



Workforce Center of Will County

SERVICE ANALYSIS

**Services provided in Will County
Program Year 2015 (PY15)
July 1, 2015 through June 30, 2016**



October 2016

Dear Colleagues,

On an annual basis, the Workforce Investment Board of Will County provides an overview of services provided in the County called the Service Analysis report. This year's Service Analysis Report for Program Year 2015 (July 1, 2015 through June 30, 2016) will look very different from years' past.

With the onset of new federal legislation known as the Workforce Innovation and Opportunity Act (WIOA), the Workforce Investment Board has created a "one-stop location", the Workforce Center of Will County. Beginning in November 2015, the Workforce Center of Will County opened its doors for employers and job-seeking customers. This integrated workforce system brings services provided by several workforce partners under one roof. Some of the changes in this year's report included to reflect this new system are:

- The historical data will be included only in this year's report and future reports will include all partner services.
- New data sets that will benchmark the culmination of several partners at the new Workforce Center of Will County are provided for future comparisons.
- Combined data from the workforce partners to reflect services that are now provided jointly as well as data on services that are unique to each partner.

Lastly, I would like to mention that Will County has benefited from a stronger economy and lower unemployment than past program years and the numbers reflect a reduction of services than those of recession-times past. The Workforce Investment Board strives to meet ongoing needs to keep Will County vibrant. We will continue to assist employers in finding skilled workforce and support our residents with training and job-seeking assistance.

Should you have any questions about this report, please do not hesitate to ask.

Respectfully,



John Greuling, Chairman
Workforce Investment Board of Will County



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Workforce Center of Will County Service Analysis Report PY15

Executive Summary

The data presented in this report are specific to the shared location at the Workforce Center of Will County, 2400 Glenwood, Joliet, IL. Below is a snapshot of some of the services and activities that were provided between July 1, 2015 and June 30, 2016 (PY15) at the Center.

- ❑ Workforce Center of Will County opened in late November 2016 integrating Workforce Innovation and Opportunity Act (WIOA) partners and program services in one location. Workforce Services Division of Will County was procured as the designated one-stop operator.
- ❑ Over 3,800 customers used job search and training related services representing 14,684 visits to the system. 17,601 services were utilized in PY15.
- ❑ 284 businesses placed job orders on the electronic job board representing over 12,857 open positions in Will County. This is a 9% increase in businesses placing job orders representing and about 2,000 more open positions over the previous program year.
- ❑ The Workforce Services Division of Will County's job board had 170,000 hits in PY15.
- ❑ The local electronic Resume Gallery hosted over 1,000 job seeker resumes for employers to view.
- ❑ Nearly 9,000 services were utilized in the Resource Room at the Workforce Center in PY15.
- ❑ More than 700 Illinois Department of Employment Security (IDES) customers were assisted with Illinois JobLink, a job-matching system, at the Workforce Center in PY15.
- ❑ The Mobile Workforce Center (MWC) made 240 visits to locations throughout Will County and served 1,086 job seeking customers. Utilization the MWC as additional service access points has been and continues to be a very effective way to provide services in a county as large as Will.
- ❑ \$1,410,208 in Workforce Innovation and Opportunity Act (WIOA) funding was spent on Career Scholarships for training which provided funds for 323 job seeking customers to obtain additional skill training to enhance their employability.
- ❑ 90% of the career scholarships awarded trained in the following four industry sectors: Healthcare (101), Transportation/Distribution/Logistics (79), Information Technology (72) and Business, Management and Administration (38).
- ❑ 342 youth are currently enrolled in year-round youth programs with an additional 102 in follow up services.
- ❑ Lower unemployment and a stronger economy had the impact of reducing the need for services in PY15.

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Overview of the Workforce Center of Will County

For the past 8 years, the Will County Workforce System has operated under a strong referral system and co-location of several partners in downtown Joliet to provide a cohesive network of services for customer access. With the onset of new federal legislation known as the Workforce Innovation and Opportunity Act (WIOA), the Workforce Investment Board of Will County created a “one-stop location”, the Workforce Center of Will County. The Workforce Center of Will County is located at 2400 Glenwood Avenue, Joliet. A “one stop operator”, Workforce Services Division of Will County, was competitively selected bring WIOA partners together at the Workforce Center. Beginning in late November 2015, the Workforce Center of Will County opened its doors to Will County businesses and job seeking customers with an array of programs and services.

This report reflects services provided in the most recent program year but also displays the comparative service analysis from past years. Previous Service Analysis reports highlighted mainly services to job seekers and employers provided by Workforce Services Division of Will County under the Workforce Innovation and Opportunity Act (WIOA) or Workforce Investment Act (WIA). The current year data will display integrated services provided by partner programs that are now part of the Workforce Center of Will County system.

Workforce Center of Will County partners:

- Illinois Department of Employment Security
 - Unemployment Service
 - Wagner-Peyser Employment Services
 - Veterans
 - Migrant Season Farmworkers Program (MSFW)
 - Trade Readjustment Allowances (TRA)
- Joliet Junior College
 - Adult Education and Literacy Department
 - Workforce Development Department
- Illinois Department of Human Services
 - Division of Rehabilitative Services
 - Temporary Assistance for Needy Families
- Workforce Services Division of Will County
 - Career Scholarships for Training
 - Youth Program Connect to your Future for GED classes, job placement, paid internships in growth occupations in Will County
 - On-the-Job Training (OJT)



Workforce Center of Will County Ribbon Cutting

Pictured L to R: Larry Walsh, Will County Executive; John Greuling, Will County Center for Economic Development and Workforce Investment Board Chair; Dr. Randy Fletcher, Joliet Junior College; Antoinette Golden, Illinois Department of Employment Services; Louis Hamer, Illinois Department of Human Services, Division of Rehabilitative Services; Gregory Cybulski, Congressman Bill Foster's office.

Partner Programs:

While all partners are in one location, they provide some joint and some distinct programs and services for Will County residents and employers. Data included in this report reflects a breakdown of those program services provided by each partner for the last program year. PY15 is the first program year that all of partner programs are being included in this yearend report.

The Resource Room at the Workforce Center of Will County provides shared career services to all customers who come to the Workforce Center.

One important piece of the system is the www.jobs4people.org website which had about 600,000 hits in PY15. It features many services for job seekers. For example, *Job Search Tools* has information about career exploration and assessment tools as well as information on brushing up on basic skills like Word and Excel. Job Search Tools can be found on the Job Seekers page at <http://www.jobs4people.org/job-seekers/job-search-tools.aspx>. The Resume Gallery portion of the electronic Job Board also serves as a tool for job seekers by offering an opportunity to upload their resumes for viewing by businesses who utilize the System.

Illinois Department of Employment Security (IDES)

IDES provides WIOA Title III services known as Wagner Peyser Act. It helps job seekers, including those collecting unemployment benefits, in finding work. IDES also assists employers with recruiting, provides specific employment and training services for veterans.

WIOA Programs:

- Unemployment Insurance
- Wagner-Peyser Employment Services
- Migrant Season Farmworkers Program (MSFW)
- Trade Readjustment Allowances (TRA)

Non-WIOA Programs:

- Illinois JobLink-Labor Exchange
- Re-entry Employment Service
- Career Information System
- Work Opportunity Tax Credit
- Bonding
- Labor Market Information

Illinois Department of Human Services/Vocational Rehabilitation

Vocational Rehabilitation provides Title IV services that help individuals with disabilities maximize their employability, independence, and integration into the workplace and society. Services include vocational rehabilitation, occupational training, and assistive technologies.

WIOA Programs:

- Home Service Program (HSP)
- Vocational Rehabilitation (VR)

Non-WIOA Programs:

- Secondary Transitional Experience Program for high school students (STEP)

Joliet Junior College-Adult Education and Literacy

The Adult Education and Literacy Program provides WIOA Title II services that helps adults who lack basic skills. Services assist with improving reading, writing, math and English proficiency, attaining a high school diploma or equivalent; and transition to employment or postsecondary education/training. basic skills. Services assist with improving reading, writing, math and English proficiency, attaining a high school diploma or equivalent; and transition to employment or postsecondary education/training.

WIOA Programs:

- Literacy and Adult Basic Education/High School Equivalency/Early School Leavers Transition Program
- English as a Second Language (ESL) and CASAS assessments for ESL
- Citizenship Preparation/English Literacy/Civics
- Bridge and Integrated Career and Academic Preparation System (ICAPS) programs
- Reading and Math assessments (TABE)
- Career Exploration/Employment Readiness
- College & Career Transition Services/Retention and Student Support Services

Non-WIOA Programs:

- Secretary of State Adult Volunteer Literacy program
- TANF Employment Retention

Workforce Services Division of Will County

Workforce Services Division provides WIOA Title 1B workforce development activities. WSD helps job seekers with career counseling, job search, assistance and job training. WSD assists employers in connecting with qualified candidates and helps in improving employee skills.

WIOA and Trade Adjustment Assistance Services/Programs:

- Career Scholarships for Training
- Youth Program Connect to Your Future-GED classes, occupational training, and job placement
- On-the-Job Training (OJT)
- Hosts Job Board and Resume Gallery for job seeker and business customers
- Facilitates job search workshops, networking group
- Offers hiring/recruiting events at Workforce Center
- Mobile Workforce Center travels to six locations throughout Will County (Bolingbrook, University Park, Plainfield, Wilmington, Frankfort, and Mokena). WSD staff assists w/job search. 11 computers with resume/typing tutor software; internet access, printer/copier

The information in the Table 1 below provides an overview of the number of customers and services used by residents of Will County at the Workforce Center. PY15 includes a combination of services from the old One-Stop Center location (first two quarters) and the new Workforce Center (last two quarters). The table below serves as a benchmark for services at the new location beginning in PY15 and forward.

During program year 2015 (July 1, 2015 through June 30, 2016), 3,807 customers used the Workforce Center of Will County for services, representing 14,684 visits for job search and training related services.

Table 1 Workforce Center of Will County PY15						
	July-September	October-December	January-March	April-June	Total	Unemployment Rate (January)
PY15 Total Unique System Visitors	1,471	1,148	1,217	1,350	3,807	7.4%
PY15 Total System Visits	4,401	3,150	3,636	3,497	14,684	
PY15 Total System Services	5,785	3,773	4,049	3,994	17,601	

Source: G*Stars Customer Tracking System

Throughout this report information will be provided on the historical service provision trends. This analysis will not be included in future reports because of the significant changes to the system and service provision under the Workforce Innovation and Opportunity Act (WIOA). This PY15 report will be the baseline for future comparisons of services and programs for the future.

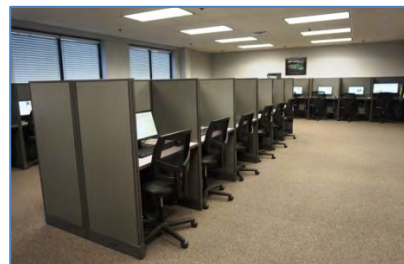
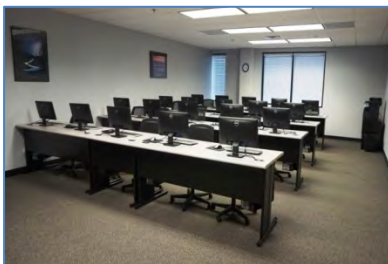


Table 2 (below) provides the historical information mentioned above with respect to customer visits and services used.

Table 2 Workforce System of Will County Visits PY08 Through PY14						
	July- September	October- December	January- March	April- June	Total	Unemployment Rate (January)
PY14 Total Unique System Visitors	1,992	1,516	1,503	1,419	4,302	7.4%
PY14 Total System Visits	6,134	4,777	4,691	4,317	19,919	
PY14 Total System Services	7,856	6,162	5,910	5,471	25,399	
PY13 Total Unique System Visitors	1,992	1,636	1,463	1,923	4,834	9.3%
PY13 Total System Visits	7,051	5,336	4,654	5,533	22,573	
PY13 Total System Services	9,202	6,709	5,759	6,942	28,612	
PY12 Total Unique System Visitors	2,338	1,894	1,878	1,845	5,230	10.5%
PY12 Total System Visits	8,364	7,093	6,863	6,025	28,345	
PY12 Total System Services	10,440	8,864	8,678	7,689	35,671	
PY11 Total Unique System Visitors	2,112	1,893	2,060	2,112	5,354	10.2%
PY11 Total System Visits	8,701	6,993	6,916	7,477	30,087	
PY11 Total System Services	10,342	8,558	8,208	9,245	36,353	
PY10 Total Unique System Visitors	1,961	1,781	1,709	1,856	4,560	10.1%
PY10 Total System Visits	8,064	6,290	6,066	7,988	28,408	
PY10 Total System Services	11,798	9,125	8,450	8,963	38,415	
PY09 Total Unique System Visitors	2,156	2,156	2,286	2,209	5,578	12.3%
PY09 Total System Visits	9,046	9,124	9,069	8,552	35,791	
PY09 Total System Services	13,067	12,675	11,851	11,324	48,917	
PY08 Total Unique System Visitors	1,821	1,685	1,759	1,997	4,836	8.8%
PY08 Total System Visits	7,197	6,574	5,835	8,569	28,175	
PY08 Total System Services	9,126	9,072	8,265	11,757	38,220	

Source: G*Stars Customer Tracking System - Customers can check more than one service
Illinois Department of Employment Security – Local Area Unemployment Statistics (LAUS)

Business Services

The Workforce Investment Board of Will County provides employers with a wide range of workforce information and statistics, including current employment, projections, wages, unemployment, demographics, and much more. The Workforce Investment Board staff can assist businesses with information such as wages for a specific occupation in Will County, how many people in the county are employed in a specific industry, the racial and gender breakout of an industry, or the unemployment rate for the county or an individual industry. The Workforce Investment Board summarizes much of this information in a quarterly report, *Will County Economic Update*. To access the most current Will County Economic Update or additional workforce publications and information, please visit www.willcountyworkforceboard.com.

A snapshot of job postings is presented in *Where are the Jobs?*, a report generated by the Workforce Investment Board and is available on-line at www.willcountyworkforceboard.com. The data source for this snapshot, Help Wanted Online, uses web spider crawler technology to scour online job boards for job opening ads. This report gives a snapshot of employment changes by industry and occupation as well as unemployment rates, average and new hire wage data for Will County.

Workforce Services Division of Will County (WSD) maintains a job board that allows businesses to post their openings at no charge. Based on employer preferences applicants can email their resumes directly to the company or apply directly on the company website.

WSD offers an on-line Resume Gallery for local businesses to connect with local jobseekers. Unlike national jobs boards where resumes are buried among millions of other resumes, the Resume Gallery is exclusively for businesses that use the WSD Job Board. 1,426 job seekers uploaded resumes to the Resume Gallery and there were 1,243 website hits by employers to review those resumes in the last year.

To further assist businesses in their recruiting of quality applicants, all new job postings are sent to the news feed on Workforce Services Division of Will County's Facebook, LinkedIn and Twitter pages. In the past year 284 businesses placed job orders on the job board, a 9% increase over the number of businesses that placed job orders in the previous year. New positions posted by companies increased by almost 2,000 (18%). The Job Board page on the www.jobs4people.org website experienced over 170,000 hits.

The Workforce Center of Will County offers the use of its facilities for businesses hiring in Will County (Table 3). Recruiting events can be held in one of its two training rooms, its 20-station computer lab and/or a private office for screening and interviewing. In PY15, 137 recruiting events were held with 962 applicants attending. In addition, The Illinois Department of Employment Security hosted recruiting events that drew another 398 job seekers into the Center.

Table 3 Workforce Center of Will County Business Services	
Workforce Services Division of Will County	
Number of businesses that have placed job orders	284
New positions posted (full and part time)	12,857
Recruiting events	137
Customers attending employer recruiting events	962
Illinois Department of Employment Services	
Customers attending employer recruiting events (January 1, 2016 through June 30, 2016)	398

Source: G*Stars Customer Tracking System

Another Business Service provided to employers in Will County is the On-the-Job Training (OJT) Program (Table 4). The Workforce Investment Board contracts with Employment and Employer Services, Inc. to provide OJT services to Will County employers. The overall goal of the OJT program is to provide job seekers with opportunities for long-term employment while at the same time addressing the skill needs of local employers. Job seeking participant skills are assessed and matched with employer job openings. Employers provide training on the job to ensure that participant become proficient in the occupation for which the training is being provided. Employers receive a wage subsidy to provide the training and are required to continue the employment of the participant after the completion of training.

Table 4 Workforce Center of Will County On-Job-Training	
Number of participants placed in OJT positions	53
Number of employers participating in the program	8
Number of participants completing OJT	34
Wage rate	\$12.16 – \$16.85

Job Seeker Services

Resource Room

As a part of the WIOA implementation, the Workforce Center's Resource Room's operation, staffing and cost are now a shared responsibility of the WIOA core partners. There are several core partner staff members assisting job seekers on a daily basis in the Resource Room. Costs are shared by the core partners and oversight of the day to day activities are the responsibility of the One-Stop Operator, Workforce Services Division of Will County.

The Workforce Center of Will County Resource Room offers a comprehensive variety of services for Will County job seekers including:

- 30 computers with resume development software
- Internet access for job searches and career information
- Books, DVDs and other materials on various job search topics
- Access to job search websites
- Copier and fax machine for job search activities
- Assistance with cover letters and employment applications
- Keyboarding software to brush up on keyboarding skills

Nearly 9,000 services were utilized in PY15 (July 1, 2015 through June 30, 2016) in the Resource Room. Table 5 shows services used by quarter with first quarter (July-Sept) being the busiest quarter of the program year with close to 4,000 services used in the Resource Room. There was a decrease in services seen through the year that can be attributed mainly to the change in location. However, services began picking up again in the last quarter of PY15 and should continue to increase in the next program year.

While fewer people accessed services in workforce programs this program year this is mainly attributable to the drop in unemployment and stronger economy. Both of these economic factors indicate positive changes in the local economy but also have triggered an review and analysis of services offered to both job seekers and employers to determine any necessary changes to address the local economic situation.

Table 5
Workforce Center of Will County
Resource Room
Services used in PY15

	Jul - Sep	Oct – Dec	Jan - Mar	Apr - Jun	PY15 TOTAL
Total Services	3917	2017	1313	1562	8,809
RR - Career Research	670	426	143	60	1,299
RR - Job Search	1,564	860	696	928	4,048
RR – Keyboarding	144	55	18	6	223
RR - Printer/Copier/Fax	695	343	293	408	1,739
RR - Resume Create/Update	844	333	163	160	1,500

Source: G*Stars Customer Tracking System

Table 6 shows a year-to-year comparison of services in the Resource Room as a historical depiction of services prior to relocation into the current Workforce Center.

Table 6
Workforce Center of Will County
Resource Room Services Used
PY08 Through PY15

	PY08	PY09	PY10	PY11	PY12	PY13	PY14
Total Services	27,885	34,567	31,872	29,071	27,394	21,367	18,701
Create/Edit a Resume	3,880	4,936	4,400	4,027	3,992	3,062	2,790
Research Careers	2,583	3,320	3,761	4,070	3,853	3,579	3,153
Use Computer for Job Search	12,797	14,052	13,355	12,688	11,785	8,551	7,182
Use Copier, Fax and Phones	4,779	5,820	5,381	4,071	3,720	3,027	2,700
Work on Illinois JobLink	1,658	3,652	3,274	2,279	2,556	1,883	1,750
Work on keyboarding skills	1,331	1,789	1,424	1,226	926	795	741
Unemployment Rate (January)	8.8%	12.3%	10.1%	10.2%	10.5%	9.3%	7.4%

Source: G*Stars Customer Tracking System



Core Partner Services

As indicated earlier, beginning with this Service Analysis for PY15, individual program services provided by the core workforce partners at the Workforce Center of Will County will be reflected separately for future benchmarking purposes. Services are tracked using a swipe card system each time customers visit the Workforce Center. A compilation of those utilized services are provided monthly to the One-Stop operator and the Workforce Investment Board, and eventually for the entire program year for analysis purposes.

This tracking will include joint services provided by the core partners in the Resource Room and services unique to each partner provided. It is important to note that Adult Education and Literacy provides services both at the Workforce Center and at its main location at the Joliet Junior College City Center Campus. Only services provided at the Workforce Center are tracked in this report. To date, the Illinois Department of Human Services-Vocational Rehabilitation does not provide any services at the Center and therefore is not included in this report.

Illinois Department of Employment Security (IDES)

Table 7 reflects services provided by the Illinois Department of Employment Security in the Workforce Center. As you will note most services are only tracked for the 3rd and 4th quarter of the year when IDES staff moved into the current Center. The service "IDES-Illinois Joblink" has customer tracking for the entire year because customers were able to work on Illinois JobLink at the previous location and those services were captured in the tracking system.

Table 7 Illinois Department of Employment Security Services used in PY15					
	Jul - Sep	Oct – Dec	Jan - Mar	Apr – Jun	PY15 TOTAL
Total Services	345	190	433	459	1427
IDES – Apprenticeship	0	0	1	0	1
IDES - Employer Recruitment	0	0	155	243	398
IDES - Illinois JobLink	345	187	107	65	704
IDES - RES Workshop	0	3	85	83	171
IDES - Training Provider Recruitment	0	0	5	7	12
IDES - Unemployment Insurance (UI)	0	0	52	31	83
IDES - Veterans Services	0	0	28	30	58

Source: G*Stars Customer Tracking System

Joliet Junior College

Joliet Junior College (JJC) has been a long standing partner in workforce activities in Will County. Table 8 provides service information from two distinct departments at JJC – Adult and Family Literacy and Workforce Development. JJC staff members from the Workforce Development Department assist in providing general career services in the Resource Room which are reflected in Table 5 on Page 8 while the services displayed below are the distinct services provided by the two JJC partners.

Table 8 Joliet Junior College Services used in PY15					
	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY15 TOTAL
JJC - Adult Ed/GED/H.S. Completion	0	0	6	4	10
JJC - Advisor	0	2	14	17	33

Source: G*Stars Customer Tracking System

Workforce Services Division of Will County

Other services offered to job seekers at the Center are from the Workforce Services Division of Will County. Customers interested in receiving additional training through a Career Scholarship can meet with a Career Advisor to determine their eligibility for services. Workshops, Career Café (networking group) and an open computer lab are also services offered to customers at WSD. The tracking for these services in Table 9 below includes the first two quarters of PY15 before transition to the new Workforce Center and the last two quarters of PY15 reflecting services provided at the new Workforce Center.

Table 9 Workforce Services Division of Will County Services used in PY15					
	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY15 TOTAL
Total Services	799	949	1383	1209	4,340
WSD Career Advisor/Eligibility	152	262	361	348	1,123
WSD Career Cafe	133	111	115	94	453
WSD Computer Training	12	21	114	20	167
WSD Employer Recruitment	0	0	64	137	201
WSD Math Review	75	70	48	46	239
WSD OJT Orientation/Representative	0	2	74	63	139
WSD Testing	105	131	161	163	560
WSD Workshop	118	81	137	123	459
WSD Youth Advisor	204	271	309	215	999

Source: G*Stars Customer Tracking System

Table 10 shows a year-to-year comparison of services provided by Workforce Services Division of Will County prior to relocation at the Workforce Center of Will County.

Table 10 Workforce Services Division of Will County Services Used PY08 Through PY15							
	PY08	PY09	PY10	PY11	PY12	PY13	PY14
Total Services	3,533	5,299	3,086	3,661	4,378	3,578	3,353
Career Advisor/Eligibility	2,268	3,010	1,244	1,798	1,897	1,521	1,016
Attend Career Café	n/a	218	699	591	784	158	276
Attend Open Computer Lab	353	219	130	94	83	132	154
Math Review	857	999	277	710	562	470	385
Testing	921	1,605	321	580	793	660	613
Attend Workshops	50	36	443	268	273	238	197
See C2E Advisor	n/a	n/a	n/a	n/a	320	331	804
Unemployment Rate (Jan)	8.8%	12.3%	10.1%	10.2%	10.5%	9.3%	7.4%

Source: G*Stars Customer Tracking System

Mobile Workforce Center (MWC)

In addition to the job seeker services available in the Workforce Center, the Mobile Workforce Center (MWC) provides access to workforce-related services throughout the County. Since 2004, the MWC has a set schedule each month with hours and locations that are posted on the Workforce Services Division of Will County's website www.jobs4people.org as well as copies that are disseminated throughout the County. The locations visited in PY15 were:

- Fountaindale Public Library District
- Mokena Community Public Library
- Plainfield Public Library
- University Park Village Hall
- Wilmington City Hall



The Mobile Workforce Center (MWC) is an essential component of the System for outlying communities and areas that are not as conveniently located to the Workforce Center of Will County. Table 11 below is a breakout of the locations, number of customers and services in PY15 (July 1, 2015 through June 30, 2016). The MWC made 240 visits throughout Will County this past year, serving about 1,100 customers. Table 12 shows a historical comparison of previous years.

Table 11 Mobile Workforce Center Usage PY15			
Site Name	Number of Visits	Customer Visits	Total Services
Fountaindale Public Library District	48	302	313
Mokena Community Public Library	41	111	113
Plainfield Public Library	51	302	305
University Park Village Hall	50	200	206
Wilmington City Hall	50	171	180
Totals-PY15	240	1,086	1,117

Source: G*Stars Customer Tracking System

Table 12 Mobile Workforce Center Previous Years Usage Comparison			
Site Name	Number of Visits	Customer Visits	Total Services
Totals-PY14	244	1,059	1,087
Totals-PY13	242	1,045	1,155
Totals-PY12	245	846	952
Totals-PY11	242	1,348	1,185
Totals-PY10	272	1,736	1,563
Totals-PY09	272	2,328	2,778
Totals-PY08	250	1,990	2,784

Source: G*Stars Customer Tracking System

Work Readiness

Prior to being enrolled in any occupational training all customers must obtain important work readiness skills through the Career Certified program. Career Certified addresses: soft skills; leadership skills; and cognitive skills so adults alike have the foundational skills to be prosperous. Work readiness includes specific work-related skills that adults need in order to be successful in the workplace. These skills are generally thought of as life skills with a strong work focus, including areas such as: work-related health and safety, work habits and conduct; personal leadership at work; communicating with others; team work and collaboration at work; rights and responsibilities of workers and employers; and customer service.

In addition to soft skills, the Career Certified program will assess foundational skills such as:

- *Reading for Information*
- *Applied Mathematics*
- *Business Writing*
- *Locating Information*

The following table provides a summary of the outcomes from the Career Certified program from PY07 through PY15. There continues to be a slight decrease in the number registered in PY15 over the previous year due to the decrease in number of new career scholarships given in PY15. The PY09 unusually large numbers are a result of the ARRA funding.

Table 13 Career Certified								
	PY08	PY09	PY10	PY11	PY12	PY13	PY14	PY15
Number Registered	254	720	193	289	313	260	213	208
Number Completed	243	662	174	268	305	255	210	207
Number Certified	223	653	174	268	305	255	210	207
Number of Classes	19	48	13	19	23	23	23	22

Source: JJC Workforce Development

Work Keys National Career Readiness Certificate (NCRC) is a part of the Career Certified program facilitated by Junior College. The three core assessments that make up the NCRC are: Reading for Information, Applied Mathematics, and Locating Information. The National Career Readiness Certification divides occupations into four Certificates (Bronze, Silver, Gold, and Platinum) based on the scores in each of the three core assessments. The certifications and skills in the assessments are then linked to over 16,000 occupations. The four Certification levels, number of students achieving each certificate level and some of the sample occupations in each level are provided in Table 14 below. The table below shows the outcomes of the WIA participants for PY15. Over 60% of participants earned a Silver certificate and 30% earning a Gold certificate.

Table 14 Work Keys National Career Readiness Certification			
Certificate	Score	Students Achieving Certificate	Sample Occupations (Not a complete list of all occupations in each category)
Platinum	At least a level 6 in each of the three core areas and has the necessary foundational skills for 99 percent of jobs.	1	Computer/Information Systems Manager, Sales Manager, Pharmacist, Electronics Engineer
Gold	At least a level 5 in each of the three core areas and has the necessary foundational skills for 90 percent of jobs.	68	Accountant, Financial Manager, Computer Programmer, Database Administrator, Educational Administrator, Pharmacist, RN, Wholesale/Retail Buyer
Silver	At least a level 4 in each of the three core areas and has the necessary foundational skills for 65 percent of jobs.	125	Teacher, Paramedic, Insurance Sales, Computer Specialist, Medical Lab Technologist, Auditor, Computer System Analyst, Chef, Dental Assistant, LPN, Machinist, Fire Fighter, Police Officer, Carpenter, Machine Tool Setter, Retail Manager, Telecommunication Installer/Repairer, Sheet Metal Worker
Bronze	At least a level 3 in each of the three core areas and has the necessary foundational skills for 35 percent of jobs.	13	Cook, Waiter/Waitress, Claims Examiner, Computer Operator, CNA, Surgical Tech, File Clerk, Teller, Correction Officer, Retail Salesperson, Railroad Conductor, Pre-school Teacher, Teacher Assistant, Metal Fabricator, Police/Fire Dispatcher, Home Health Aide, Truck Driver, Security Guard
Total Students		207	

Source: JJC Workforce Development

Training Services

The Workforce Innovation and Opportunity Act (WIOA) training funds must be targeted to Will County residents who are either economically disadvantaged or who are dislocated workers while the general, or common Workforce Center services, are available to all residents of Will County regardless of employment or economic status. Because customers who receive training must either be economically disadvantaged or a dislocated worker a limited number of people are eligible for these more costly services.

The eligibility requirements of the Workforce Innovation and Opportunity Act (WIOA) are the main factor behind the smaller number of customers who receive training as compared to the much larger number of customers who utilize some service in the Workforce System. The self-access portion of the system is available to anyone who enters a Workforce Center. Training services and some of the partner "specialty" services are only available to customers who meet specific program eligibility requirements.

Table 15 shows a comparison of the number of customers and total funds spent on training in PY14 and PY15 broken down by industry sector. 323 customers received training funds in PY15 totaling \$1,410,208. The focus of training is on high wage, high demand occupations as a result of the policy directives of the Workforce Investment Board to ensure that customers are able to obtain employment after their training in occupations that provide them with self-sufficiency. There continues to be a decline in customers accessing career scholarships largely due to the improved economy.

In addition to the 323 customers attending occupational classroom training in PY15 another 53 customers were hired and received training by local employers through the On-the-Job Training (OJT) program. This brings the total number of customers receiving training to 373 for PY15. See Table 4, page 7, for more details about the On-the-Job Training (OJT) program.

Table 15 Career Scholarships Awarded PY14 and PY15				
Program	PY14		PY15	
	# of Customers	Dollars Spent	# of Customers	Dollars Spent
ALL CAREER SCHOLARSHIPS	437	\$1,790,741	323	\$1,410,208
Architecture, Construction, and Trades	10	\$15,383	5	\$54,497
Business, Management, and Administration	48	\$139,180	38	\$85,398
Health Sciences and Healthcare	147	\$423,076	101	\$252,626
Information Technology	86	\$619,697	72	\$568,103
Manufacturing	63*	\$277,117	19	\$85,668
Transportation, Distribution, Logistics	68	\$279,957	79	\$317,601
All Other Programs	15	\$36,331	9	\$46,315

*Manufacturing customers and dollars for PY14 include ATIM grant funding.
Source: G*Stars Customer Tracking System

Table 16 shows a comparison of Career Scholarships from PY07 through PY14. Variations in customers attending training occurred with changes in the unemployment rate and the ease of access to employment opportunities.

Table 16 Career Scholarships Awarded Comparison Chart		
	Number of Customers	Dollars Spent
PY14	437	\$1,790,741
PY13	446	\$1,654,832
PY12	619	\$2,086,771
PY11	472	\$1,286,264
PY10	610	\$1,857,084
PY09	743	\$2,732,764*
PY08	424	\$1,224,252

*PY09 includes ARRA funds allocated to Will County
Source: G*Stars Customer Tracking System



Youth Services

The Workforce Innovation and Opportunity Act (WIOA) includes funding for programs targeted at economically disadvantaged youth. In Will County the youth program, Connect 2 Your Future, provides services to economically disadvantaged out-of-school youth who are 16 to 24 years old. Connect 2 Your Future is a year round program with open entry so youth can start at any time. Youth must also have a reading level equivalency of 7th grade or above and have a barrier to employment to be eligible for this program.

This program is designed to provide assistance in achieving academic and employment success through skill-building activities, effective connections with employers, and on-going mentoring and support. This program also helps to develop leadership skills and improve decision-making abilities while providing important services to the community. This is a structured work experience and work readiness program that includes subsidized and unsubsidized employment experiences and monthly work readiness training. Youth also have an occupational training opportunity in high growth-high demand occupations. Youth ages 18 to 24 that earn their high school diploma or GED and meet income eligibility guidelines are eligible to train in demand occupations that provide the best opportunities for employment.

Youth programs are contracted out to Joliet Junior College-Workforce Development Department. Table 17 gives a recap of the youth programs for PY15 (July 1, 2015 through June 30, 2016).

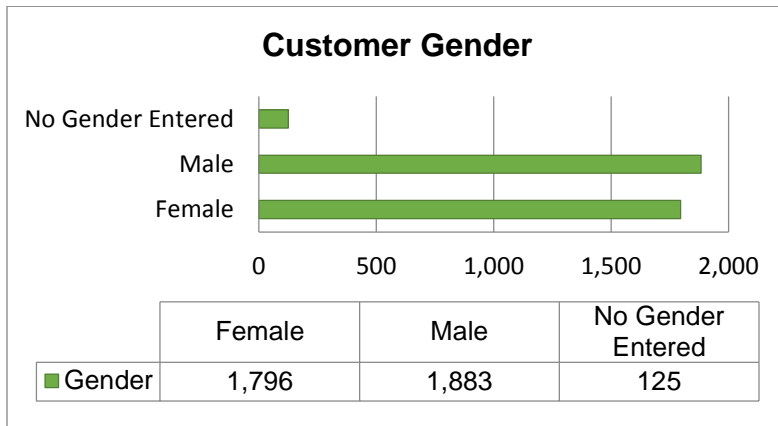
Table 17 Youth Grants PY15			
	Total	GED	Training
Total number enrolled	342	227	115
Total number in follow up	102	32	70
Total receiving services	444	259	185
Employment Status of those enrolled			
In subsidized employment	38	5	33
In unsubsidized employment	243	103	140
Unemployed	55	30	25
Demographics			
Race			
Black	166	108	58
White	120	61	59
Hispanic	148	89	59
Other	10	1	9
Gender			
Male	202	120	82
Female	242	139	103

Table 17 (continued) Zip code at enrollment PY15			
	Total	GED	Training
Crest Hill – 60403	20	10	10
Shorewood – 60404	10	7	3
Frankfort – 60423	7	0	7
Joliet – 60431	14	5	9
Joliet – 60432	82	58	24
Joliet – 60433	64	44	20
Crest Hill/Shorewood – 60435	91	64	27
Rockdale/Shorewood – 60436	57	35	22
Bolingbrook/Lemont – 60440	22	7	15
Homer Glen/Lockport – 60441	11	9	2
Romeoville – 60446	14	1	13
Bolingbrook – 60490	3	2	1
Plainfield – 60544	5	1	4
Plainfield – 60586	22	12	10

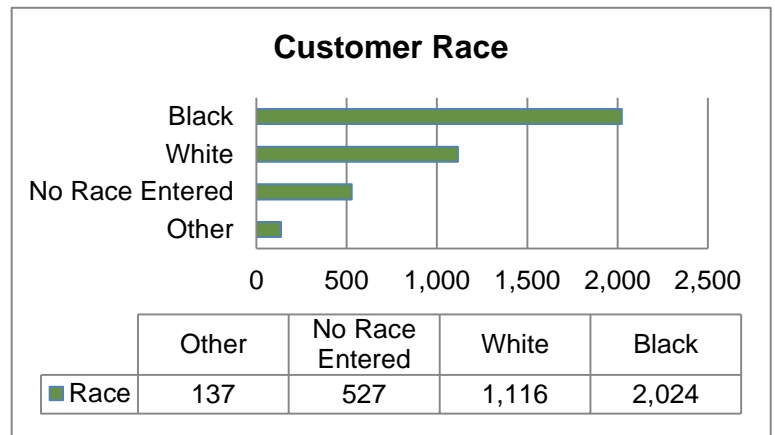
Source: G*Stars Customer Tracking System

Customer Base

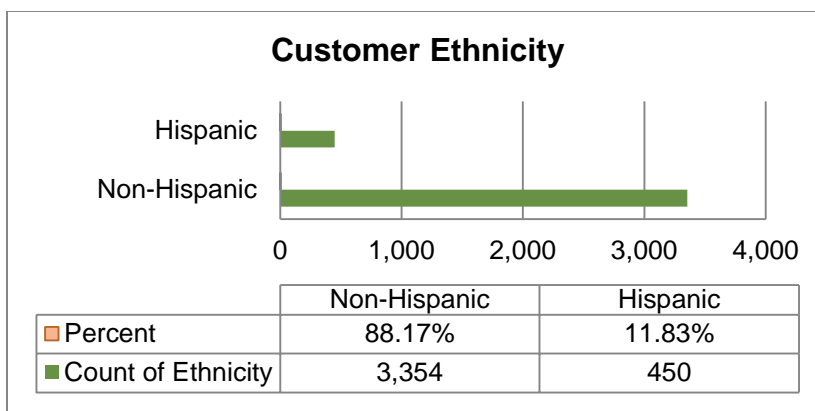
The following tables provide general demographic data about the customers that used services between July 1, 2015 and June 30, 2016. There were 3,804 unique customers that used the Workforce Center of Will County. The demographic characteristics of customers show that men and women comparably used the system and more black customers use the system than white customers. 450 customers (11.8%) were of Hispanic origin.



Source: G*Stars Customer Tracking System

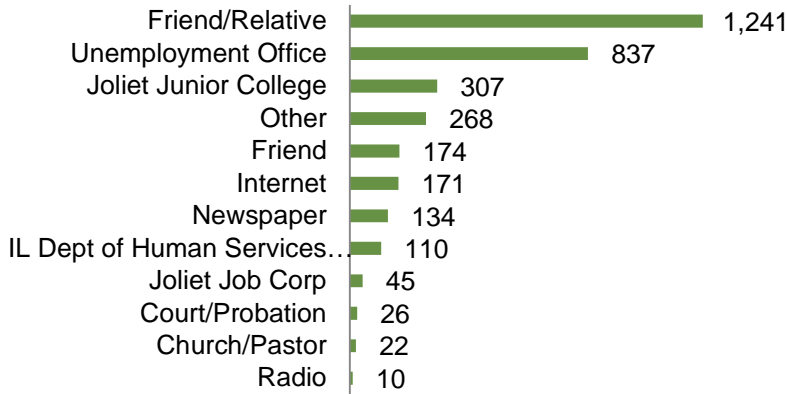


Source: G*Stars Customer Tracking System



Source: G*Stars Customer Tracking System

How Customers heard about the Workforce Center of Will County

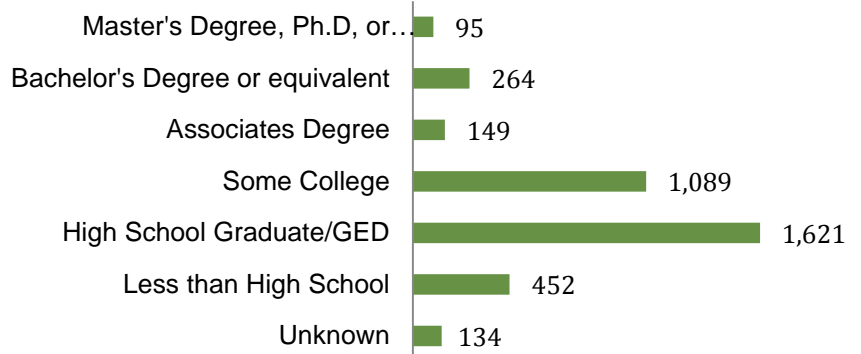


Source: G*Stars Customer Tracking System

As part of an analysis of marketing and outreach, a review of how customers learn about the Workforce Center of Will County is conducted. 1,241 customers learned about the system through a friend or word of mouth. Over 800 customers learned through the Unemployment Office. An enhanced social media presence has been implemented and may be part of the reason for these results.

The chart to the right gives a snapshot of the highest grade completed by customers using the Workforce Center of Will County. In PY 15 over 1,600 customers have a high school diploma or GED, which is consistently the case over the last nine years.

Highest Grade Completed



Source: G*Stars Customer Tracking System

Table 18
Customers Served by Zip Code
Workforce Center of Will County

City Name	Customers Served 3,804	Percent
Beecher	3	0.8%
Bolingbrook	215	5.6%
Braceville	3	0.8%
Braidwood	14	0.4%
Channahon	22	0.6%
Coal City/Diamond	7	0.2%
Crest Hill	147	3.8%
Crete	8	0.2%
Elwood	16	0.4%
Frankfort	31	0.8%
Homer Glen	22	0.6%
Joliet	2,212	58.0 %
Lemont	10	0.3%
Lockport	183	4.8%
Manhattan	11	0.3%
Minooka	20	0.5%
Mokena	29	0.8%
Monee	11	0.3%
New Lenox	59	1.6%
Park Forest	11	0.3%
Peotone	5	0.1%
Plainfield	156	4.4%
Romeoville	124	3.3%
Sauk Village	9	0.2%
Shorewood	56	1.5%
Steger	2	0.1%
Symerton/Wilmington	43	1.0%
University Park	35	0.1%
Woodridge	14	0.37%
Out of County	326	8.57%

Table 19
Customers Served - Joliet Zip Codes
Workforce Center of Will County

Zip Code	Customers Served 2,212	Percent
60431	111	5%
60432	500	22%
60433	477	22%
60434	17	1%
60435	753	34%
60436	354	16%

Source: G*Stars Customer Tracking System

Table 18 represents where the customers live that receive services through the Workforce System of Will County. More than half (58%) of customers reside in the Joliet area. The next largest group of customers are from Bolingbrook (5.6%) followed by Lockport (4.8%).

A detailed breakout of Joliet by zip code is provided above in Table 19.



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