



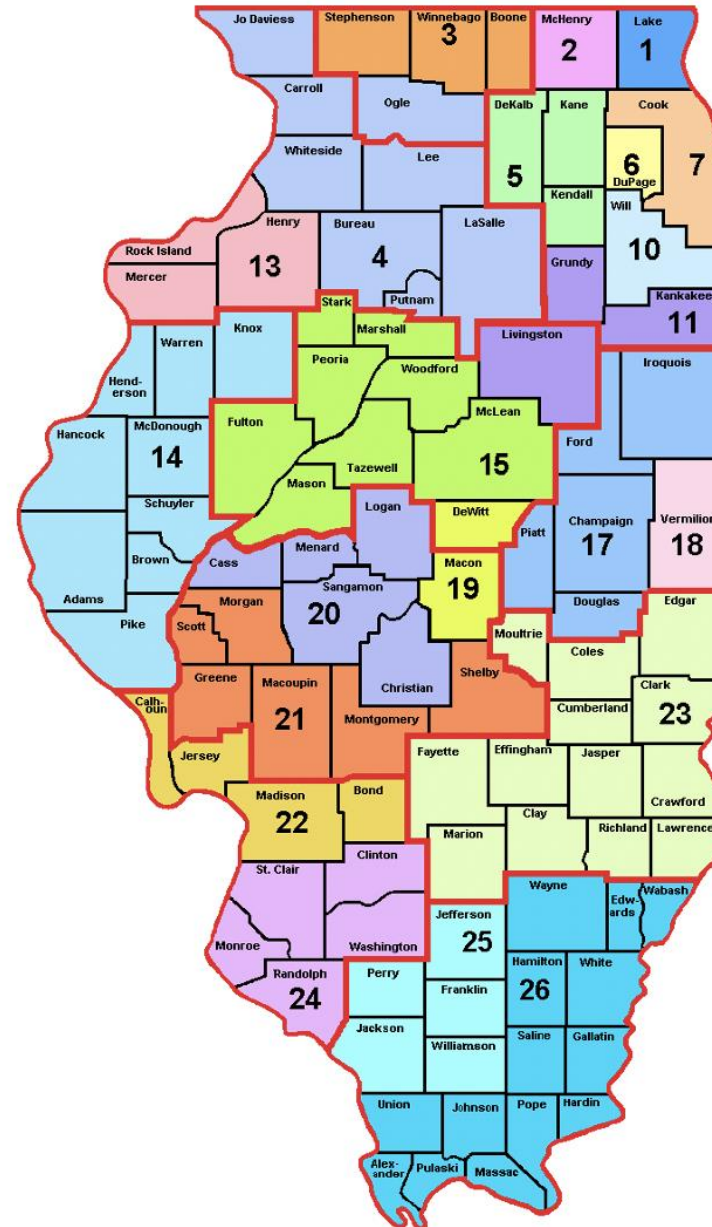
Professional Development

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A Customer-Centered Workforce Approach for Adult Learners

April 29, 2026

Where is Your Local Area?



Which partner do you best represent?





Job Center of Lake County Partners

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Agenda

- Integrated services
- Area Education Structure
- Partner integration goals and Unify
- Unify referral: Web-based portal
- Expanded access through Workforce Pilot
- Job Center on the Move
- Building a sustainable model



Integrated Services

- 14 Job Center partners
 - **Adult Education**
 - Social Services
 - Disability
 - Job and Career Training
 - Youth
 - Housing



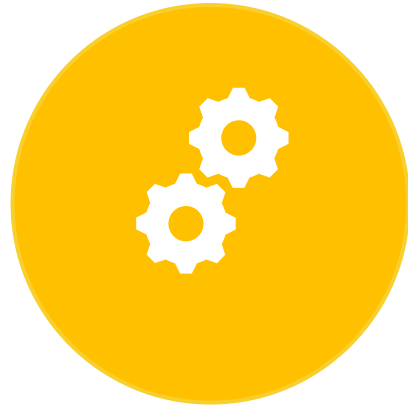
Adult Education Structure

- Overseen by ICCB (Illinois Community College Board); regionally coordinated by an Area Planning Council (APC)
- 3 Adult Basic Education providers in Lake County contribute to Job Center services & sign an annual memorandum of understanding with the Workforce Board
 - College of Lake County
 - District 113 (Highland Park High School Adult Education)
 - District 120 (Mundelein High School Adult Education)

Partner Integration Goals and Unify



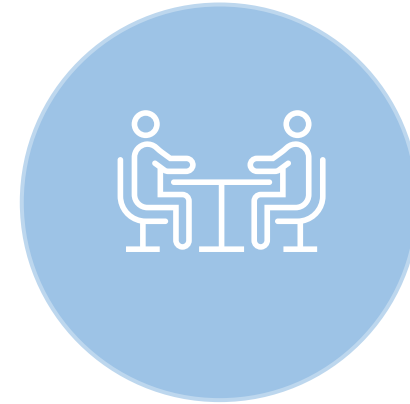
Communication is consistent, comprehensive, and timely



Timely and coordinated access for customers.



Career services are delivered by function.



Business services are coordinated.

Unify referral: Web-based portal

Customer Referral Form

- Send referrals to Job Center partners including Adult Education
- Coordinated services
- Follow up within 2 business days
- Organizations performs their own intake process



Job Center Unify Referral Form.

Your Information

Referred By*

-- Select One --

First Name*

Last Name*

Phone Number*

Email address*

Referral's Information

Referral's First Name*

Referral's Last Name*

Referral's Phone*

Referral's Email

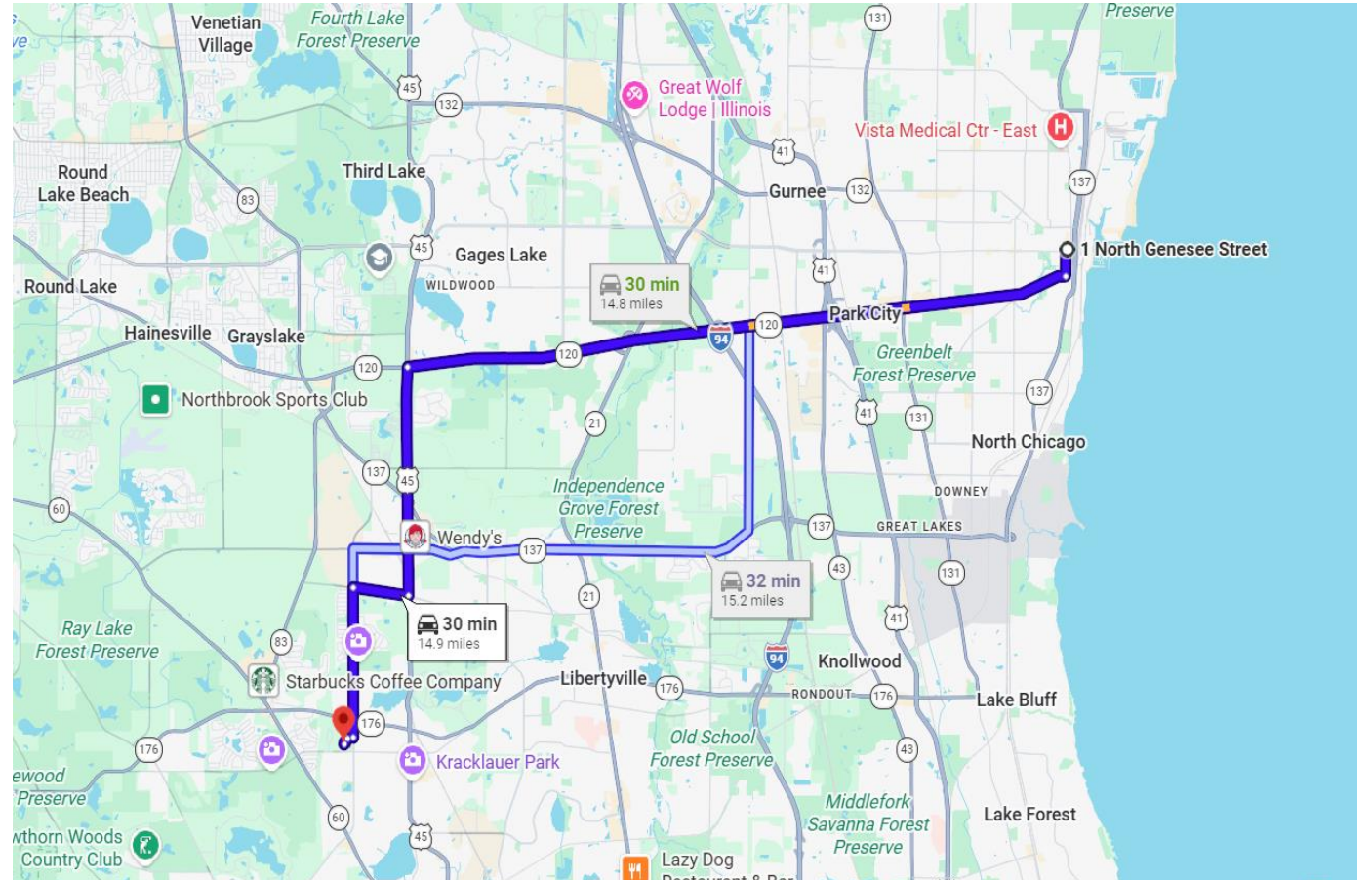
Job Center on the Move

- Connect with funding for training
- Develop or customize your resume
- Learn about growing businesses in your area
- Apply to Climate & Equitable Jobs Act (CEJA) opportunities
- Explore paid work experience (internship) options
- Discuss your career transition



Accessible Career Services

- Job Center hours
 - 8:30 am – 4:00 pm
(closed 12:00 – 1:00 pm)
Monday – Friday
- 30-minute drive from the Job Center to Mundelein High School





Job Center on the Move Partnership

- Monthly event held at the Fremont Public Library
- Target Mundelein job seekers and Adult learners
- Most requested service
 - Job search assistance
 - Resume preparation or editing
 - Grant-funded training



Kiosk: Fremont Public Library

- Target Mundelein job seekers and Adult learners
 - 100 sessions
 - Most access sites: Grant-funded training and Job search





Background:

- Providing free adult English Language classes to the Lake County community for over 30 years
- High School Credit Recovery program
- Located at ten locations across Lake County, online, and at four onsite businesses partner locations
- Offer all levels of language instruction





Students:

- Over 900 students served last fiscal year
- Primarily from immigrant communities
- Diverse population representing many countries, educational background, linguistic backgrounds, and English language proficiency
- Varied employment and work experience





Integrated Career & Academic Preparation System (ICAPS)

- Provide students with industry recognized credentials
- Students are referred to College of Lake County ICAPS programs
- Built in supports for English Language Learners
- Connects adult learners to workforce and postsecondary opportunities aligned with their goals

Piloting Expanded Access

Student Barriers to Workforce Preparation:

- Lack of knowledge surrounding workforce and career resources
- Lack of confidence navigating new systems independently
- Lack of reliable transportation
- Lack of time
- English language proficiency



Pilot Goal

To offer targeted, tailored, workforce programming to English Language Learners in a supportive, familiar, and conveniently located environment.

Workforce Pilot

Building a Workforce Pilot Project:

- 3 targeted sessions:

Session 1: Workforce Literacy Resources Overview

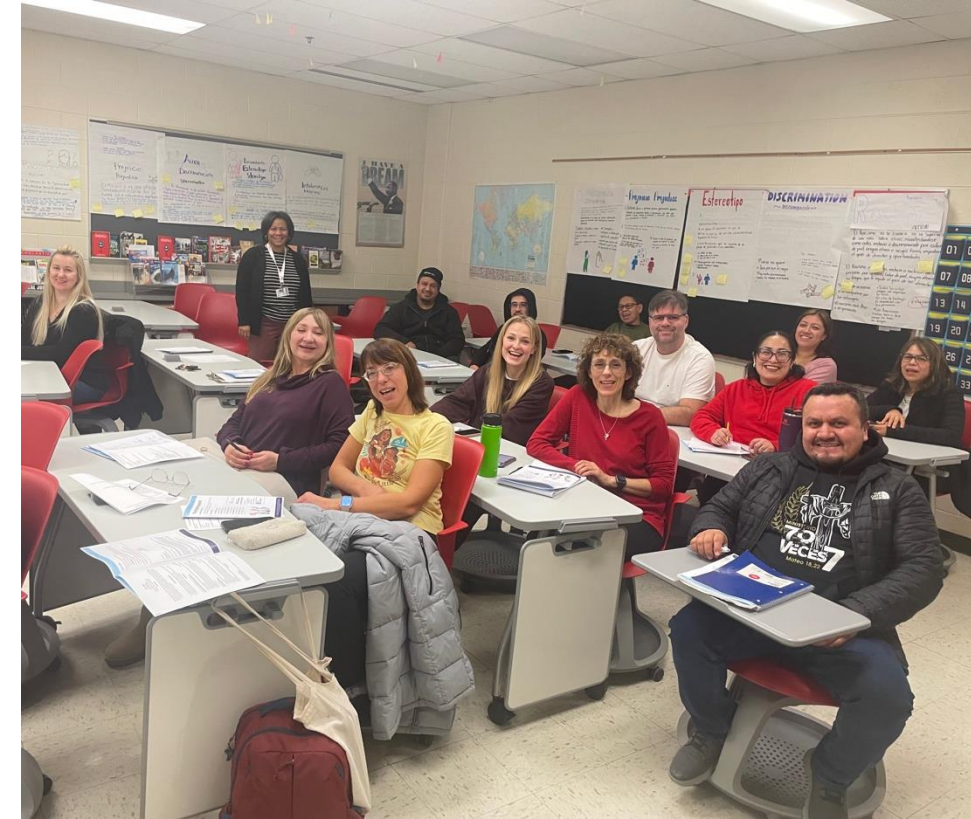
- Two simultaneous Zoom sessions in Spanish and English

Session 2: Career Assessment and Pathways

- In person, English only

Session 3: Resume Building

- In person, Spanish, and English





Intentional Partnerships: remove barriers

Barriers Removed Through Pilot:

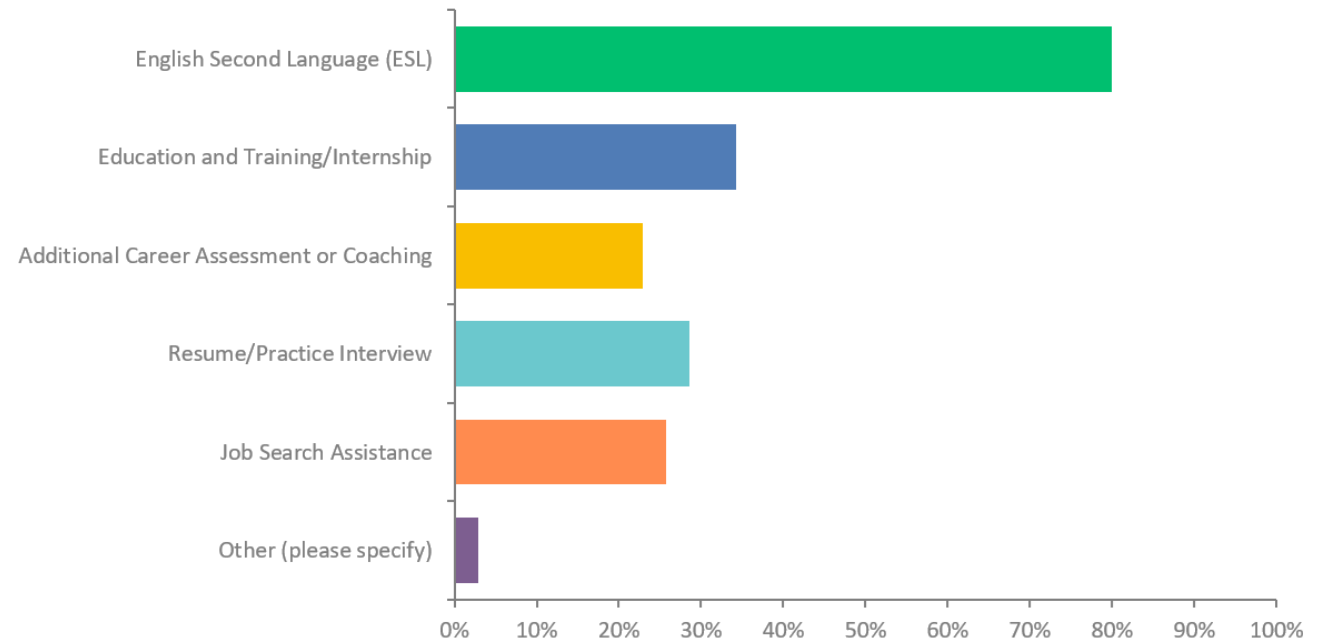
- ✓ Lack of knowledge surrounding workforce and career resources
- ✓ Lack of confidence navigating new systems independently
- ✓ Lack of reliable transportation
- ✓ English language proficiency

Pilot Participation

- **130** individuals received exposure to career readiness services
 - 72 – Bilingual English and Spanish – Job Center overview
 - 18 – Participated in online career assessments
 - 40 – Bilingual English and Spanish – Resume writing

What we learned

- 80% - Need ELL to with their career goals
- 40% - Identified education and training needs
- 30% - Need resume and interview assistance



Building a Sustainable Model

- Continuous collaboration with partners to tailor workshop content for English Language learners
 - Developed a resume guide in Spanish
- Build out a 12-month plan to support English Language Learners with career readiness skills
- Train-the-trainer site for partners
- Recorded content and guides

Tu trayectoria profesional: Guía para un currículum vitae (CV) exitoso.

¡Tóma acción!

Esta guía está diseñada para ayudarte a avanzar en tu carrera. Te daremos consejos para crear un currículum que te abra las puertas a mejores oportunidades y te logre tus metas.

Lo que aprenderás:

- **Palabras de acción que destacan** – Usa un lenguaje con fundamentos para captar la atención.
- **Consejos de formato** – Haz que tu currículum sea profesional, limpio y fácil de leer.
- **Personalización de tu currículum** – Cómo adaptar tu currículum para cada solicitud de empleo.
- **Conceptos básicos para crear un currículum**
Los elementos imprescindibles para un currículum exitoso.
- **Errores comunes que debes evitar** – Aprende qué podría enviar que tu currículum sea descartado automáticamente.



Contact Us Today!

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Waukegan, IL 60085
M-F 8:30 AM-5:00 PM
LakeCountyJobCenter.com



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Lessons Learned

Value of intentional collaboration between Adult Education programs and LWIAs.

- Creates a more accessible entry point for English Language Learners
- Provides students the ability to learn in a safe, supportive environment—free from time pressure, language barriers, or fear of making mistakes—allows students to engage more deeply with the information.
- This model could be replicated by other LWIAs seeking to strengthen partnerships with Adult Education providers and improve participant outcomes through coordinated, learner-centered support.

What's Next? Continued Collaboration

- **Bridge to Careers Learning objective:**
 - Build English skills
 - Learn about career pathways
 - Prepare for work and college
- **Course structure and design:**
 - 12 weeks with small groups
 - Interactive content
(ie. mock interviews/resume building)
 - Capstone presentation on career projection





Mundelein High School Adult Education Contact Information

Website: [Mundelein High School Adult Education](#)

Location: 1350 W. Hawley St. Mundelein, IL 60060

Phone: 847-949-2200 x1399





Job Center of Lake County Contact Information

Website: [Lake County Job Center](#)

Location: 1 N Genesee St. Waukegan, IL 60085

Phone: 847-377-3450





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Thank you for joining

It's time to hear from you

