not contain personally identifiable information (PII) or protected information
- Customers can self- attest to being a veteran/spouse of a veteran

Unify Referral System

Receiving a Referral:

- Typically, one staff member has been designated to receive referrals
- Role of the receiver:
 - 1st attempt: initiate contact within 48 business hours by phone
 - Explain to the referred individual about your organization's services and intake process.
 - 2nd attempt: Send email
 - 3rd attempt: Final phone call

Unify Referral Online Portal



College of Lake County Adult Education

Primary Location: 19351 W. Washington St.
Grayslake, IL 60030
Primary Phone: 847-543-2485 or 847-543-2024
[Website](#)



Community Action Partnership of Lake County (CAP)

Primary Location: 2424 Washington St. Waukegan, IL 60085
Primary Phone: 224-412-8945
[Website](#)



District 113 Adult Education

Primary Location: Highland Park High School, 433 Vine Avenue, Highland Park, IL 60035, Office A124
Primary Phone: 224-765-1021 or 224-765-2410
[Website](#)



District 120 Adult Education

Primary Location: 1350 W. Hawley St. Mundelein, IL
Primary Phone: 847-949-2200 ext. 1399
[Website](#)



Division of Rehabilitation Services

Primary Location: 2740 Grand Ave, Waukegan, IL 60085
Primary Phone: 847-244-8474
[Website](#)



Illinois Department of Employment Security

Primary Location: 1 N. Genesee St., Waukegan, IL 60085
Primary Phone: 847-377-3450
[Website](#)



Illinois Department of Human Services

Primary Location: 2000 N. Lewis, Waukegan, IL 60087
Primary Phone: 847-336-5212
[Website](#)



Job Corps

Primary Location: 3348 S. Kedzie Ave., Chicago, IL 60623 Lewis.
Primary Phone: 773-890-3100
[Website](#)



Lake County Housing Authority

Primary Location: 33928 N. Rte. 45, Grayslake, IL 60030
Primary Phone: 847-223-1170
[Website](#)



Lake County Workforce Development

Primary Location: 1 N. Genesee St., Waukegan, IL 60030
Primary Phone: 847-377-3450
[Website](#)



National Asian Pacific Center on Aging: SCSEP

Primary Location: 1 N. Genesee St. Waukegan, IL 60085
Primary Phone: 800-336-2722
[Website](#)



Waukegan Housing Authority

Primary Location: 215 S. Martin Luther King Jr., Ave. Waukegan, IL 60085
Primary Phone: 847-244-8500
[Website](#)



Youth Conservation Corps

Primary Location: 1020 W. Greenwood Ave., Waukegan, IL 60087
Primary Phone: 847-623-0900
[Website](#)



YouthBuild Lake County

Primary Location: 2303 Kemble Ave., North Chicago, IL 60064
Primary Phone: 847-473-3483
[Website](#)

Success Story: Shane

- Graduated with an Associate Degree in IT from Harper College with support of IDHS Division of Rehabilitation Services
- Referred to Workforce Development for a Work Experience
- Completed 6-month WE at the Lake County Health Dept
- Employed as a Service Desk Analyst with GDC IT Solutions
- See Shane's full story in the [Success Newsletter Vol. 23 Ed. 1](#)



Success Story: Tanya

- Tanya spent 7 years out of the workplace as a caregiver
- Job Center connected her with NAPCA/SCSEP
- NAPCA placed her at the IL Department of Family Services
- Job Center personnel helped Tanya create a vibrant resume
- Tanya landed a full-time position at Home of the Sparrow where she supports women in transitional housing



Success Story: Ana

- Ana was laid off from a position as a Customer Service Supervisor
- IDES personnel informed her about services for laid off workers
- Ana applied for WIOA training and was placed into a work experience in Human Resources with the Lake County Health Department
- Ana landed a position as a Talent Attraction Specialist with Ajilon





Thanks for joining us!

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- Rason Grant rgrant@lakecountyil.gov 847-377-3442
- Suzanne Klauke sklauke@dist113.org

lakecountyjobcenter.com

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