

ILLINOIS COMMUNITY COLLEGE SYSTEM

WORKFORCE DEVELOPMENT GRANT REPORT BUSINESS AND INDUSTRY SERVICES FISCAL YEAR 2010

Illinois Community College Board
401 East Capitol Avenue
Springfield, IL 62701-1171
Voice: 217-785-0123
Fax: 217-524-4981
<http://www.iccb.org>

January 2011

Compiled by
Illinois Community College Board

Workforce Development
Lavon Nelson, Senior Director

Research & Policy Studies
Scott J. Parke, Senior Director
Nathan R. Wilson, Director
Jo E. Barnard, Assistant Director
Michelle L. Dufour, Assistant Director

Table of Contents

Executive Summary	4
Introduction.....	6
Contract/Customized Job Training.....	6
Case Study	7
Entrepreneurship Seminars and Workshops	7
Case Study	8
Counseling and Management Assistance.....	8
Case Study	8
Contract Procurement Assistance	9
Case Study	9
Public Training Activities.....	9
Case Study	10
Employment and Training Services for Unemployed or Underemployed Workers.....	10
Case Study	10
Business Attraction, Retention and Expansion.....	11
Case Study	11
Distance Learning and Continuous Improvement	11
Other Workforce Development Activities and Partnerships	12
Case Study	12
Summary	12

**WORKFORCE DEVELOPMENT GRANT REPORT
BUSINESS AND INDUSTRY SERVICES
FISCAL YEAR 2010**

Executive Summary

The Illinois Community College Board provided \$3.3 million to 48 community colleges during fiscal year 2010 to support local workforce and economic development services through their Business and Industry Centers. Colleges and those receiving services provide additional support to the Business and Industry Centers. The workforce development activities conducted under this grant include customized job training on campus or on-site at a business; assisting entrepreneurs in business start-up; providing counseling and management assistance to small and medium sized business owners; helping businesses with government procurement opportunities; offering professional continuing education; developing training programs for unemployed and underemployed workers; and serving businesses with alternative education delivery systems, such as distance learning. Grant funds support college efforts to help companies grow by providing economic development assistance at costs they can afford and by providing needed technical and English language training to upgrade workers' skills. Below are highlights of community colleges' activities for fiscal year 2010.

- **Contract/Customized Job Training.** Community colleges provided 7,154 contract training courses to 2,178 companies. Through these courses, 109,671 employees were trained for a total of 202,723 contact hours of instruction or 25,340 days of training. This contributed to the formation of 8 companies, expansion of 32 companies, and the retention of 127 companies. A total of 450 jobs were created and another 5,946 jobs were retained.
- **Entrepreneurship Seminars and Workshops.** Community colleges conducted 599 entrepreneurship seminars and workshops for 6,495 participants. This helped in the creation of 31 new businesses, expansion of 11 businesses, and retention of another 120 businesses. As a result, 99 jobs were created and 202 jobs were retained.
- **Counseling and Management Assistance.** Counseling and management assistance were provided to 5,990 individuals or organizations. This assistance resulted in 209 companies being formed, 44 companies expanding, and 538 companies being retained. A total of 832 jobs were created and 1,529 more jobs were retained as a result of business counseling.
- **Contract Procurement Assistance.** Five community college districts provided 973 businesses with government contract procurement assistance. As a result, 86 businesses received 946 federal contracts totaling \$960,182,375. The receipt of these contracts contributed to the expansion of 10 businesses and retention of 45 businesses while 293 jobs were created and 482 jobs were retained.

- **Public Training Activities.** Illinois community colleges provided 3,075 noncredit public training courses and 2,641 noncredit workshops and seminars to 46,298 individual participants and served 2,042 organizations.
- **Employment and Training Services for Unemployed or Underemployed Workers.** Nineteen community college districts reported offering 428 noncredit workshops and seminars to 8,051 unemployed or underemployed individuals. In addition, another 143 noncredit/credit courses were provided to 927 participants. As a result, 2,266 individuals received job placement services. Community colleges also reported many additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 14,761 individuals
- **Business Attraction, Retention, and Expansion.** Business attraction, retention, and expansion activities at 16 community college districts assisted 364 companies in potential expansion and other related activities. Participation in other economic development activities by community colleges led to the creation of 14 companies, expansion of 27 companies, and retention of 70 companies. As a result, 277 jobs were created and 542 jobs were retained.
- **Distance Learning and Continuous Improvement.** Community colleges offered 3,275 noncredit internet courses and 116 two-way interactive video courses.
- **Other Workforce Development Activities and Partnerships.** Throughout the state, the colleges' Business and Industry Centers performed job testing for 31 organizations and developed job profiles and assessments for 716 organizations. Forty-two workplace literacy programs were conducted. A total of 27 other programs were offered, including quality control programs, Spanish courses, sign language courses, consulting, certification, training, and community surveys.

In summary, Illinois community colleges provided workforce and economic development services to a total of approximately 203,500 businesses and individuals. These services resulted in the start up of over 260 companies, expansion of more than 120 companies, and retention of 900 companies. In addition, nearly 2,000 jobs were created and another 8,700 jobs were retained.

WORKFORCE DEVELOPMENT GRANT REPORT BUSINESS AND INDUSTRY SERVICES FISCAL YEAR 2010

Introduction

The Illinois Community College Board provided \$3.3 million in workforce preparation grant funds to 48 Illinois public community college districts in fiscal year 2010. Business and Industry Services grants provide funding for a Business and Industry Center at each community college to support a variety of employment, training and business services both in and outside the classroom. Colleges and those receiving services provide additional support to the Business and Industry Centers. To address local needs, it is necessary for colleges to provide a diverse set of services for businesses. Therefore, the services the community colleges offer are focused on a variety of issues, including government regulation and compliance, identifying potential employees, identifying and implementing organizational systems, and upgrading the skills of current employees. The demand for customized training continues to increase because of the dramatic changes in the use of advanced technology in the workplace. In addition to customized training, colleges used the funds to offer workshops, seminars and counseling on entrepreneurship and business management, assistance with obtaining governmental business contracts, services for the unemployed and underemployed, training activities for the public and many other useful resources for businesses and individuals in the district. Each community college is committed to supporting its community, including area economic development and workforce needs.

The Illinois Community College Board provided \$3.3 million in workforce preparation grant funds to all Illinois public community college districts in fiscal year 2010.

Community Colleges provide an array of related services to business and industry as well as individuals. This report highlights many of those services and activities. The workforce development activities conducted under the grant are divided into nine categories in order to capture the diversity of activities as well as the outcomes resulting from each service. During fiscal year 2010, the Illinois Community College System reported providing services to nearly 203,500 businesses and individuals through colleges' Business and Industry Centers. These services resulted in the start up of over 260 companies, expansion of more than 120 companies, and retention of 900 companies. In addition, nearly 2,000 jobs were created and another 8,700 jobs were retained.

Contract/Customized Job Training

In fiscal year 2010, community colleges provided 7,154 contract training courses to 2,178 companies.

The diversity of contract training programs is growing in Illinois as the needs of area businesses change. Colleges designed or brokered programs that were tailored specifically to meet the training needs of employers. Businesses determined the type of training they need, the schedule that fits their operation, and the location of the training. Customized training was offered in company facilities and on campus. Instructors

were chosen from within the companies, among subject-matter experts, or from college staff depending on the demands of the business. Not only do businesses seek assistance from community colleges to increase the skills and knowledge of their workforces, but they are also seeking assistance with strategic planning, process improvement and other business-wide operations that lead to increased productivity.

In fiscal year 2010, community colleges provided 7,154 contract training courses to 2,178 companies. Through these courses, 109,671 employees were trained for a total of 202,723 contact hours of instruction or 25,340 days of training. This contributed to the formation of 8 companies, expansion of 32 companies, and the retention of 127 companies. A total of 450 jobs were created and another 5,946 jobs were retained.

Case Study:

The Business Institute of **Highland Community College** worked with Design Mill, Inc. to provide customized, targeted training in Microsoft Excel to employees. Following a consultation, the College's Excel instructor recommended the customized class consist of six hours of instruction taught in two, three hour, class sessions. The Business Institute's training coordinator and office coordinator completed all of the necessary details, logistics, and paperwork for the class, which was run and completed in March 2010 at the College's satellite campus in Elizabeth, Illinois. Employees as Design Mill, Inc. who completed the course are applying the skills they learned and representatives from the company have indicated a very high level of satisfaction with the class. Officials from Design Mill, Inc. and the Business Institute are in the process of coordinating a Microsoft Office 2007 Business Outlooks Manager class for the company.

Entrepreneurship Seminars and Workshops

Community colleges conducted 599 entrepreneurship seminars and workshops for 6,495 participants during fiscal year 2010 which created 31 new businesses, expanded 11 businesses, and retained 120 businesses.

Entrepreneurship seminars and workshops are provided by community colleges across Illinois. These learning opportunities are open to individuals who are interested in starting a business and for individuals who are currently running their own business. Individual assistance is provided with business plans,

finances, state and federal employment laws and other resources needed to be successful. Many of the community colleges providing entrepreneurship programming are part of the Illinois Entrepreneurship Network which is sponsored by the Illinois Department of Commerce and Economic Opportunity (DCEO).

Community colleges conducted 599 entrepreneurship seminars and workshops for 6,495 participants during fiscal year 2010. This helped in the creation of 31 new businesses, expansion of 11 businesses, and retention of another 120 businesses. As a result, 99 jobs were created and 202 jobs were retained.

Case Study:

After completing his time as a contractor supporting military operation in Iraq, a client of the Illinois Small Business Development Center (SBDC) at **Lincoln Land Community College** approached the Center for help with securing funding to start his own business. With the help of the SBDC the client first created a business plan that fully detailed his project. The staff at the SBDC contacted multiple bankers about the project, finding one to look at the plan. The banker was impressed with the plan that the client and the SBDC had developed and agreed to fund the project with an initial loan of \$50,000. The bank also committed to an operating line of credit which allowed the client to purchase a cleaning and restoration services business that currently employs two people with plans for future growth.

Counseling and Management Assistance

Small business owners have come to depend on the educational information, support and resources that are provided by the local community college Small Business Development Centers (SBDCs). The majority of these SBDCs are part of the Illinois Entrepreneurship Network which is sponsored by the Illinois Department of Commerce and Economic Opportunity. During the initial start up phase of a business, positive relationships are built as support and resources are shared. These contacts continue to grow over the years and develop into long-term relationships.

A total of 832 jobs were created and 1,529 more jobs were retained as a result of business counseling at community colleges in fiscal year 2010.

During fiscal year 2010, community colleges provided counseling and management assistance to 5,990 individuals or organizations. This assistance resulted in 209 companies being formed, 44 companies expanding, and 538 companies being retained. A total of 832 jobs were created and 1,529 more jobs were retained as a result of business counseling.

Case Study:

The owners of Thai Basil, an up-scale restaurant in Machesney Park, Illinois, came to the Small Business Development Center (SBDC) at **Rock Valley College** for help in securing a \$35,000 no interest loan through the American Capital Recovery (ARC) loan program as a part of the recent federal stimulus package. The Thai Basil owners had a substantial amount of money invested in their business and had a \$315,000 loan secured by real estate but needed the additional \$35,000 for short-term working capital. The director of the SBDC initially found two banks willing to participate in the program but garnered interest from two additional banks in Rockford, Illinois and two commercial lenders after being interviewed on a local television station about the lack of bank participation in the program. As a result, Thai Basil was able to obtain the \$35,000 loan while also refinancing the \$315,000 loan on an extended amortization which freed up enough capital for them to continue in business and retain nine employees.

The SBDC continued to work with clients and eventually found four community banks willing to participate in the ARC loan program leading to many submitted and approved ARC loans in the community.

Contract Procurement Assistance

Five community college districts provided 973 businesses with government contract procurement assistance during fiscal year 2010. As a result, 86 businesses received 946 federal contracts totaling \$960,182,375.

Many businesses have discovered that the federal and state governments can be an important part of a diverse client base. However, the process of applying for government contracts can be difficult and time consuming. Procurement Technical Assistance Centers (PTAC) help businesses to navigate through government processes. In fiscal year 2010, over \$960 million in contracts were awarded to Illinois businesses who sought assistance from the Procurement Technical Assistance Centers. Many of the community colleges that have a Procurement Technical Assistance Center are part of the Illinois Entrepreneurship Network which is sponsored by the DCEO.

Five community college districts provided 973 businesses with government contract procurement assistance during fiscal year 2010. As a result, 86 businesses received 946 federal contracts totaling \$960,182,375. The receipt of these contracts contributed to the expansion of 10 businesses and retention of 45 businesses while 293 jobs were created and 482 jobs were retained.

Case Study:

Illinois Central College worked with CMW and Associates Corporation - a Women Business Enterprise (WBE) and a certified 8(a) Small Disadvantaged Business Enterprise - since February 2004. The company was founded in 1995, with four major practices of Information Assurance, Data Management, e-Solutions and Professional, Administration and Management Professional staffing. Since CMW began working with the College it has entered into numerous government contracts, including being on the U.S. General Services Administration (GSA) schedule. Under the GSA schedule long term government-wide contracts are established with approved commercial suppliers. During 2010, CMW acquired over \$862,950 in contract awards.

Public Training Activities

As technology continues to expand and businesses become more sophisticated, employees find it necessary to return to the classroom to continue their education. Businesses have also found a need to document individual and employee skill development. Therefore, community colleges have increased the number of publically offered professional development classes that are designed to increase the employee skill in computer application, management principles and other skills related to specific professions.

In fiscal year 2010, Illinois community colleges provided 3,075 noncredit public training courses and 2,641 noncredit workshops and seminars.

In fiscal year 2010, Illinois community colleges provided 3,075 noncredit public training courses and 2,641 noncredit workshops and seminars to 46,298 individual participants and served 2,042 organizations.

Case Study:

A cooperative relationship has been established between **John A. Logan College** and Homeland Security, FEMA, and area professionals to provide emergency preparedness training, including National Incident Management System (NIMS) training. Many of the courses help prepare professional first responders such as firemen, law enforcement, medical and emergency managers to better manage emergency events. Training programs are also available to business owners, educators, and families to help familiarize students with the four main factors of emergency preparedness: to include how to prevent, protect, respond and recover from an emergency. The College provides the courses free of charge to all participants. In fiscal year 2010, 20 classes were held which trained 350 participants with several additional trainings scheduled throughout the fall 2010 semester.

Employment and Training Services for Unemployed or Underemployed Workers

Nineteen community college districts reported offering 428 noncredit workshops and seminars to 8,051 unemployed or underemployed individuals during fiscal year 2010.

Partnerships are often developed between the local community colleges and local employment assistance organizations to provide resources and services to individuals and employers. Linking businesses and individuals to employment opportunities is a core activity for community colleges. Colleges provide various resources such as one-on-one job counseling, resume writing, interview techniques, and other

noncredit workshops that provide support for those who are unemployed or underemployed. Community colleges encourage economic growth by providing quality education to individuals and then link those skilled individuals to employment opportunities within the community.

Nineteen community college districts reported offering 428 noncredit workshops and seminars to 8,051 unemployed or underemployed individuals during fiscal year 2010. In addition, another 143 noncredit/credit courses were provided to 927 participants. As a result, 2,266 individuals received job placement services. Community colleges also reported many additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 14,761 individuals.

Case Study:

During the summer of 2009, Career Services at **Richland Community College** provided over 6 hours of instruction to 18 students with little or no employment training or experience. The program provided classroom instruction as well as on the job experiences with various employers over the entire summer. Career Services at Richland also offers Career Preparedness and Advancement presentations and workshops for the public on campus and throughout the district.

Business Attraction, Retention and Expansion

Growing companies are in need of a skilled workforce, updated facilities and access to technology. Many communities strive to provide all these resources to attract and retain businesses that bring economic growth to the area. Community colleges play a key role in these business attraction, retention, and expansion activities. Colleges possess a wealth of resources that businesses look for when faced with location and expansion decisions. Community colleges often assist businesses by designing, developing, and delivering incumbent employee training for expanding businesses; providing pre-employment testing and training; and temporary use of college facilities.

As a result of economic development activities at Illinois community colleges, 277 jobs were created and 542 jobs were retained.

Business attraction, retention, and expansion activities at 16 community college districts assisted 364 companies in potential expansion and other activities in fiscal year 2010. Participation in other economic development activities by community colleges led to the creation of 14 companies, expansion of 27 companies, and retention of 70 companies. As a result, 277 jobs were created and 542 jobs were retained.

Case Study:

Working with Northern Illinois University, the Center for Entrepreneurship at the **College of DuPage** engaged in a year-long initiative to encourage small business development and growth among minority-owned businesses. The project was launched in fiscal year 2009 with a full-day conference that included a number of breakout sessions on topics including business planning, home-based businesses, launching a business, mergers/acquisitions, financing, government contracting, Minority Business Certification, global markets and other growth topics. Based upon surveys to gauge training and assistance needs of conference participants, the Center developed and scheduled follow-up programming that occurred throughout fiscal year 2010. Through related initiatives over 300 minority and woman-owned businesses engaged in a variety of technical assistance and training to enhance their business expertise and opportunities.

Distance Learning and Continuous Improvement

Increasing access to education is a priority for community colleges. As a result, Illinois community colleges are delivering noncredit internet courses and satellite broadcasts to expand their distance learning offerings. Businesses are continually searching, implementing, and refining ways to meet or exceed the needs and expectations of the customer. Community colleges provide an array of services to help businesses manage continuous improvement strategies.

During fiscal year 2010, community colleges offered 3,275 noncredit internet courses and 116 two-way interactive video courses.

During fiscal year 2010, community colleges offered 3,275 noncredit internet courses and 116 two-way interactive video courses.

Other Workforce Development Activities and Partnerships

Community colleges are involved in many workforce development activities. This may include cosponsored activities, facilitated programs, or providing facilities, labs, and equipment for community organizations, agencies and businesses. Other activities include workshops showcasing services colleges have to offer, certification training for specific industries, bilingual training courses and special training for Latinos, leadership skills workshops for supervisors and marketing to find sponsors for workshops.

Throughout the state, the colleges' performed job testing for 31 organizations and developed job profiles and assessments for 716 organizations.

Throughout the state, the colleges' Business and Industry Centers performed job testing for 31 organizations and developed job profiles and assessments for 716 organizations. Forty-two workplace literacy programs were conducted. A total of 27 other programs were offered, including quality control programs, Spanish courses, sign language courses, consulting, and continuous improvement programs

related to certification, training and resources, and surveys.

Case Study:

Recognizing that fostering and developing partnerships between community colleges and economic development entities is imperative to the community, **Morton College** and the Cicero Chamber of Commerce and Industry have developed a strong partnership in order to assess and assist the needs of area businesses and organizations. In the fall of 2009, a Needs Assessment Survey was developed through this partnership to determine how the College and the Chamber could best meet the needs of area businesses, industries, and organizations. The survey had 48 responses which have provided insights as to what the needs of the area businesses are. Working towards future projects, the College and the Chamber intend to use the data to provide assistance and services to area businesses and organizations. As a result of the survey, the College and the Chamber plan to implement internship programs, expand customized training and networking opportunities for businesses as well as conduct additional surveys in other areas.

Summary

In summary, Illinois community colleges provided workforce and economic development services to a total of approximately 203,500 businesses and individuals. These services resulted in the start up of over 260 companies, expansion of more than 120 companies, and retention of 900 companies. In addition, nearly 2,000 jobs were created and another 8,700 jobs were retained.