



# Will County Workforce System

## Service Analysis

July 1, 2008 through June 30, 2009



214 North Ottawa Street • Joliet, IL 60432  
ph 815.727.5670 • fx 815.727.5669  
[www.willcountyworkforceboard.com](http://www.willcountyworkforceboard.com)



## **Executive Summary**

### **Will County Workforce System**

#### **Service Analysis report**

The Will County Workforce System is a joint venture of the following partners responsible for workforce policy, services, and resource planning for the employers and residents of Will County: Workforce Services Division of Will County; Illinois Department of Employment Security – Joliet and Bolingbrook; Illinois Department of Human Services – TANF and Rehabilitation Services; Joliet Job Corps; and Joliet Junior College – Adult/Family Services and Community/Economic Development.

Below is a snapshot of some of the services and activities that were provided by the Will County Workforce System between July 1, 2008 and June 30, 2009 (PY08).

- ❑ 86 businesses placed job orders on the electronic job board representing over 3,500 open positions in Will County.
- ❑ 4,074 Will County job seekers registered and posted their resume on the electronic job board.
- ❑ Over 5,000 customers used the Will County Workforce System for job search and training related services representing nearly 30,000 service units provided. The total number of system visits increased by over 30% between the 3<sup>rd</sup> and 4<sup>th</sup> quarter of PY08.
- ❑ The Mobile Learning Center made 250 visits to locations throughout Will County and served 1990 job seeking customers. The number of people using the MLC more than doubled from the previous year, from 783 to 1990.
- ❑ \$96,224 was awarded to Will County Employers to train 129 employees through the Business Grants for Employee Training Program.
- ❑ More than 200 customers became Work Certified before entering skill training meaning that they exhibit the necessary skills to be successful in the workplace.
- ❑ Over \$1,200,000 in Career Scholarships were provided for job seeking customers to obtain additional skill training to enhance their employability. This is nearly double the expenditure on skill training from the previous year.
- ❑ The majority of training occurred in Healthcare, Transportation/Logistics, and Information Technology.

## Overview of the Will County Workforce System

The Will County Workforce System emphasizes connecting many partner sites into a common network that customers can easily understand, find and obtain reliable services from. The Will County Workforce System is a joint venture of the partners identified below. They are responsible for policy, services, and resource planning. The system is accountable to the Workforce Investment Board of Will County. Three of the Workforce System partners are located in one building at the Joliet Junior College City Center Campus (Workforce Services Division of Will County, Joliet Junior College Workforce Development, and Joliet Junior College Adult and Family Services) with the Illinois Department of Unemployment Security and Illinois Department of Human Services being located one block away. Having these five partners in close proximity provides a cohesive network of services that the customers can easily access.

As described in the 2007 Workforce System business plan, the parts of this system include:

- **A network of partners** who deliver workforce services across the county.
- Among these partners, **strong, clear and specific agreements** as to 1) what the system is; 2) standards for how it operates; and 3) measurable goals and objectives for needed outcomes and continuous improvement.
- A well-defined package of **“core” workforce services** for both individuals and businesses.
- **Access to core services** that meets customer needs.
- **Commitment to high quality integrated processes** that ensure 1) core services; and 2) referral to appropriate additional services when core services are not adequate to helping customers meet goals.
- **A shared governance structure** that includes strong partnerships for the achievement of system goals.

## Will County Workforce System Locations

The table below shows each of the Will County Workforce System partners and the specialty services that are offered at each location.

Workforce System Partners	Specialty Services Offered
<b>Workforce Services Division of Will County</b> 214 N. Ottawa Street Joliet, IL 60432	Online job listing for Will County businesses and job seekers, access to job fairs, job search workshops, computer workshops, videos, books, resume assistance, and job training for eligible customers
<b>Illinois Department of Employment Security</b> <b>Bolingbrook</b> 321 Quadrangle Drive Bolingbrook, IL 60440 <b>Joliet</b> 250 N. Chicago Street Joliet, IL 60432	Assistance in filing unemployment claims, obtaining veterans assistance, registering in an Apprenticeship Program for jobs in Trades/Union, employment program for ex-felons, and bonding programs for those who qualify
<b>Illinois Department of Human Services</b> <b>Temporary Assistance for Needy Families-TANF</b> 45 E. Webster Street Joliet, IL 60432 <b>Division of Rehabilitation Services</b> 1613 W. Jefferson Street Joliet, IL 60435	Programs for temporary income assistance, food stamps, and medical benefit packages. Vocational and rehabilitation programs for persons with disabilities.
<b>Joliet Job Corps</b> 1101 Mills Road Joliet, IL 60433	Residential education and job training programs for youth 16 through 24 years old.
<b>Joliet Junior College (Adult Education and Family Literacy and Workforce Development)</b> 214 N. Ottawa Street Joliet, IL 60432	GED and English as a second language classes, job training and certifications for specific industries and occupations

In addition to the locations of the system partners, the Mobile Learning Center (MLC) provides access to Workforce System services throughout the County. Since 2004, the MLC has a set schedule each month with hours and locations that is posted on the Workforce Services Division of Will County's website as well as copies that are disseminated throughout the County. The MLC is also used for job fairs and community events. The locations visited in Will County were:

Bolingbrook Library  
Crete Library  
Frankfort Library  
Lockport Central Square  
Manhattan Market Place  
Mokena Library  
MorningStar Mission  
New Lenox Library

Peotone Library  
Plainfield Library  
Romeoville Recreation Center  
Shorewood-Troy Library  
Skateland Recreation Center  
Steger Community Center  
University Park Village Hall  
Wilmington City Hall

## **Will County Workforce System Services**

### **Business Services**

Services to businesses are designed in consultation with Will County business leaders to ensure relevance of both the services offered and the mode of delivery.

The Workforce Investment Board of Will County has offered the Business Grants for Employee Training Program since January of 2006. This program provides resources for employers to train currently employed workers in an effort to assist businesses and workers to remain competitive. Priority is given to Will County businesses that offer high skill, high wage jobs.

This program is intended for businesses that are expanding their business enterprise in Will County; are training employees in skills necessary to enable the company to establish, maintain, or expand into new markets; are introducing more efficient technologies/continuous improvement systems into their operations; are providing additional training to employees who will be threatened with layoff; are providing training that will result in enhanced employability, job upgrades, increased wages, or increased job security; or are providing training in response to new or changing technologies, processes, product lines, machinery or equipment being introduced in the workplace.

Employers have an opportunity through this grant program to retrain their current workforce to keep their competitive edge. In the last year, six companies were awarded \$96,224 in training grants through this program. A total of 129 employees were trained. The table below shows a historic depiction of the grants awarded through this program from its inception. All key industries were benefactors of the training this past program year, with the most grants awarded in the transportation and logistics industry. Due to the increasing demand for job seeker training, funding was reallocated from the business grant program to job-seeking customer training mid-year, which accounts for the decrease in the Business Grants for Employee Training Program activity.

<b>Business Grants for Employee Training (Incumbent Worker Grants)</b>				
	<b>PY05</b>	<b>PY06</b>	<b>PY07</b>	<b>PY08</b>
<b>Number of grants awarded</b>	15	13	16	6
<b>Number of employees trained</b>	550	267	204	129
<b>Total dollars awarded</b>	\$311,530	\$111,738	\$229,108	\$96,224
<b>Company Size</b>				
Small (1-50 employees)	6	4	10	2
Medium (51-99 employees)	3	4	4	0
Large (100 or more employees)	6	4	2	4
<b>Industry Sector</b>				
Manufacturing	9	8	12	1
Transportation/Logistics	1	2	0	3
Healthcare	1	1	2	1
Construction Trades	2	0	1	1
Other	2	2	1	0
<b>How learned of program</b>				
Direct mail-luncheon	4	6	3	0
News article	2	0	1	0
Previous grantee	0	0	9	2
Staff direct call	3	0	0	0
Referral	3	4	2	4
Board connection	3	3	1	0

In addition to providing training funds to local employers, other services to the business community include:

- candidate recruitment
- application screening for open positions
- job posting on the electronic job board
- assistance with writing job descriptions
- information to assist in determining wages for open positions
- interviewing space
- applicant testing and assessment
- hosting job fairs

Several enhancements were implemented in the last year to allow for easier connections between employers and job seekers. The electronic job board allows businesses to place and manage their job orders online.

In the past year 86 businesses placed job orders on the electronic job board compared to over 130 the previous year, which is likely a reflection of the downturn in the economy during the past year. Employers posted 484 unique job orders, where an individual job order may represent a single or multiple job openings. This year 123 job orders represented wages greater than \$12 per hour, which is fewer than last year but overall job orders were down by nearly 200 from the previous year. Several companies used the Workforce Services Division of Will County offices to recruit and screen applicants for their open positions. The number of job seekers that registered on the website is in excess of 4,000, which is up 55% from last year. Mirroring the economy overall, the number of job openings decreased and the number of job seekers increased.

<b>Electronic Job Board</b>		
	<b>PY07</b>	<b>PY08</b>
New Businesses Registered	132	86
Job Orders Placed	671	484
Open Positions	4751	3578
Unique Job Orders Placed w/wages >\$12	201	123
Job Seekers Registering on website	2625	4074

Based on the chart below which shows job orders posted, administrative/support still has the greatest number of job orders placed, followed by the Finance/Insurance/Information/Real Estate and Wholesale Trade/Transportation-Warehousing-Logistics industries. The percentages have not changed much between the industry types from previous year, the numbers are just lower.

<b>Electronic Job Board Job Orders Placed by Industry</b>		
	<b>PY07</b>	<b>PY08</b>
Total	132	86
Administrative/Support	50	26
Construction	3	6
Education/Public Services/Other Services	13	8
Finance/Insurance/Information/Real Estate	7	9
Healthcare	13	6
Manufacturing	10	6
Professional/Scientific	7	6
Retail/Food Service/Arts	12	4
Wholesale Trade/TWL	14	9
Not Classified	3	6

In 2008, the Will County Workforce System and the Will County Center for Economic Development (CED) provided a joint outreach mechanism for services to employers in Will County. This linkage is imperative to ensuring responsiveness to business concerns and issues. The Will County CED conducts business retention visits throughout the year and this has been an excellent mechanism to assess business customer needs.

The following table represents survey responses collected by Will County CED during retention visits in the last year. Will County CED conducted 31 retention visits to Will County businesses, with the majority of them being in the manufacturing sector. 90% of the businesses surveyed indicated that they provide its workforce with training and 57% of the businesses said that they are increasing the amount of money budgeted for training. Businesses indicated that the productivity of its workers was most important, second to stability of workers and then quality of workers when rating their workforce. Employers cited the industry sector as opposed to the community as being a larger barrier to workforce recruitment.

It is interesting to note that when discussing skill-set challenges, communication and critical thinking skills were tied as being the most common challenges, followed then by work ethic, math, reading and English

as a Second Language challenges. When the businesses were asked the single greatest need related to workforce skills and training similar skills were identified: work ethic, English as a Second Language, reading, writing, and math.

Feedback from the companies about new job skills indicates that the skills range from those required for higher degreed math/science occupations, CAD, blue print reading, to more basic skills that include computer, math, and customer service. Employer skill requirements ranged from remedial needs including the lack of math, reading, basic English skills, work ethic, critical thinking skills to more specialized skills.

Will County Center for Economic Development Business Retention Visits	
<b>Number of Companies Reporting</b>	31
<b>Industry Sectors:</b>	
Manufacturing	19
Distribution	7
Logistics	4
Warehouse/Transportation	1
<b>Workforce Training:</b>	
Companies providing training	90%
Companies Increasing spending on training	57%
Companies with stable training budget	43%
<b>Companies rating of workers/workforce based on:</b> Rating: 7 High to 1 Low	
Availability of workforce	3.80
Quality of workers	4.34
Stability of workers	5.04
Productivity of workers	5.68
<b>Companies with recruiting problems:</b>	
Community cited as primary recruitment barrier	22
Industry cited as primary recruitment barrier	37.5%
	62.5%
<b>Companies investment in employee training:</b>	
Increasing	31%
Stable	54%
Decreasing	15%
<b>Skill set challenges cited by 90% of companies responding:</b>	
Communication	39%
Critical Thinking	39%
Work Ethic/Behavior	36%
Math	33%
Reading	29%
English as a Second Language (ESL)	25%

**Will County Center for Economic Development  
Business Retention Visits**

**Training Needs for New Job Skills (Not priority listed):**

- Forklift, stand-up forklift, cold environment
- Computer
- Math
- Customer service
- Machine-specific operations, operators, process operators
- Supervisory
- In-house programs/procedures
- Blue print reading, digital tape measures, micrometers
- Environmental instruments
- CAD
- Refinery technical training
- Higher degree math/science for petrochemical/mechanical
- OSHA training
- Craftsmen journeymen (not apprentices)

**Remedial Training Required (Not priority listed):**

- Math, Reading, Basic English
- Work ethic
- Critical thinking
- System enhancements or process changes
- Process safety management
- New product training
- Troubleshooting
- Sales
- CAD

**Single-greatest need related to workforce skills and training (Not priority listed):**

- Work ethic
- English as a Second Language (ESL)
- Mechanically inclined
- Reading, writing, math
- Critical thinking/problem solving
- Available, qualified applicants
- Engineers
- Craft skills
- Welding/fabricating
- Truck drivers
- Mechanic/pump mechanics
- Technical ability and communication skills
- Supervisory training
- Safety training
- Experienced personnel in logistics/warehousing
- Pride/initiative
- Experienced operators
- Technical/engineering candidates

**Job Seeker Services**

Services for job seekers include a set of basic services that can be accessed at the Will County workNet resource room. Specialized services can be accessed by the job seeker at individual system partner locations. A partner brochure that explains all of the Workforce System services offered to customers that will be continually updated as changes, additions and enhancements are made to the system. Most notably, an online system for orientation to the Workforce Services Division was added to allow for 24/7 access to information about training services and eligibility for services.

Services available at the Will County workNet resource room are:

Information

- Employment statistics information
- Job listings, skills needed, occupational demand
- Information on eligible training providers; performance outcomes
- Information on filing claims for unemployment insurance
- Information on supportive services

Preliminary Service Planning

- Help in establishing eligibility for welfare programs
- Help in establishing eligibility for financial aid

General Job Search Assistance

- Fax, phones, and internet access
- Job search and placement assistance

The overall number of services provided to job seeking customers in the workNet Resource Room increased by more than 60% over the previous year. This increase is directly tied to the increase in the number of unemployed residents in the past year.

<b>workNet Resource Room Services Used</b>				
	<b>PY07</b>		<b>PY08</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
<b>Total</b>	15,312	100.0%	24,626	100.0%
Research Careers	1,187	7.8%	3,192	13.0%
Create/Edit a Resume	3,159	20.6%	4,468	18.1%
Use Computer for Job Search	9,063	59.1%	13,692	55.6%
Work on keyboarding skills	668	4.4%	1,427	5.8%
Work on Illinois Skills Match	1,235	8.1%	1,847	7.5%

Source: G\*Stars Customer Tracking System

During the program year, 5,339 customers used over 28,199 services in the Will County Workforce System for job search and training-related services at Workforce System locations throughout Will County. The numbers in the table below provide an overview of the range of job search and training services that were utilized by residents of Will County. The numbers increased significantly in the fourth quarter due to the continued economic downturn and the availability of American Recovery and Reinvestment Act funds. The total number of system visits increased by 47% between the third and fourth quarter of the year.

<b>Will County Workforce System Services By Quarter – July 1, 2008 through June 30, 2009</b>					
	<b>July - September 2008</b>	<b>October - December 2008</b>	<b>January - March 2009</b>	<b>April - June 2009</b>	<b>Total</b>
<b>Will County WorkNet Resource Room</b>					
Attend Math and Reading Review	117	176	191	374	858
Create/Edit resume	769	950	909	1,101	3,729
Research careers	472	661	640	765	2,538
Use computer for job search	2,614	3,189	2,808	3,677	12,288
Use copier/fax/phones	1,055	1,318	893	1,268	4,534
Work on Illinois Skills Match	283	407	399	516	1,605
Work on keyboarding skills	252	299	244	505	1,300
<b>Workforce Services Division (4th Floor)</b>					
Attend Career Kick Off <sup>1</sup>	375	234	413	300	1,322
Attend open computer lab	71	42	111	105	329
Clothes4work	-	6	21	13	40
Onsite Interview/Application	14	17	127	25	183
See Career Advisor/Eligibility	451	461	550	810	2,272
Testing	198	132	161	434	925
<b>Mobile Unit Combined Visits</b>					
Create/Edit Resume	106	128	158	192	584
On-site Interview/Application	166	92	68	35	361
Research Careers	229	140	128	175	672
Use computer for job search	161	196	218	293	868
Use copier	8	6	18	33	65
Work on Illinois Skills Match	46	49	49	46	190
Work on keyboarding skills	23	11	30	30	94
<b>PY08 Total System Visits</b>					
<b>PY08 Total Unique System Visits</b>	7,198	6,576	5,842	8,583	28,199
	1,908	1,770	1,837	2,089	5,339
<b>PY07 Total System Visits</b>					
<b>PY07 Total Unique System Visits</b>	8,042	4,495	5,575	5,176	23,288
	2,507	1,463	1,431	1,276	4,936

Source: G\*Stars Customer Tracking System

<sup>1</sup> Career Kick-Off was changed to an “on-line” process in May of 2009.

## Mobile Learning Center (MLC) Usage

The Mobile Learning Center (MLC) is an essential component of the Will County Workforce System for outlying communities and areas that are not as conveniently located to the workNet resource room in downtown Joliet. The locations and schedule for the MLC is developed monthly and are adjusted periodically dependent upon need. Each location is visited at least monthly, and some locations are visited as often as weekly. Monthly schedules are available on the [www.jobs4people.org](http://www.jobs4people.org) website, as well as at MLC locations, libraries, township offices, and others.

The Mobile Learning Center (MLC) visited 250 locations throughout Will County this past year, which is 60 more visits than the previous year, a 32% percent increase. The number of customers that used the MLC increased by 153% last year. Bolingbrook, University Park and Romeoville reflect the highest usage. Late in the program year the Bolingbrook location changed from the IDES office to the Bolingbrook Library, which accounts for the small numbers at the IDES office. The services customers primarily used on the MLC were for job searches, career research and working on their resumes.

### Mobile Learning Center Usage July 1, 2008 through June 30, 2009

	Visits	Average Number Customers Per Visit	Customers Served	Create Or Edit Resume	On-Site Interview or Application	Research Careers	Used Computer for Job Search	Used Copier	Worked on ISM	Worked on Keyboard Skills
Bolingbrook IDES	4	17	70	20	6	18	25	2	9	7
Bolingbrook Library	23	14	330	94	96	102	128	10	41	11
Braidwood Library	1	18	18	4	0	1	4	0	0	0
Crete Public Library	23	4	95	28	0	34	60	7	7	5
Frankfort Public Library	12	9	113	27	6	32	49	2	10	5
Lockport Central Square	12	12	139	39	42	29	55	3	12	6
Mokena Library	10	7	67	25	3	18	39	0	5	5
MorningStar Mission	12	11	133	26	0	39	57	11	16	9
New Lenox Library	12	9	104	17	19	21	28	3	10	5
Peotone Public Library	12	7	79	16	25	20	20	1	7	6
Plainfield Public Library	12	4	44	3	0	18	20	0	5	1
Romeoville Rec. Center	22	8	184	65	73	82	112	9	13	7
Shorewood-Troy Library	12	12	140	21	46	33	52	3	9	4
Skateland Rec. Center	12	7	82	24	17	29	41	3	9	6
Steger Community Ctr.	1	6	6	1	0	1	2	0	0	0
Univ. Park Village Hall	49	6	286	90	22	95	124	10	24	13
Wilmington City Hall	21	5	100	43	1	24	54	3	6	2
<b>Totals – PY08</b>	<b>250</b>	<b>8</b>	<b>1990</b>	<b>543</b>	<b>356</b>	<b>596</b>	<b>870</b>	<b>67</b>	<b>183</b>	<b>92</b>
<b>Totals – PY07</b>	<b>190</b>	<b>4</b>	<b>783</b>	<b>353</b>	<b>101</b>	<b>374</b>	<b>689</b>	<b>53</b>	<b>130</b>	<b>175</b>

Source: G\*Stars Customer Tracking System - Will County

## Will County Workforce System Customer Base

The Workforce System has been using the G\*Stars tracking system to provide a more accurate data count, and as time progresses, more reports are being developed to expand the amount and type of data the Workforce System can extract for comparative and reporting purposes.

The following table provides general demographic data about the customers that used the Will County Workforce System and the services they used between July 1, 2008 and June 30, 2009.

<b>Gender and Race of Customers Will County Workforce System</b>				
	<b>PY07</b>		<b>PY08</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
<b>Gender</b>	3,845	100.0%	3,928	100.0%
Female	1,867	48.6%	1,833	46.7%
Male	1,892	49.2%	2,003	51.0%
No gender entered	86	2.2%	92	2.3%
<b>Race<sup>2</sup></b>	3,867	100.0%	3,966	100.0%
Black	1,787	46.2%	1,575	39.7%
White	1,261	32.6%	1,570	39.6%
Other	72	1.9%	116	2.9%
No race entered	747	19.3%	705	17.8%
<b>Hispanic Origin</b>	638	16.6%	528	13.4%

Source: G\*Stars Customer Tracking System - Will County

The demographic characteristics of customers indicate that males continue to use the system slightly more than females. There is a nearly equal split by black and white customers while the number of customers of Hispanic origin has declined by 17% from last year. It should be noted that nearly 20% of all customers do not provide race information.

---

<sup>2</sup> Customers may select more than one race.

The educational level of job seeking customers using the Will County Workforce System has change in the last year. Nearly 44% of customers using the system in the last year had some college compared to just over 39% in the previous year. The percentage of customers lacking a High School diploma or GED also declined last year compared to the previous year. This shift may be reflective of layoffs suffered by our local economy which has changed the face of those who seek services in the Will County Workforce System.

<b>Level of Education July 1, 2008 through June 30, 2009</b>				
	<b>PY07</b>		<b>PY08</b>	
<b>Education Status</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
<b>Total</b>	3,845	100.0%	3,928	100.0%
Less than High School	440	11.4%	327	8.3%
High school Grad/GED	1,591	41.4%	1,643	41.8%
Some College	1,118	29.1%	1,194	30.4%
Associates Degree	126	3.3%	161	4.1%
Bachelors Degree	205	5.3%	272	6.9%
Masters/Doctorate	58	1.5%	89	2.3%
Left Blank	307	8.0%	242	6.2%

Source: G\*Stars Customer Tracking System

The table on the next page represents where the customers live that receive services through the Will County Workforce System. Since Joliet has the largest concentration of residents in Will County, it is not surprising that 43% of the total Workforce System customers reside in Joliet. What is interesting to note is the shift in service distribution showing increases in other communities in Will County such as Crete, Frankfort, Mokena, Monee, New Lenox, Park Forest, University Park, Plainfield and Shorewood.

**Customers Served by Zip Code  
Will County Workforce System**

		PY07		PY08	
Zip Code	City Name	Number of Customers Served	Percent of Total Served	Number of Customers Served	Percent of Total Served
60401	Beecher	4	0.10%	11	0.28%
60440, 60490	Bolingbrook	392	10.20%	389	9.90%
60407	Braceville	7	0.18%	2	0.05%
60408	Braidwood	19	0.49%	31	0.79%
60410	Channahon	33	0.86%	38	0.97%
60416	Coal City/Diamond	17	0.44%	8	0.20%
60403	Crest Hill	144	3.75%	127	3.23%
60417	Crete	24	0.62%	53	1.35%
60421	Elwood	19	0.49%	17	0.43%
60423	Frankfort	32	0.83%	74	1.88%
60491	Homer Glen	16	0.42%	21	0.53%
60431-60436	Joliet	2,033	52.87%	1,692	43.08%
60439	Lemont	2	0.05%	7	0.18%
60441	Lockport	165	4.29%	166	4.23%
60442	Manhattan	17	0.44%	27	0.69%
60447	Minooka	14	0.36%	27	0.69%
60448	Mokena	19	0.49%	81	2.06%
60449	Monee	6	0.16%	20	0.51%
60451	New Lenox	53	1.38%	100	2.55%
60467	Orland Park	8	0.21%	4	0.10%
60466	Park Forest/University Park	55	1.43%	115	2.93%
60468	Peotone	10	0.26%	21	0.53%
60544, 60585, 60586	Plainfield	189	4.92%	234	5.96%
60446	Romeoville	233	6.06%	234	5.96%
60411	Sauk Village	9	0.23%	11	0.28%
60404	Shorewood	36	0.94%	85	2.16%
60475	Steger	4	0.10%	14	0.36%
60481	Symerton/Wilmington	66	1.72%	60	1.53%
60477	Tinley Park	1	0.03%	3	0.08%
60517	Woodridge	16	0.42%	6	0.15%
Out of County or did not enter a Zip Code		202	5.25%	250	6.36%
<b>TOTAL</b>		<b>3,845</b>	<b>100.00%</b>	<b>3,928</b>	<b>100.00%</b>

Source: G\*Stars Customer Tracking System

<b>Customers Served - Joliet Zip Codes Only Will County Workforce System</b>				
	<b>PY07</b>		<b>PY08</b>	
<b>Zip Code</b>	<b>Customers Served</b>	<b>Percentage</b>	<b>Customers Served</b>	<b>Percentage</b>
60431	94	4.55%	84	4.96%
60432	461	23.40%	363	21.45%
60433	362	18.24%	325	19.21%
60434	24	1.14%	26	1.54%
60435	738	36.43%	582	34.40%
60436	354	17.41%	312	18.44%
<b>TOTAL</b>	<b>2,033</b>	<b>100.0%</b>	<b>1,692</b>	<b>100.0%</b>

Source: G\*Stars Customer Tracking System - Will County

G\*Stars also captures how the customers hear about the Will County Workforce System. 30.7% of the customers learned about us through a friend, or word of mouth. Unfortunately the majority (56.5%) of our customers chose "Other". Several different options will be available for the customer to choose so that we can better depict the origin of where they learned about the Workforce System.

<b>How Customers learned about Will County Workforce System</b>				
	<b>PY07</b>		<b>PY08</b>	
<b>Total<sup>3</sup></b>	3,845	100.0%	3,956	100.0%
Newspaper	289	7.5%	198	5.0%
Radio	9	0.2%	11	0.3%
Friend	945	24.6%	1,213	30.7%
Other	2,279	59.3%	2,237	56.5%
Left Blank	323	8.4%	297	7.5%

Source: G\*Stars Customer Tracking System -Will C

---

<sup>3</sup> Customers may select more than one method.

## Resident Demographics

The population of Will County has nearly doubled since 1990. This rapid and large growth in the population is both a benefit and a challenge. The growth in the population has increased the number of residents in the labor force available to work in Will County businesses. This also represents a challenge to keep pace with the resident services necessary as a result of the growth.

Will County Population			
Year	Population	Number Change	Percent Change
1990	357,313		
2000	502,266	144,953	40.6%
2006	668,217		
2007	673,586	5,369	0.7%
2008	681,097	7,511	1.1%

Source: U.S. Census, 1990, 2000, 2006, 2007, 2008

Will County Poverty Rates <sup>4</sup>		
Year	Individuals in Poverty	Percent in Poverty
1990	21,024	6.0%
2000	24,225	4.9%
2004	42,422	7.0%
2005	32,502	5.1%
2006	38,648	5.8%

Source: U.S. Census, 2000, 2006

The Workforce Investment Act **training** funds must be targeted to Will County residents who are either economically disadvantaged or who are dislocated workers while general, or common Workforce System 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 only a limited numbers of people are eligible for these more costly services.

Poverty can be a proxy indicator of economically disadvantaged eligibility. While overall the number of people in poverty has increased since 1990, there has been a decrease of nearly 4,000 between 2006 and 2004 when it was at a high of 42,422 people. The percentage of people living in Will County who are in poverty has also decreased to 5.8% from 7.0% in 2004.

---

<sup>4</sup> In 2007, the U.S. Census defined poverty for a single person as income at or below \$10,787 and \$21,203 for a family of four.

Population and Poverty by Zip Code 2000				
Zip Code	City Name	Total Population	Number in Poverty 18-64 yrs. Old	Percent in Poverty 18-64 yrs. Old
60401	Beecher	5,464	108	1.98%
60440 & 60490	Bolingbrook	55,363	1,225	2.21%
60408	Braidwood	5,229	147	2.81%
60410	Channahon	7,707	94	1.22%
60416	Coal City	7,243	141	1.95%
60417	Crete	15,601	257	1.65%
60421	Elwood	3,476	75	2.16%
60423	Frankfort	22,712	304	1.34%
60431 – 60436	Joliet	126,852	7,468	5.9%
60441	Lockport	45,512	734	1.61%
60442	Manhattan	6,226	181	2.91%
60447	Minooka	7,105	189	2.66%
60448	Mokena	19,674	135	0.69%
60449	Monee	5,690	108	1.90%
60564	Naperville	31,671	246	0.78%
60451	New Lenox	27,279	370	1.36%
60467	Orland Park	20,609	354	1.72%
60468	Peotone	5,321	61	1.15%
60455, 60506, 60544	Plainfield	109,265	3,113	2.8%
60456	Rockdale	4,500	139	3.09%
60446	Romeoville	20,029	171	0.85%
60466	University Park	29,606	1,118	3.78%
60481	Wilmington	10,923	323	2.96%
60517	Woodridge	31,577	727	2.30%
	<b>TOTAL</b>	<b>624,634</b>	<b>17,788</b>	<b>2.85%</b>

Source: U.S. Census, 2000

Note: Population and poverty numbers by zip code may include portions of a zip code that are outside Will County. Some data is not available for zip codes that were created after the 2000 Census.

Unemployment Rates			
Geographic Area	June 2007	June 2008	June 2009
Illinois	5.3%	7.1%	10.5%
Cook County	5.7%	7.6%	11.6%
DuPage County	4.3%	6.0%	9.7%
Grundy County	5.6%	8.4%	13.7%
Kankakee County	6.2%	8.2%	11.1%
Kendall County	5.0%	7.6%	12.1%
Will County	5.1%	7.2%	11.5%

Unemployment in Will County over the past year has more than doubled. Will County residents have been experiencing layoffs and company closings. Until last year, Will County had remained vibrant with many work opportunities. However, 23 Will County businesses announced closures or layoffs since June 1, 2008. Over 1,300 people will have been affected by the downsizings and closures. In the previous

year only three notifications of major layoffs or closings were received, and only one was received in PY 06. These layoffs had a an impact on the Workforce System and combined with the fact that many Will County residents work outside of Will County and have likewise been affected by layoffs and plant closings outside of Will County, the system has seen ever increasing demand for services from residents.

Due to the very large demand for training services, the funding for training of dislocated workers and economically disadvantaged adults was exhausted by January of 2009, which also was indicative of the economy. Additional funding through the American Recovery and Reinvestment Act allowed for the resumption of Career Scholarships to assist Will County residents in their training endeavors. The eligibility process has been streamlined so that anyone can access information about the training program on the Workforce Services Division website at [www.jobs4people.org](http://www.jobs4people.org) in place of attending the Career Kick-off Sessions. This affords the customers 24-hour access to the process and saves them time in the eligibility process.

Prior to being enrolled in training all customers must become Work Certified©. This requirement was imposed as a result of focus groups with Will County employers regarding their workforce needs. Employers indicated that the most important skills required of their workforce are:

- Personal/life management skills - often referred to as “soft skills”
- Basic skills – such as reading and math
- Workplace behavior skills – team building, communication, etc.

The Work Certified© program provides two weeks of intensive training around these three categories of skills. The table below provides a summary of the outcomes from the Work Certified© program for the past four years. Given the amount of people that are applying for training, the numbers are higher than ever before. Arrangements have been made to provide additional classes as needed to accommodate the need.

<i>Work Certified©</i>				
	<b>PY05</b>	<b>PY06</b>	<b>PY07</b>	<b>PY08</b>
Number Registered	189	248	158	254
Number Completed	188	248	153	243
Number Certified	182	242	151	223
Number of classes	17	22	17	19

The eligibility requirements of the Workforce Investment Act 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, or the “common” services, is available to anyone who enters a Workforce System office. Training services and some of the partner “specialty” services are only available to customers who meet specific program eligibility requirements. For example, under the Workforce Investment Act, only customers who are at or 70% of the Lower Living Standard Income Level<sup>5</sup> or who have been dislocated from a job are eligible to receive training funds.

---

<sup>5</sup> In 2008, 70% of the Lower Living Standard Income Level in Will County for a single person is \$10,400 and it is \$24,611 for a family of 4.

The table below shows the total funds spent on customers receiving training in PY07 and PY08. There was an increase of \$603,272 spent on training customers in PY08 for 129 more customers. By far, the majority of funds are spent on training programs in the five critical industry sectors: Healthcare, Manufacturing, Transportation/Logistics, Construction and Information Technology. This focus on high wage, high demand occupations has been 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. Overall, the increased amount of career scholarships awarded in PY08 clearly demonstrates the need our workforce has for re-training in an occupation that promises greater opportunity for employment here in Will County.

<b>Career Scholarships Awarded</b>				
	<b>PY07</b>		<b>PY08<sup>6</sup></b>	
<b>Program</b>	<b>Number of Customers</b>	<b>Total Training Dollars</b>	<b>Number of Customers</b>	<b>Total Training Dollars</b>
<b>ALL CAREER SCHOLARSHIPS</b>	<b>282</b>	<b>\$620,980</b>	<b>411</b>	<b>\$1,224,252</b>
Construction	12	\$28,319	21	\$84,795
Healthcare	130	\$244,207	179	\$462,793
Information Technology	29	\$80,506	57	\$201,909
Manufacturing	11	\$33,954	19	\$67,916
Transportation/Warehousing/Logistics	32	\$118,466	39	\$154,495
All Other Programs	68	\$115,528	127	\$337,022
Child Care - Support Service		\$4,780 <sup>7</sup>		\$0
Transportation - Support Service		\$37,820		\$66,455

<sup>6</sup> PY08 numbers include TAA and Youth

<sup>7</sup> In 2007 the child care supportive service reimbursement was eliminated.

## Next Steps

### PY07 and PY08 - ongoing

- Continue public notification of services and locations through marketing and outreach. Possible avenues include Township Offices, local community events, Public Service Announcements, Faith-based Organizations/Churches, etc.
- Continue an analysis of the locations of the Mobile Learning Center visits on a bi-annual basis. Include customer satisfaction survey results for the MLC in this bi-annual review.
- Develop comprehensive marketing plan for job seeking customers
- Review performance measures for all System partners to determine if these measures can be incorporated into this service analysis report to provide meaningful outcome information from all partners in the System.
- Collect data on customer reading and math abilities and GED/High School diploma rates to determine the need for additional services prior to enrollment in training or obtaining employment.

### PY09

- Evaluate the outcomes of a sample of customers using the Will County workNet Resource Room. Compare pre-usage employment and wages with post-usage employment and wages to determine if this type of comparison is valuable on a larger scale.
- Collect and analyze TABE test scores. Evaluate referral network and Math/Reading review. Examine the customers who scored below the 7<sup>th</sup> grade level on the Math and Reading exams and determine what happens to these customers.
- Review training completion and job success of customers completing Work Certified. Compile the outcome data of those going on for additional skill training.
- Track and report funds and outcomes of the American Recovery and Reinvestment Act.