

Illinois Community College Board

**WORKFORCE DEVELOPMENT GRANT REPORT
BUSINESS AND INDUSTRY SERVICES
FISCAL YEAR 2005**

The Illinois Community College Board provided over \$3.3 million in workforce preparation grant funds to all Illinois public community college districts in fiscal year 2005. Business and Industry Services grants provide funding for a Business and Industry Center at each community college to provide a variety of employment, training and business services both in and outside the classroom. Businesses need diverse services and programs that are focused on a variety of issues, including government regulations 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 entrepreneurship workshops and seminars, provide assistance to small- and medium-sized businesses, and conduct many other initiatives that helped keep existing jobs and create new ones. Each community college is committed to supporting its community, including its economic development and workforce needs.

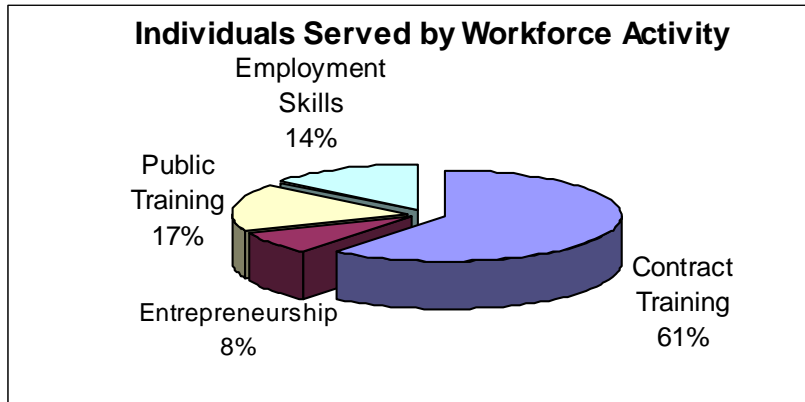
Community colleges provided an array of services to business and industry as well as individuals. This report highlights many of those services and activities. The workforce development activities conducted under the grant are divided into nine categories in order to capture the diversity of activities as well as the outcomes resulting from each service. During fiscal year 2005, the Illinois Community College System reported providing services to a total of 12,353 businesses and organizations and 145,820 individuals which resulted in the start up of 514 companies, 275 company expansions, and 1,234 companies retained. The total performance outcome of fiscal year 2005 resulted in 5,043 jobs created and another 19,120 jobs retained..

Contract/Customized Job Training

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 workforce, but they are also seeking assistance with strategic planning, process improvement and other business-wide operations that lead to increased productivity.

In fiscal year 2005, community colleges provided 9,159 contract training courses to 3,032 companies. Through these courses, 88,232 employees were trained for a total of 255,363 contact hours of instruction or 31,920 days of training. This contributed to the start up of 67 companies, expansion of 81 companies, retention of 552 companies, the development of 2,053 jobs and the retention of another 9,491 jobs.

Case Study: Echo Incorporated presented various training needs to the College of Lake County (CLC) Business and Industry Training Center. A training relationship has existed between Echo and CLC for the past five years. The FY 2005, training initiatives focused on two key areas, technical skills training and workplace English as a Second Language (ESL). First, a skills gap was identified among newly-hired employees and their ability to read blueprints, work with gauges, and use



measurement tools. Consequently, the College of Lake County designed a training program to raise the skill levels of approximately 12 employees in these areas. Second, the issue of raising the verbal and written communication skills of other production employees was presented to CLC. It was determined that the college would continue to provide ESL training to approximately 40 employees. Training for Echo was conducted from August 2004 through June 2005. Ten employees received 20 hours of Blueprint and Metrology training and over 80 employees benefitted from weekly ESL training totaling 384 hours.

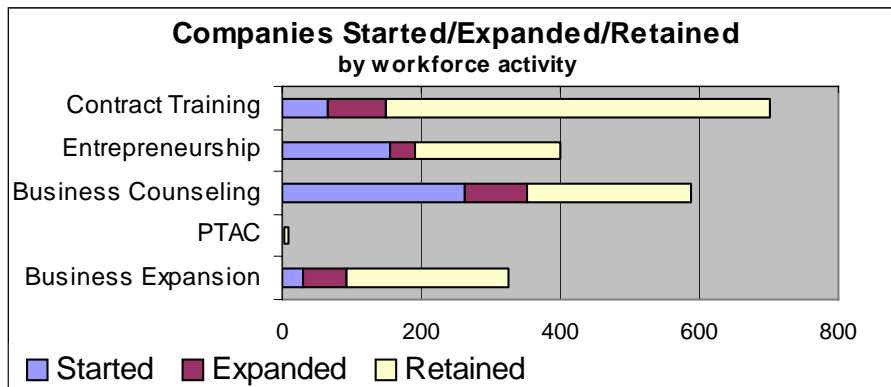
measurement tools. Consequently, the College of Lake County designed a training program to raise the skill levels of approximately 12 employees in these areas. Second, the issue of raising the verbal and written communication skills of other production employees was presented to CLC. It was determined that the college would continue to provide ESL training to approximately 40 employees. Training for Echo was conducted from August 2004 through June 2005. Ten employees received 20 hours of Blueprint and Metrology training and over 80 employees benefitted from weekly ESL training totaling 384 hours.

Entrepreneurship Seminars and Workshops

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 a total of 1,221 entrepreneurship seminars and workshops for 11,723 participants. A total of 67 new businesses started, 81 expanded and another 552 companies were retained. As a result, 477 jobs were created and 612 jobs were retained.

Case Study: In March 2003, an employer in Kankakee County announced a major layoff of its workforce. Several of the employees were able to find employment, but Dale and Pat Gallant turned to the Kankakee Community College Small Business Development Center to discuss entrepreneurship opportunities. They both had worked for the same employer for more than twenty years but were not ready, nor were they old enough, to retire. Pat had developed a recipe for fudge and other candies and would often treat her co-workers to snacks. She often heard that she should go into business and sell her candy. Working a very demanding full-time job never gave her the time or opportunity to explore this possibility. Receiving several counseling sessions on how to register, manage and promote the business, they were ready to put a plan into action. After planning their finances and seeking a suitable location, a rough draft of the business plan was complete and ready for review. On November 29, 2004, Patricia Ann Candies opened for business in Bourbonnais. The business has grown to hire two full-time and one part-time employees. According to the once dislocated workers, Pat and Dale's only regret is that they did not go into business sooner.



Counseling and Management Assistance

Small business owners have come to depend on the educational information, support and resources that are provided by 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.

In fiscal year 2005, community colleges provided business counseling and management assistance to 5,811 individuals or organizations that resulted in 263 companies starting, 90 expanding and another 236 companies being retained. Business counseling led to creation of 1,509 jobs and retention of 1,302 jobs.

Case Study: Illiana Cores, which produces cardboard cores used to package and dispense such things as labels, tape, plastic film and other products, approached the Illinois Eastern Community Colleges Small Business Development Center during their development. Illiana initially located in leased space in Robinson, Illinois. They achieved \$7 million in sales their first year in business and

are now in the process of expanding and relocating to Palestine, Illinois to a larger facility. Illiana has developed seven new jobs and plan on more through this expansion. The Illinois Eastern Community Colleges SBDC assisted the company in developing a marketing plan as well as other strategic planning.

Contract Procurement Assistance

Many businesses have discovered that the federal and state government can be profitable and stable clients. 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 2005, over \$341 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 DCEO.

Eleven community college districts provided 1,417 businesses with government contract procurement assistance. Subsequently, 751 companies received 2,221 federal contracts totaling \$341,195,094. As a result of the contracts, one entity started in business, three companies were able to expand, five companies were retained, 458 jobs were created and another 1,339 jobs were retained.

Case Study: CMW & Associates, Inc. is a ten-year-old, Springfield-based, woman-owned, 8(a)SDB small business specializing in accounting, finance, computer, engineering and technical sales personnel. CMW & Associates has worked with the Illinois Central College (ICC) Procurement Technical Assistance Center since 2003 and has won \$3,626,082 in government contracts. In 2003, Charlene Turczyn, President, decided to tap into the federal government contracting market. The Illinois Central College PTAC was able to help CMW make connections with the right federal and commercial (prime contractor) sectors by providing key contact information with agencies including the Army, Navy and National Guard and commercial contacts such as Caterpillar and State Farm. Additionally, the ICC PTAC provided guidance in helping CMW utilize and leverage the U.S. General Services Administration (GSA) schedule and the 8(a)SDB certification program to successfully market to the government. CMW is currently involved in projects with the National Guard, GSA Buildings, the Navy, Army, Department of Labor, and is a subcontractor with several large prime contractors. CMW has recently completed State of Illinois projects with Abraham Lincoln Parking Garage and the Jacksonville School for the Visually Impaired.

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 applications, management principles and other professional skills.

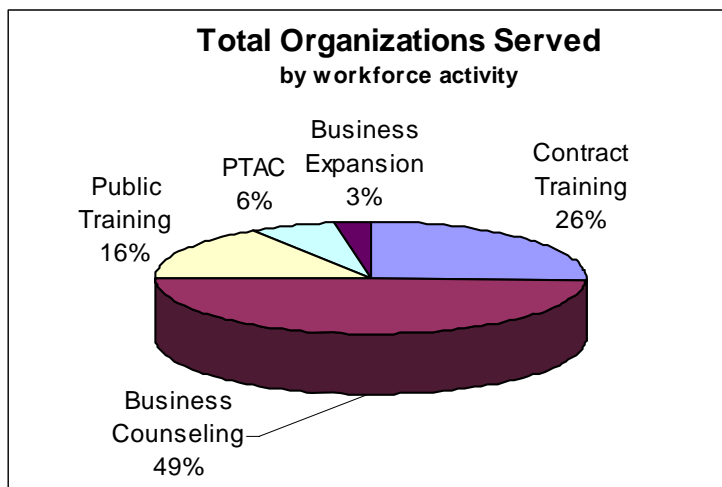
Case Study: Richard J. Daley College worked with the Chicago Public Schools to help all their teacher’s aides become highly qualified under the No Child Left Behind Act. During the start of this project the pass rate was about 33 percent for people taking the paraprofessional exam for the first time. A prep course was developed for all the candidates that needed to be tested. Seventy-five percent of the people who took the prep course passed and were designated as “highly qualified”. Funds from the ICCB Workforce Development Grant helped prepare people for the examination but, more importantly, helped them to retain their positions once they became highly qualified.

Community colleges continue to be an excellent resource for local businesses and individuals to receive short-term training or continuing education in various fields, such as real estate, cosmetology, child care specialist, social workers, nurses, truck drivers, and more. In fiscal year 2005, Illinois community colleges provided 2,380 noncredit public training courses and 1,396 noncredit workshops, and seminars to 24,814 individual participants and served 1,870 organizations.

Employment and Training Services for Unemployed or Underemployed Workers

Partnerships are often developed between the local community college 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 of the community college. 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.

Thirteen community colleges reported offering 480 noncredit workshops and seminars to 5,285 unemployed or underemployed individuals and another 67 noncredit/credit courses were provided to 527 participants. As a result, 1,213 individuals received counseling or job placement services. Community colleges also reported a total of 413 additional activities such as job fairs, job networks, and advisement services which affected another 15,239 individuals.



Case Study: The Kaskaskia College Business and Industry Workforce Development staff and Adult Education staff cooperated on a project at the Second Baptist Church in Centralia, Illinois. The students participating in the program had minimal work skills and were either unemployed or underemployed. Students in the Second Baptist Church Adult Education program were identified who had an interest in learning to operate a forklift. This was a pilot project in which eight students were enrolled in the forklift training programs that had been developed in the college's Business and Industry Center. The class was limited to four students; therefore two courses were conducted for this project. The forklift program was designed for individuals that have no experience in the operation of a forklift. The training involved four hours of safety training and 20 hours operating a forklift and observing other students operating a forklift. All eight students successfully completed the program and were awarded certificates. Five of the students are currently employed as forklift operators. The other three students obtained employment because of other marketable skills gained through the program.

Business Attraction, Retention and Expansion

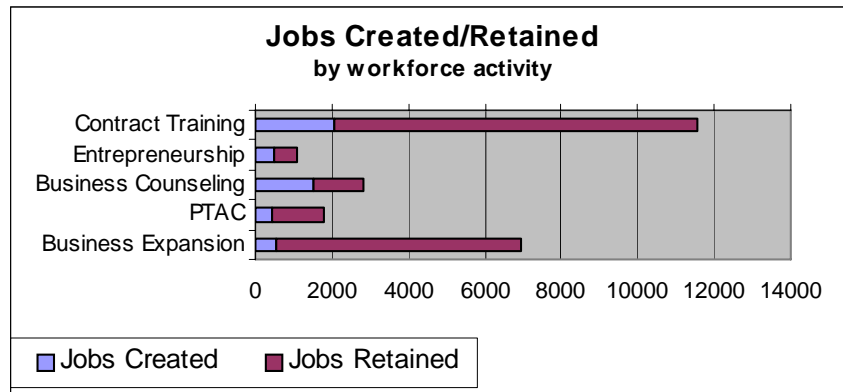
Growing companies are in need of a skilled workforce, updated facilities and access to technology. Many communities strive to provide all these resources to attract and retain businesses that bring economic growth to the area. Community colleges play a key role in attraction, retention, and expansion 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 the business attraction, retention, and expansion activities reported by the community colleges, 14 community colleges assisted 43 companies in potential expansion or location activities. Community colleges participated in other economic development activities that resulted in creation of 29 companies, expansion of 63, and retention of 233. This resulted in 549 new jobs and retention of 6,376 jobs.

Case Study: R&O Specialities, Inc., a subcontractor for Caterpillar, Inc. at the Aurora, Illinois manufacturing plant, has been in business since 1998 with its employees working on all three of Caterpillar's shifts. The number of employees has grown from 24 to nearly 400 during these five years. In fiscal year 2005, R&O Specialities added an additional 100 jobs. With this growth, R&O Specialities opened a separate training facility in Aurora to conduct its training efforts. Waubensee Community College has been working with R&O since 1999 providing management and supervision classes. A variety of topics have been presented to the supervisors in the areas of leadership, managing priorities, problem solving, and other management and supervisory practices. Another major training initiative in fiscal year 2005 was to improve the written and verbal communication skills of R&O's Hispanic workforce through workplace ESL. Waubensee Community College is expecting to continue both the workplace ESL and supervisory and management projects and to provide welding and project management classes in fiscal year 2006.

Distance Learning and Continuous Improvement

Increasing access to education is a priority for community colleges. Providing a wide range of alternative and supportive educational services have become common. As a result, Illinois community colleges are delivering noncredit internet courses and satellite broadcasts to expand their distance learning offerings. In fiscal year 2005, community colleges provided 2,616 noncredit internet courses, 36 satellite broadcasts, and 93 two-way interactive video courses. 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. Throughout the state, community college Business and Industry Centers performed job testing for 57



organizations and developed job profiles and assessments for 75 organizations. Other services included 54 workplace literacy programs and one benchmarking study.

Case Study: Beginning in 2002, the Center for Training Innovations (CTI) at Southwestern Illinois College began working with St. Elizabeth's Hospital to evaluate the leadership and managerial skills of its 81-member management and administration team. The evaluation process led to an ongoing leadership training initiative at the hospital. The leadership evaluation and training is unique because it is serving as a model for similar improvement in two other Hospital Sisters Health System locations. Further, it heavily influenced the application process for a regional Critical Skill Shortages Initiative (CSSI) grant through the local workforce investment boards that is currently funding leadership training in nine other area hospitals. The CTI/St. Elizabeth's leadership training program used an innovative internet-based evaluation instrument to assess all managerial and administrative staff against a standard of 42 different leadership factors, a set of 29 hospital-specific skills, and a set of nine regulatory issues. This detailed evaluation and assessment process led to creation of a training plan for low and mid-level managers and a separate plan for upper-level managers. The success of the program has led directly to St. Elizabeth's active involvement in the region's application for a CSSI grant. Initially, their presence in CSSI planning sessions was instrumental in identifying two shortage areas which are affecting the region: lack of skilled clinical healthcare workers and improvement in leadership skills in order to retain clinical workers and reduce turnover. The latter recommendation was a direct result of the leadership initiative highlighted above. Their advocacy of hospital leadership training has led directly to grant funding that will train 280 managers in other area hospitals.

Other Workforce Development Activities and Partnerships

Community colleges are involved in many workforce development activities. This may include co-sponsored activities, facilitated programs, or providing facilities, labs, and equipment for community organizations, agencies and businesses. Other activities include creating and operating a business incubator center; serving as a key partner to economic development organizations; assisting in the development, implementation, and evaluation of local business retention and expansion programs; and helping farmers to develop ag-tourism and retailing of locally produced agricultural products.

Case Study: Rend Lake College and Continental Tire North America, Inc. have joined forces to create a training center to benefit the employees of the company's Mt. Vernon plant. Through this new partnership, Rend Lake College will construct a training center on site at Continental Tire. The College will equip the center and provide computers and distance learning equipment. The College has hired an Industrial Training Coordinator who will work onsite to identify the training needs of the plant's workforce and develop training programs to meet those needs. Training conducted to date includes computer software and OSHA safety. Company officials project the training will generate a minimum of 12,000 contact hours annually.

Case Study: South Suburban College and Mi-Jack, Inc., have enjoyed a two-decade long partnership that has repeatedly benefitted both the company and the college. The partnership moved into a new arena when its safety director looked to South Suburban College to produce high quality, low cost safety and training videos in a relatively short time. The South Suburban College Business and Industry Center contracted with the College's audio visual department, which used staff, faculty and students to create the high quality videos. No outside resources were required. After just four months, Mi-Jack had three videos, each produced in both English and Spanish. Using an in-house facilitator at each of the company sites, more than 200 workers at eight Illinois locations were trained in Intermodal Terminal Safety, Ground Crew Operations and Hostler Operations. The company was so pleased with the outcome of the videos that the College has been contracted to create an additional seven training videos in fiscal year 2006.

Community colleges significantly impact local economies throughout the State of Illinois, as well as the overall state economy. They stand as the primary workforce development resource for both individuals and businesses within their communities. The commitment of community colleges to their communities and the businesses that reside within them is a foundation of Illinois' economic success.