

CHICAGO JOBS COUNCIL

FORTIFYING THE FRONTLINES



ADVOCACY • ORGANIZING • TRAINING

ANNUAL REPORT FY2005

Board and Staff List FY 2005

CJC Board of Directors

Officers

Edith Crigler, Chicago Area Project (*President*)
Kirk Harris, Family Support America (*Vice-President*)
Joseph A. Antolin, Heartland Alliance for Human Needs and Human Rights (*Treasurer*)
Margie Gonwa, LEED Council, Inc. (*Secretary*)

Directors

Stephen J. Alexander, DePaul University/Egan Urban Center
Sue Augustus, Corporation for Supportive Housing
Anita Flores, Jane Addams Resource Corporation
Helen Fosheé, Bethel New Life
Cheryl Francis, Francis and Associates
Sheryl Holman, Community Assistance Programs
G. Sequane Lawrence
Rachel McDonald, Central States SER/Jobs for Progress
J. William McVey, OAI, Inc.
John Plunkett, Harborquest
Wendy Pollack, Sargent Shriver National Center on Poverty Law
Shannon Stewart, The Employment Project
Debra Walker Johnson, National Able Network
Sandra Watson-Smith, SWS & Associates
Kapila Wewegama, Training Paths, Inc.

Emeritus

Mimi Gilpin
Anne Ladky, Women Employed
Betty Willhoite

Finance Committee

Joseph A. Antolin, *Chair*
Edith Crigler
G. Sequane Lawrence
Rachel McDonald
J. William McVey
John Plunkett

Nominating Committee

Sue Augustus
Helen Fosheé
Margie Gonwa
Wendy Pollack, *Chair*
Debra Walker Johnson
Kapila Wewegama
Betty Willhoite

CJC Staff

Jeffrey Allington, Policy Associate
Evelyn Diaz, Director of Finance & Administration
Lisa Hampton, Senior Policy Associate
Linda Joyce, Program Assistant
Rose Karasti, Senior Policy Associate
Jennifer Keeling, Policy Intern
Feliza Moreno, Policy & Administrative Intern
Whitney Smith, Associate Director
Megan Winzeler, Program Associate
Robert E. Wordlaw, Executive Director

About CJC

The Chicago Jobs Council works with its members to ensure access to employment and career advancement opportunities for people in poverty.

Founded in 1981 with 18 original members, CJC has grown to include over 100 community-based organizations, civic groups, businesses and individuals committed to helping disadvantaged Chicagoans gain access to the education and training they need to enter the labor market, secure stable employment at a living wage, and pursue sustainable careers.

CJC advances its mission through advocacy, applied research, public education and capacity-building initiatives focused on influencing the development or reform of public policies and programs.

Our work is grounded in the perspectives of our members, who contribute their expertise as direct service practitioners, advocates and researchers. By organizing members and other interested parties around workforce, economic, and community development issues, CJC fosters dialogue and cooperative strategies to effect change.

Letter from the Executive Director

Dear Friends and Colleagues:

For 24 years now, we have worked together to ensure that Chicago's residents have access to the kind of training and education they need to obtain employment that will pay family-supporting wages. And I know many of you would agree that our collective work this past year turned out to be quite a challenge. We saw funding decrease (yet again), while the number of people living in poverty increased. Populations with barriers to employment continued to grow, while the needs of the labor market continued to shift and pose new challenges for education, training, and employment.

In short, we were required to do a lot more with a lot less.

Faced with this reality, CJC's FY 2005 efforts focused on **fortifying the frontlines**. By the "frontlines" we mean the individuals and groups who work day-in and day-out with disadvantaged job seekers and their families. These are the folks who feel the daily impact of decreased funding, weak job growth, and the changing skill needs of businesses. They strive to serve an increasingly diverse population of community residents, who have a wide-ranging set of barriers to employment, all the while trying to meet the requirements of their funding contracts and the high expectations of their employer-partners.

Yet somehow, despite all of these external pressures, frontline workers manage to get the job done. And *that* was our silver lining for FY 2005.

In the following pages, we celebrate the work of job coaches, case managers, housing managers, executive directors, academic leaders and others who work hard to create education and employment opportunities for low-income, low-skilled community residents. We also recognize the triumphs of their clients: single moms, single dads, struggling students,



incumbent workers, low-skilled job seekers, people with limited English proficiency, people with criminal backgrounds and other low-income neighbors throughout Chicago and, as you will read, in Rockford and Aurora as well.

We are glad to have made so many new friends this year through our advocacy, organizing and training activities. All of these frontline workers inspire us to continue our efforts to strengthen the field and improve the workforce development system so that *all* disadvantaged job seekers and low-wage workers have a chance to move out of poverty through work.

In 2006, CJC will enter its 25th year of service. With your continued involvement and support, my staff and I are confident that it will be our best year yet.

Thank you for your many years of unwavering and generous support.

Sincerely,

A handwritten signature in dark ink that reads "Bob". The signature is written in a cursive, slightly stylized font.

Robert E. Wordlaw
Executive Director

Helping Public Benefit Recipients Get the Facts

Illinois' Temporary Assistance for Needy Families (TANF) caseload declined dramatically during the past six years. But, this does not mean families have become self-sufficient.

Poverty studies and welfare studies reveal that the number of Illinois families and children in poverty has increased. Nearly half of the TANF sample participants in Illinois' longitudinal study are neither working nor on TANF four years later. And the vast majority of those who *are* working still live below the poverty level.

Complex rules and under-staffed local offices have meant that needy families and individuals who turn to the public benefits system for cash, medical assistance or food stamps frequently encounter unnecessary delays and erroneous denial of assistance.

CJC wants all of Illinois' struggling low-income individuals and families to know about, and be able to access, all the public benefits for which they are eligible.

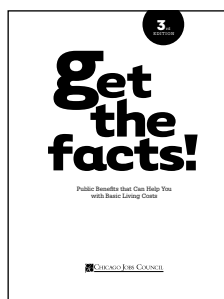
Activities and Outcomes

In FY2005, CJC released the third edition of *Get the Facts! Public Benefits that Can Help You with Basic Living Costs*, a handbook that provides basic information about Illinois' programs for low-income individuals and families including:

- Temporary Assistance for Needy Families (TANF);
- General Assistance;
- Medicaid, KidCare, FamilyCare, AABD (Aid to the Aged, Blind, and Disabled);
- Food Stamps; and
- Child Care.

In *Get The Facts*, we took the lingo out of policy to answer common questions about benefits eligibility, application, receipt, and customer rights. Published in both English and Spanish, the handbook can be given directly to clients, constituents, and community members who might be struggling to meet their basic living costs.

The booklet was also designed with easy duplication and updates in mind. Downloadable updates from www.cjc.net and a binder-friendly layout help direct service providers amend their files periodically and offer the latest information to their clients.

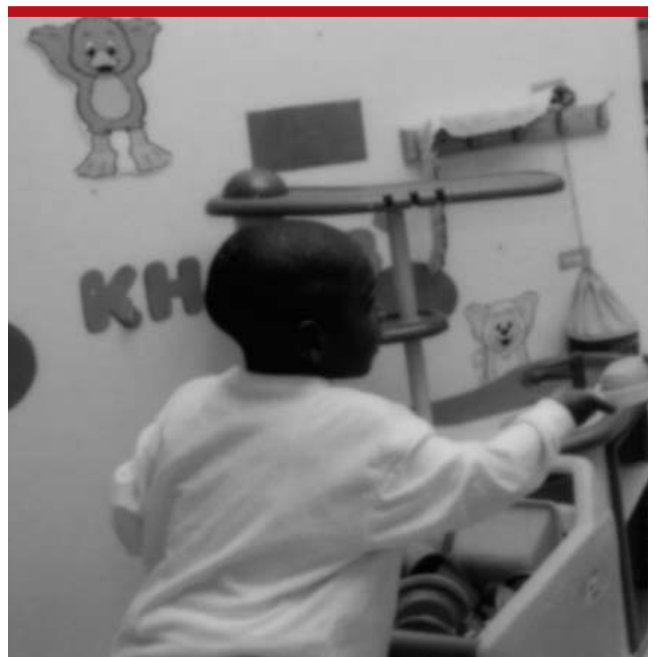


Since its release, more than 12,000 copies have been distributed directly by CJC, and CJC members and friends have copied and distributed countless additional copies (see perspective).

What's Next

CJC will alert low-income families and their advocates about *Get the Facts* revisions made necessary by changes in state TANF policies and federal reauthorization. Providers and consumers can receive automatic updates by signing up at www.cjc.net.

We will continue to work with our state and national advocacy partners to engage our members in advocacy and action on policies that impact Illinois' most vulnerable residents.



Frontline Perspective: Housing Manager Helps Clients Connect to Benefits

Peggy Howard manages Heartland Alliances' Service Connector at Lake Parc Place which is home to 225 families—single moms and their children, two-parent households and senior citizens who are engaged in work, study or community service. Many Lake Parc residents have lived in the community for years and have seen lots of changes in the North Kenwood and Oakland neighborhoods.

Part of the once-vibrant Bronzeville area, the community fell to neglect as public housing disintegrated and poor and middle-class black families moved out. In 2000, 38% of the communities' households were below the poverty level and nearly 5,000 households received public assistance.

Now the mid-south side is rebuilding. Mixed income housing is being developed as part of the



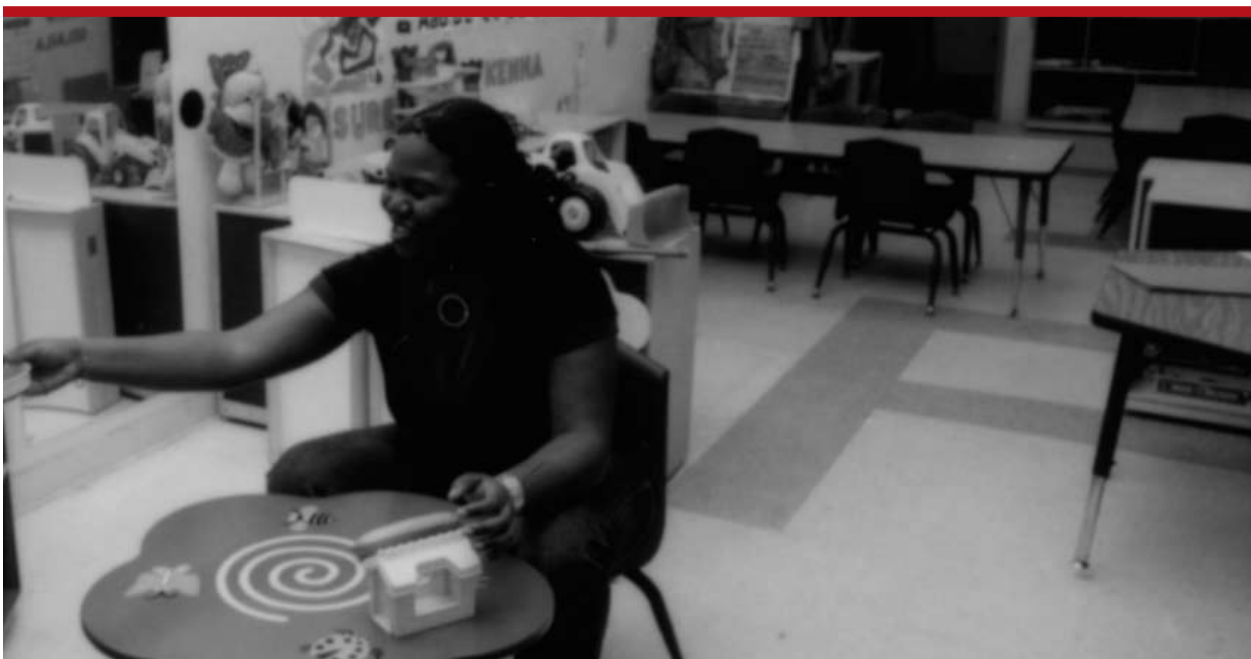
For Peggy Howard, (left) a 10-year Heartland Alliance veteran, Get the Facts helped take the guess work out of clients' public benefits. Howard manages Heartland's Service Connector in Kenwood.

Carmen Carter is a busy single mom who receives childcare assistance with help from Heartland's Peggy Howard and Get the Facts. Carter enrolled her son Tayvon in a quality program that's close to home—a necessity as she works part-time and studies business management at Kennedy King College. As for Tayvon, he loves going to school with friends, "cooking," and helping clean up.

CHA Transformation Plan. Commercial development is attracting small businesses. And social service providers like Heartland Human Care Services, a Heartland Alliance partner, are working to help families become economically self-sufficient.

"Lots of families aren't aware of what's out there," explains Howard. She and her staff of four have used every resource to inform their residents about their options. *Get the Facts* was one tool that Howard used to determine clients' eligibility for public benefits, especially TANF, food stamps and childcare.

"When clients know they can access benefits," says Howard, "it gives them confidence."



Forging Partnerships to Support Bridge Programs

Driven by its mission, CJC has long been an advocate for education and training strategies that prepare disadvantaged job seekers for quality work opportunities that lift them out of poverty. Last year, in *Making the Pieces Fit: A Plan for Ensuring a Prosperous Illinois*, CJC and Women Employed documented the skills gap that exists between Illinois residents' education needs and employers' workforce demands.

By 2006, two-thirds of all jobs will require more than a high school diploma. By 2013, more than 80% of new jobs will require post-secondary education. Yet in Chicago and Illinois, significant workforce populations lack even a GED—especially black and Hispanic groups. It is not surprising, then, that too few in these groups attain post-secondary degrees.

This year, CJC rigorously promoted bridge programs to facilitate skills development that qualifies more low-skilled workers for employer-driven vocational training and post-secondary education. Bridge programs use academic and vocational competency curricula to quickly advance job seekers with limited literacy or English proficiency skills to good employment, job promotion, and higher education.

Activities & Outcomes

A major accomplishment of CJC's bridge program advocacy in FY2005 came through our work with the Chicago Workforce Board. The Board and CJC leaders facilitated a city-state funding effort by exploring options to co-mingle funds, tap providers' industry expertise, and advance the goals of key public agencies: the Illinois Community College Board (ICCB) and the Mayor's Office of Workforce Development (MOWD). The result—a synergistic approach to investing in two bridge program pilots in healthcare, one of which is led by Instituto del Progreso Latino and the Humboldt Park Vocational Education Center (see perspective).

By promoting the bridge program model with additional policymakers and providers across the state, CJC and Women Employed created an “echo chamber” of stakeholders discussing the merits



Dr. Ricardo Estrada, Carreras En Salud Program Director and Madeline Roman-Vargas, HPVEC Dean, now have a waiting list of nearly 140 students wanting to participate in Chicago's bilingual healthcare bridge program. They are aggressively seeking additional funding to continue the program.

Bridge programs are a critical first step on a career pathway and are:

- Improving access for low-skilled individuals to postsecondary education needed for good jobs in today's economy,
- Proving to be more effective with potentially better outcomes than traditional adult education, and
- Providing a good way for CBOs and colleges to leverage resources.

of bridge programs and found tremendous support for the model.

As a result, city and state officials are coming together with other stakeholders to identify funds for creating and expanding bridge programs. With the Partnership for New Communities, CJC convened two meetings for advocates, providers, MOWD and the Chicago Housing Authority. Together we discussed ways to expand the number of bridge programs available for public housing residents. Meanwhile, the ICCB is using Workforce Investment Act (WIA) funds to pilot bridge programs delivered by CBO-college partnerships focused in the transportation sector.

What's Next

CJC staff has helped the UIC Great Cities Institute design a bridge program evaluation process that will monitor the impact of local pilot projects in the manufacturing and healthcare sectors. Moving forward, we will promote bridge program development among a diverse array of stakeholders in Illinois and across the country using a new program development guide *Bridges to Careers for Low-Skilled Adults*. Supporting policymakers' efforts to secure funds for local bridge program pilots is also an advocacy priority that CJC will continue to pursue.



Patricia Torrez, currently a CNA working as a medical assistant at Lawndale Christian Health Center (LCHC), is a student in the bridge program's LPN component. She expects to be among the program's first graduates in March 2006, and plans to stay at LCHC, which serves Chicago's Lawndale and Garfield communities. For Patricia, Carreras En Salud is helping her take the next step toward becoming a registered nurse.

Frontline Perspective: Latino Community Leaders Build Bridges for Spanish-speaking Job Seekers

In Humboldt Park, job seekers and healthcare workers are taking their education and their careers to the next level through Chicago's bilingual healthcare bridge program. The *Carreras En Salud* (Careers in Health) program is a partnership of four organizations—Instituto del Progreso Latino, Humboldt Park Vocational Education Center, Association House and National Council of La Raza—that addresses both the training gaps for Latinos in high-growth sectors as well as the healthcare industry's demand for bilingual healthcare professionals.

In Chicago, the healthcare industry's need is acute given the region's fast-growing Latino population. By 2010, the Hispanic community will be Chicago's largest ethnic population, according to *Crain's Chicago Business*. And recent census data reveals that while Latinos comprise 25% of the area's population, fewer than 1% are Licensed Practical Nurses (LPN) and Registered Nurses (RN). And while Latino residents are trained and employed as Certified Nurses

Assistants (CNA), very few make it through Wright College's demanding LPN program—largely due to language and advanced math skill demands.

The partnership provides Spanish-speaking job seekers and incumbent healthcare workers multiple points of entry, education, and employment in an employer-recognized career ladder: CNA to Patient Care Technician to LPN. Students are “bridged” to each rung in the career ladder through contextualized learning that advances their basic skill levels—e.g., Vocational English as a Second Language, GED and pre-CNA training as appropriate—and strengthens their content skills through college prep coursework. Both curriculum and employment opportunities are cultivated through work with nearly a dozen area healthcare organizations.

As a CBO-college collaborative, *Carreras En Salud* leverages the strength and clearly defines the roles of each partner: intake, case management and academic support across the curriculum, training, and placement services. Since its launch in the spring 2005, the partnership has enrolled 134 students who are at various points in building their basic skills, pursuing degree requirements and preparing for in-demand careers.

New Jobs Councils Begin Effecting Change

Through our Statewide Initiative, CJC convenes providers outside of Chicago with the intent of sharing best practices in serving low-income individuals, exploring strategies for accessing public workforce funding and collaborating to effect improvements in local workforce policies.

Activities and Outcomes

Rockford Jobs Council Shifts into High Gear

Established at the end of last year, the Rockford Jobs Council (RJC) is a voluntary coalition of 50 members that uses a working group model as a vehicle to move on seven principal workforce issues.

In FY2005, one of RJC's largest victories came when the Governor's Task Force on Re-entry asked the new coalition to organize, convene and facilitate the state's first hearing on community safety and re-entry. The meeting was an overwhelming success (see perspective).

Through its working groups, RJC members also:

- Secured representation on the region's Critical Skill Shortages Initiative steering committee,
- Presented before the local workforce investment board on needs of low-income job seekers,
- Partnered to apply for federal funding to connect more disadvantaged job seekers to the local one stop system, and
- Began developing—at the City of Rockford's request—workforce recommendations for the Rockford Department of Housing and Development's Consolidated Plan.

The Aurora Area Jobs Council Starts Up

In FY2005, CJC reached out to a diverse array of stakeholders in the Fox Valley region and heard about clients' challenges in overcoming multiple barriers to employment. To help agencies further discuss their issues and interests, CJC staff organized a one-day forum for the region that covers Kane, DuPage, Kendall and Will counties. The forum generated momentum for a core group of providers who worked with CJC to establish the Aurora Area Jobs Council (AAJC).

AAJC's 20 members leveraged RJC's model and CJC's technical assistance to find common causes, establish its mission and goals, and develop an action-

oriented work plan. The new community coalition created two working groups—Coordination and Advocacy—through which providers determine innovative strategies to address challenges and advocate for supportive public policy.

Moving forward, AAJC expects to help expand the local Illinois Employment Training Center's web-based agency referral network to include non-contracted service providers.

"This is about getting people connected so that their jobs are easier and their programs get stronger," says Allene Anderson, AAJC Coordination Group Chair and Executive Director of the Fox Valley Project with Industry. "The bottom-line is people getting better services."



What's Next

CJC will continue to support advocacy and organizing efforts in Rockford and Aurora. We also will explore organizing interests with providers in Decatur and Springfield. Through dialogue with providers in these communities and in Chicago, CJC will advocate for solutions to issues that transcend geographic boundaries.

“This is about getting people connected so that their jobs are easier and their programs get stronger.”

Allene Anderson, AAJC Coordination Group Chair and Executive Director of the Fox Valley Project with Industry.

Frontline Perspective: RJC Helps Launch State’s Hearings on Prisoner Re-entry

Rockford providers organized swiftly to impact change after enduring a painfully slow economic recovery. When unemployment was at its peak, Rockford’s jobless rate was double the state and national averages. Now, the city’s “Wal-Mart-like” economy offers low-skilled workers an average wage of \$8.50/hour. The living wage for an individual resident is \$12/hour.

In its first year, RJC impressed local and regional policymakers as the area’s leading information and advocacy resource for low-skilled job seekers. When

state officials sought a convener for the Governor’s first hearing on re-entry issues, RJC received the request.

At any given time, Rockford has nearly 1,000 parolees. The goal of this critical hearing: gather information to help shape recommendations for a statewide prisoner re-entry system to manage the projected record number of returning offenders to Illinois’ communities.

More than 100 people attended the session moderated by Stephen Haight, RJC Skills Gap Working Group Chair and Promised Land Employment Service Executive Director. Nearly 50 people—including clients and a range of stakeholders—provided testimony on re-entry issues and experiences in the Rockford community. Among the recommendations that emerged were:

- Better prepare inmates with practical life skills
- Help ensure parolees return with state identification
- Provide better referrals to services in the parole community
- Help parolees obtain a GED and other education before release

“There’s a huge skills gap here,” notes Haight. “Quite a few [new manufacturing jobs] are at high engineering levels. Our clients often don’t have the literacy and math skills to make the jump to training. They first need remedial training.”

In addition, the Department of Commerce and Economic Opportunity identified healthcare as another key sector for the area. “Healthcare jobs also require advanced training. But for many people with criminal backgrounds here, healthcare jobs are not an option,” asserts Haight.

Moving forward, RJC members will be reviewing the recommendations that emerged from all re-entry sessions. Local providers also will explore “bridge program” models (see page 4) and strategies for bringing new resources to their community.



Photo Credit: Richard Hrynkiw

Stephen Haight, Promised Land Employment Service Executive Director, (from left) and Jeffrey Allington, CJC Policy Associate, listen to testimony at the state’s first re-entry hearing convened by the Rockford Jobs Council. Joining them are the Governor’s task force co-chairs Paula Wolff, Chicago Metropolis 2020 Senior Executive, and Brenda Russell, Illinois Department of Employment Security Director.

Community-based Organizations Strengthen their Cultural Competence

Workforce development practitioners engage in a culturally rich and complex community—one comprised of an array of service delivery partners, competitors, funders, and increasingly diverse customers.

Community-based organizations are often job seekers' first point of contact as they move into the world of work. So to be effective, workforce professionals need to assure customers that service recommendations or job placements are not based on providers' own biases.

This year, CJC delivered the second round of our two-year Cultural Competency and Employment Initiative, the goals of which were to:

- Increase awareness and understanding of workplace diversity with community-based workforce organizations;
- Heighten internal awareness of organizational culture; and
- Develop a common language around diversity for workforce organizations.

Activities and Outcomes

CJC and its diversity consulting partner The Felicity Group worked this year with four CJC member agencies. Each organization committed leadership and staff time to a rigorous process to increase their cultural competency. The participating agencies were:

- CARES Chicago
- Chicago Women in Trades
- Chinese Mutual Aid Association
- Jane Addams Resource Corporation

CJC and The Felicity Group recognized early-on that these providers had considerable exposure to diversity issues through their client work: they served people with disabilities, women in non-traditional jobs, immigrants, and Latino and African American men. As a result, the Initiative offered a process-oriented framework that gave leaders and staff both time and guidance to assess their organizations comprehensively.

The assessment process engaged all staff in facilitated dialogue about how they experience their work environment, clients and colleagues. As a result, organizations began to unearth diversity challenges and opportunities to raise awareness and develop shared principles.

Ultimately, organizations—including five from the Initiative's first year—took steps to support effective cross-cultural work.

When evaluating the Initiative, participants noted that their self-awareness, leeway for ambiguity, and curiosity for learning about others had improved.

CJC itself amassed a wealth of insight on the value cultural competency brings to the field. This year, we published and distributed *Ready? Set. Grow! A Starter's Guide to Becoming Culturally Competent*. The online publication provides practical steps and information resources to support workforce practitioners who want to model cultural competency.

What's Next

CJC and The Felicity Group are exploring additional types of diversity training. Among the possibilities are workshops or courses in cultural competency and workforce development.

Denise Lam, Executive Director of Chinese Mutual Aid Association, knows her community is changing. New people come in; previous clients have new needs. The agency serves 13,000 people annually as it advances its mission to help Chinese and other immigrants and refugees transition into American culture.



Frontline Perspective: Asian American Leader Embraces Greater Diversity

In the 1970s, a group of ethnic Chinese refugees from Vietnam established the Chinese Mutual Aid Association (CMAA) in Uptown to help growing numbers of Southeast Asians relocate there. In the 1980s, Ethiopians, Ghanaians and other African immigrants arrived. Soon, they were joined by Russians, Bosnians and Latinos.

Over the years, all of these groups have sought services from CMAA, bringing attitudes and behaviors common to their home cultures. And, in serving them, CMAA staff and board have brought their own perspectives.

Denise Lam, CMAA's Executive Director, saw CJC's Cultural Competency Initiative as an opportunity to help her organization strengthen its connection to the community's diverse cultures. Management had already expanded the founders' mission to include other immigrants and refugees. CMAA launched with other groups the Coalition of African, Asian, European and Latino Immigrants of Illinois (CAAELII). It leads five other agencies in a multi-year Multicultural Youth Project.

Now, Lam wanted the entire staff to participate in some eye-opening training.

"If we don't understand others' culture, we will see them only from our own perspectives," explains Lam. "We didn't intentionally discriminate in service delivery. I wanted to educate our staff to see people and things differently."

For Lam, the Initiative's honest and open process provided staff a safe place to discuss concerns. The dialogue raised awareness of the impact comments or actions may have on a co-worker or client.

"We want our staff to be more conscious, not comfortable," says Lam. "What's comfortable is to say 'no'" and continue with business as usual.

Since CMAA completed its cultural competency assessment, they hired a native Russian for ESL course outreach. Staff meetings regularly feature diversity-related training and groups that share information about their native cultures.

CMAA's board is increasingly aware of the organization's diversity needs. The agency updated its personnel handbook to include domestic partners and their children and parents. And it changed its performance evaluation process so that staff and managers are held accountable for customer service.

Lam is committed to strengthening her agency through cultural competency. "We get into nonprofit organizations because we want to bring new ideas to change things."

Uptown is among Chicago's most diverse communities. Ethnic Chinese refugees began resettling there more than 30 years ago, helping give the area the nickname New Chinatown. CMAA estimates that at least 20 racial and ethnic groups call the neighborhood home.



Frontline Staff Focus on Dual Customers

The goal of CJC's Frontline Focus program is to improve the assistance that disadvantaged job seekers receive in finding and obtaining career-path employment.

For the last three years, CJC has worked toward this goal by providing professional development opportunities for frontline workforce development staff. Through this work, CJC has gained tremendous insights into the challenge and commitment that keeps job developers and other frontline staff hard at work serving two customers: job seekers and potential employers. Many job developers approach their assignment with years of experience working with low-income community residents. But adapting their work style to a potential employer-customer's business culture can be an elusive task.

This year, CJC aimed its work at helping job developers improve their frontline skills through rigorous coursework, workshops and industry-focused communications.

Activities and Outcomes

CJC partnered with Public/Private Ventures' Working Ventures Initiative to develop an intensive curriculum on the topic "Working with Employers." CJC launched the course in October 2004 with a faculty of both industry and community experts. Through 38 hours of instruction and hands-on learning, 24 participants gained practical skills and strategies to help them strengthen employer relations and increase effective placements of their job-seeking customers.

CJC also wanted to ensure that participants' organizations would be ready to embrace a different way of doing things. So, we involved participants' supervisors in the course—a move that helped managers update their perspectives about job development and also interact with their own peers.

After 10 weeks of study, practical application and a group project, 21 participants graduated from the course and earned their certificate of completion.

CJC offered the course twice again in spring 2005 for 55 frontline staff, including those from CHA's Service Connector. Since then, participants have begun to apply new strategies and techniques in their work (see perspective).

CJC also developed and delivered two workshops focused on specific populations—job seekers with limited English proficiency and out-of-school youth—that drew 100 frontline staff. Additionally, our "Employer Pitch Clinic" provided nearly 40 job developers with opportunities to craft, practice and



Tina Morgan, (left), a Goldie's Place job coach, discovers in detail what both her employer and job seeker customers want. When there's a good match, she provides the job seeker a reference letter with her signature. "My name means a lot to me." It has value for her customers, too.

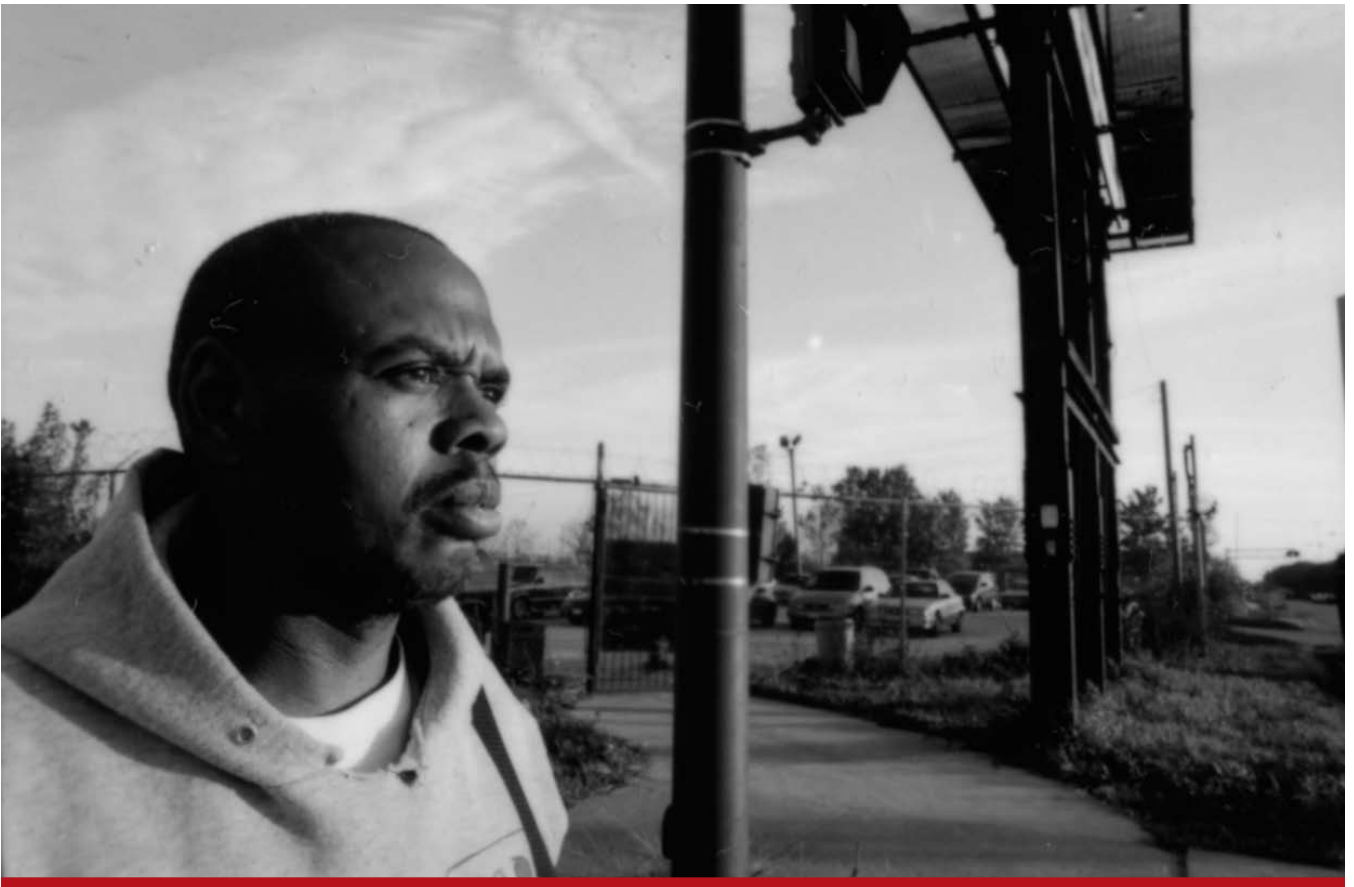
refine their marketing approach to employers. The half-day session generated for participants insights that will impact their work, including:

- Contacting more employers,
- Being more confident and articulate in talking to employers, and
- Ideas for improving their employer relationships and increasing placements.

Through CJC's new quarterly e-newsletter, *Industry Insider*, we began updating frontline staff on emerging labor-market and industry trends that influence opportunities for their customers. We dedicate each issue to one industry—investigating employment trends, providing perspectives from industry workers, and featuring innovative approaches to service delivery. We distributed our first issue, focused on the hospitality industry, to more than 1,000 workforce professionals.

What's Next

CJC is evaluating new training configurations that frontline staff might find more comprehensive than a one-day workshop, but less time- and cost-intensive than a 10-week course.



Eric Mayfield is a cure press operator at Morse Automotive on Chicago's south side where Tina Morgan referred him in May, 2005. The biggest challenge Mayfield has overcome is the long hours standing on his feet. The easiest part, he says, is getting there. He commutes 1 hour and 15 minutes each way—taking the El, a bus, then walking the remaining blocks. After his shift, he heads back north to pick up his three-year-old son from daycare.

Frontline Perspective: New Job Coach Focuses on Building Relationships

Teneshia “Tina” Morgan was new to workforce development when she enrolled in CJC’s “Working with Employers” 10-week course. During her first year at Goldie’s Place on Chicago’s far north side, Morgan went to the city’s major corporations looking for work opportunities. She quickly discovered that her job seekers were neither comfortable with nor had the skills to compete for those jobs.

She registered for CJC’s course looking for the “magic solution” that would solve her job development woes. What she left with was a solid foundation upon which to “build, maintain and match” relationships between employers and job seekers.

“The course gave focus to my relationships with clients, especially the session about leaving your perspectives behind,” recalls Morgan. “At Goldie’s Place, our niche is to know people as individuals.”

As a result of the course, Morgan reports, “My relationships have gone from shaky to really solid.”

“It meant everything to me,” says Eric Mayfield about his job coach’s relationship with his new employer. “She opened up the door. Now I can pay my bills.” Mayfield has three children including Eric Jr. with his wife Endy. He joined the production workers’ union and plans to advance his skills.

One of the valuable techniques Morgan says she gained through the course is researching employers “like I was looking for the job myself.”

Talking one-on-one with employers, she asks them to describe an employee who stays with the job, is successful and who they feel proud of employing.

“Before the course, I had no clue about what retention was.” Now it’s an integral part of her work with both employers and job seekers.

It’s important for Morgan to understand her job seekers’ strengths and weaknesses. She works with them to reveal the jobs they don’t want to do and why. Assessment exercises and techniques help her clients articulate their skills, interests and passions.

Says Morgan, “When you love what you do, it isn’t work.”

Workforce Professionals Learn the Ins and Outs of Criminal Records



Chad Higgins, a Goodwill case manager, believes the more you know about what employers look for, the better you can equip your clients. He says the point is to help people find jobs that make sense for them.

Over the last 35 years, Illinois' prison population increased more than 500% (from 7,326 to 44,379) due primarily to new drug laws and recidivism. Nearly half of all Illinois' released prisoners are released each year to Chicago. For these individuals, finding a job is key to staying out of prison. But helping people with criminal backgrounds move into jobs can be a daunting task—particularly for frontline staff who are not familiar with how the justice system and labor markets intersect.

In FY2005, CJC continued its work to increase workforce professionals' ability to place individuals with criminal backgrounds into good jobs.

Activities and Outcomes

This year, CJC developed and delivered criminal records training through the Criminal Records Collaborative—a two-year partnership between CJC, the Cabrini Green Legal Aid Clinic, First Defense Legal Aid Clinic, the Safer Foundation and Sargent Shriver National Center on Poverty Law.

Advocates and experts designed the training to help frontline staff understand the legal and personal barriers that former offenders face. It also covered industry practices related to hiring people with criminal backgrounds. Among the topics addressed in the full-day “How to Understand a Criminal Record” workshops were:

- Understanding the justice process
- Reading rap sheets
- Getting a correct record
- Becoming familiar with Illinois records law
- Figuring out occupational barriers and waivers

CJC and Cabrini Green Legal Aid Clinic responded to tremendous demand for criminal records training in Cook and DuPage Counties—facilitating seven workshops for more than 250 job developers and case managers.

The training drew the attention of the Mayor's Office of Workforce Development which scheduled workshops for contractors serving clients via Workforce Investment Act and Community Development Block Grant programs. Organizations involved in LISC's New Communities Program participated in workshops, as did community development corporations and Local Industrial Retention Initiative groups. And Bethel New Life in Aurora convened DuPage County contractors and policymakers to participate in the training. Employers and trainers also were participants in our criminal records training.

“I want to continue to expand my knowledge on this topic,” noted one participant. “I work with young adults, many of whom have a criminal record. I want to use my knowledge to inform them of their legal rights.”

What's Next

As in years past, CJC will continue to bring perspectives from the field to bear on a wide range of advocacy issues through a host of city and statewide task forces, working groups and committees. Although the Criminal Records Collaborative ended this year, CJC will continue to offer criminal records training to workforce professionals in Illinois.

CJC will also launch a new website being developed with the Illinois Department of Employment Security to provide comprehensive information to people working with former offenders.



Frontline Perspective: Former Probation Officer Helps Job Seekers Prepare for Work and Address Backgrounds

Chad Higgins, a case manager at Goodwill Industries of Metropolitan Chicago, is on the other side of the table now. Before joining the employment services provider a year ago, Higgins was a probation and parole officer in South Carolina. There, he became somewhat familiar with background checks, expungement and sealing of records. This year, he attended CJC's criminal records training, which he says offered clarity on those and other issues.

"I was still in the business of helping people. Dealing with the role of law enforcement, you have to be an enforcer," Higgins explains. "Now I look at what employers are looking for, what clients are up against and what jobs are available."

In his work at Goodwill, Higgins provides computer skills training to help clients write resumes and conduct online job searches. He also delivers pre-employment skills training, including mock interviews in which staff play the employer role.

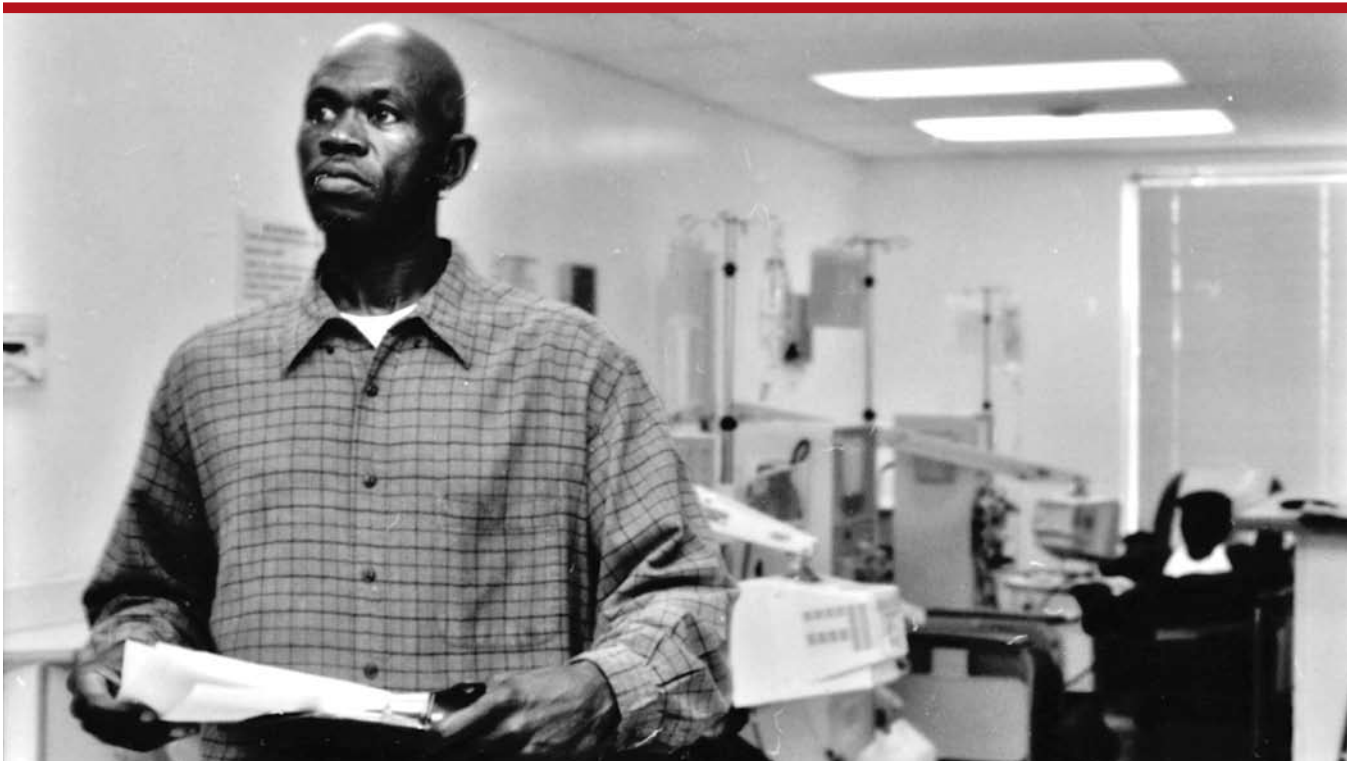
Through his participation in the criminal records training, Higgins now knows what employers can

and cannot ask in interviews. As a result, he built into his training a component that helps clients answer questions—those permitted as well as those prohibited—and remain honest in their responses. He also better understands employers' options with background checks and advises clients accordingly.

Goodwill also invited CJC to present the course content to its clients, and Higgins sat in. He and his employment specialist colleagues found that the presentation helped make clients' goals more real for them.

"What CJC and Cabrini Green Legal Aid Clinic have to say clears up misconceptions and miscommunications," says Higgins. "They [clients] knew where they wanted to go, but they didn't know how to get there. Staff, clients and I can now put it all in place."

James White turned down a few jobs before accepting a position at Midwest Renal Care, Inc. The single dad found the opportunity himself, and told Goodwill's Chad Higgins and Kelly Tellez what he needed to secure it. They confirmed that his 1996 felony was not a barrier. He learned Microsoft Excel—a skill the company's CEO Bridget Ross gave him a week to acquire before offering him the job. "I had no doubt it was going to happen," recalls White. Several weeks later, he has moved up to administrative assistant with new responsibilities. His advice: "Be patient, be aggressive and don't settle. You've got to find something you can stick with."



Chicago Jobs Council Statement of Financial Position

June 30, 2005

Assets

Current assets:

Cash	\$ 215,40
Short-term investments	55,484
Accounts receivable	56,590
Prepaid expenses	42,620

Total current assets	370,099
----------------------	---------

Noncurrent assets:

Long-term investments	33,610
-----------------------	--------

Fixed assets:

Leasehold improvements	102,053
Equipment and furniture	5,272
Computers	22,554
Less: accumulated depreciation	(56,383)

Total fixed assets	73,496
--------------------	--------

Total noncurrent assets	107,106
-------------------------	---------

Total assets	\$477,205
--------------	-----------

Liabilities and Net Assets

Current liabilities:

Accounts payable and accrued liabilities	\$ 16,356
Payroll liabilities	13,530
Custodial funds payable	6,515

Total liabilities	36,401
-------------------	--------

Net assets:

Unrestricted	112,804
Temporarily restricted	328,000

Total net assets	440,804
------------------	---------

Total liabilities and net assets	\$477,205
----------------------------------	-----------

Our Funders

Throughout our history, we have enjoyed close working relationships with the foundation community. We are grateful that, despite the year's economic challenges, the following corporations and foundations have shown their steadfast support:

Alphawood Foundation
Bank One Corporation
Brandon Roberts & Associates
Grand Victoria Foundation
Joyce Foundation
JP Morgan Chase
LaSalle Bank
Lloyd A. Fry Foundation
Northern Trust Charitable Trust
Polk Bros. Foundation
Richard H. Driehaus Foundation
Rockefeller Foundation
Woods Fund of Chicago

Our Members

We sincerely appreciate the financial and intellectual contributions of our members—over 100 community-based organizations, businesses and individuals—whose daily work advances our mission.

Organizational Members

Access Community Health Network
Ada S. McKinley Community Services
Albany Park Community Center, Inc.
Alternative Schools Network
Asian Human Services Association House
B.U.I.L.D. Inc.
Behavioral Interventions, Inc.
Bethel New Life, Inc.
Brand New Beginnings
Breakthrough Urban Ministries
CARES Chicago
Center for Labor and Community Research
Center on Work & Community Development

Central States SER/Jobs for Progress
Charles A. Hayes Family Investment Center
Chicago Area Project
Chicago Christian Industrial League
Chicago Commons E.T.C.
Chicago Federation of Labor Workers Assistance Committee
Chicago Lighthouse for People Who Are Blind or Visually Impaired
Chicago Urban League
Chicago Women in Trades
Chicagoland Chamber of Commerce
Chinese American Service League
Chinese Mutual Aid Association
Community Assistance Programs Corporation for Supportive Housing
Council for Adult and Experiential Learning
CTCNet Chicago
DESI
EmployAlliance WSCCI
Employment Resource Center of Chicago
Family Support America
Genesis Housing Development Corporation
Goldie's Place
Goodwill Industries of Metropolitan Chicago
Grand Boulevard Federation
Greater Northwest Chicago Development Corporation
Greater West Town Community Development Project
Harborquest
Health and Disabilities Advocates
Healthcare Consortium of Illinois
Heartland Alliance for Human Needs and Human Rights
Howard Area Community Center
i.c. stars
Industrial Council of Nearwest Chicago
Inspiration Corporation
Instituto del Progreso Latino
Jane Addams Resource Corporation

Jewish Federation of Metropolitan Chicago
Jobs For Youth/Chicago
Kenwood Oakland Community Organization
Korean American Community Services
KRA Corporation
La Casa Norte
Lakefront Supportive Housing
League of Women Voters of Chicago
LEED Council, Inc.
Local Initiatives Support Corporation
Management Association of Illinois
Marriott Foundation
National Able Network
New Moms, Inc.
Nonprofit Financial Center
North Lawndale Employment Network
OAI, Inc.
Policy Research Action Group
Polish American Association
Project Match
Protestants for the Common Good
Pyramid Partnership, Inc.
Roosevelt University
Safer Foundation
Sargent Shriver National Center on Poverty Law
Save-A-Lot, Ltd.
South Suburban College
Southeast Chicago Development Commission
Southwest Women Working Together
Southwest Youth Collaborative
St. Leonard's Ministries
TASC, Inc.
The Cara Program
The Enterprising Kitchen
Women Employed
Women's Self-Employment Project
Work, Welfare & Families
YMCA Alliance
Youth Guidance
Youth Job Center of Evanston, Inc.
Youth Service Project

CJC convenes its members and other community-based organizations in monthly working groups to identify key public policy issues that impact service delivery to disadvantaged job seekers. We truly value the time they lend us in developing strategies to expand employment opportunities for Chicago's low-income residents.

Individual Members

Joseph A. Antolin
Cheryl Francis
Alethia Gambrell
Betty M. Gibson
Mimi Gilpin
Sharon Hurwitz
Henry Jackson
Davis Jenkins
Richard Kaye
Paul Kleppner
Murray Manus
Marcia Medema
Sandy O'Donnell
Kathleen Petefish
Lisa Polega
Rhonda Present
Jill Swan Baldwin
Sandra Watson-Smith
Kapila Wewegama
Marta White
Betty Willhoite
Kaye Wilson

Our Working Group Participants

Lori Adams
Luis Angomas
Sue Augustus
Carlos Baldizon-Martini
Angela Ball
John Barr
Meegan Bassett
Jill Boepple
Patrice Bolden
Walter Boyd
Karen Bozeman-Gross
Nancy Brandt
Larry Bravo
Rosie Carter
LeKeeta Charley
Dia Cirillo
Theresa Connell
Edith Crigler
Jennifer Crittle
Ashley Crossan
Lenora Dailey
Johanna Dalton
Judy Davis

Margie Davis
Renee M. Daye
Jan DeCoursey
Diego Diaz
David Disabato*
Susan Donovan
Maurice Douse
Kathleen Dowling
Andi Drileck
Randi Edwards
Laura Erving Bailey
Patrice Faggins
Sherise Folks
Elizabeth Forbrich
Melissa Ford
Marsie Frawley
John Garvey
Jill Geitmaker
Mimi Gilpin
Alfreda Glover
Dominika Golojuch
Margie Gonwa
Samir Coswami
Joanna Greene
Ben Greer
Kathleen Gruber
Gina Guillemette
Pat Guy
Nicole Hanrahan
Deborah Harrington
Jennifer Haywood
Ron Hearn
John Hess
Kia Higgins
Mary Himmelberger
Sheryl Holman
Lacinda Hummel*
Lois E. Hummel
Sharon Hurwitz
Kreshina Ingram
Sheila Jackson
Audrey Jacobs
Allison Janus
Shirley Johnson
Rev. Myra Jordan
Direoce Junirs
Maria Kamenaki
Andre Kellum
Annie Knepler
Gerard Kwaaning
Ricky Lam
Jane Larkin
Cleophus Lee
Richard Leonard
Dan Lesser
Judith Levine
David Limon
Sam Long
Murray Manus
Sarah Marshall
Sharron D. Matthews
Rosemary McDonnell
Lise McKean
Sarah McKinley
Marcia Medema
Terry Miles
Jennifer Miller Rehfeldt
Della Mitchell
Monica Moody
Tania Morales
Teneshia Morgan
Daryl Morris
Sonia Munoz
Michele Murvay
Tyrina Nash
Divida Newson
Eugene Niles
Vicky Nurre
Crystal Odom
Gloria Panama
Tiffany Peake
Veronica Pennix
Trina Peterson
Anelia Petrova
Wendy Pollack*
Joyce Powell
Eric Puckett
Katanya Raby
Artis T Ray
Betty Reeder
Nina Rezinias
Lowell Rice
Kristen Roberts
Don Robertson
Andre Robinson
Derrick Rodgers
Phyllis Russell
Rhonda Saad
Juliann Salinas

Vickie Shea
Jean Sherman
Sarah Shipp-Parran
D.E. Simmons
Patrick Smith
Lois Snyder
Stephanie Sommers
Barbara Stadnicki
Shannon Stewart*
Sally Stovall
Laurel Taylor-Dudley
Anne Tiesenga
Tom Tomich
Sonia Torres
Kenneth Upshaw
Chris Vaughn
Sara Villanueva
Howard Wait
Earl Watson
Betty Willhoite
Clifton Williams
Nafari Willis
Michael Wilson
Jim Zangs

* denotes working group chairs

Note: Although we take the utmost care in preparing these lists, a name may be omitted or misspelled. If you notice an error, please bring it to the attention of CJC staff. Thank you.

Creative Consultant:
Vicky L. Nurre

Design:
Robert Barnes Design

Photography credit
and copyright:
Jean Clough Photography





Chicago Jobs Council

29 E. Madison Street, Suite 1700

Chicago, IL 60602

p: 312-252-0460

f: 312-252-0099

w: www.cjc.net