

Adult Education & One Stop Integration

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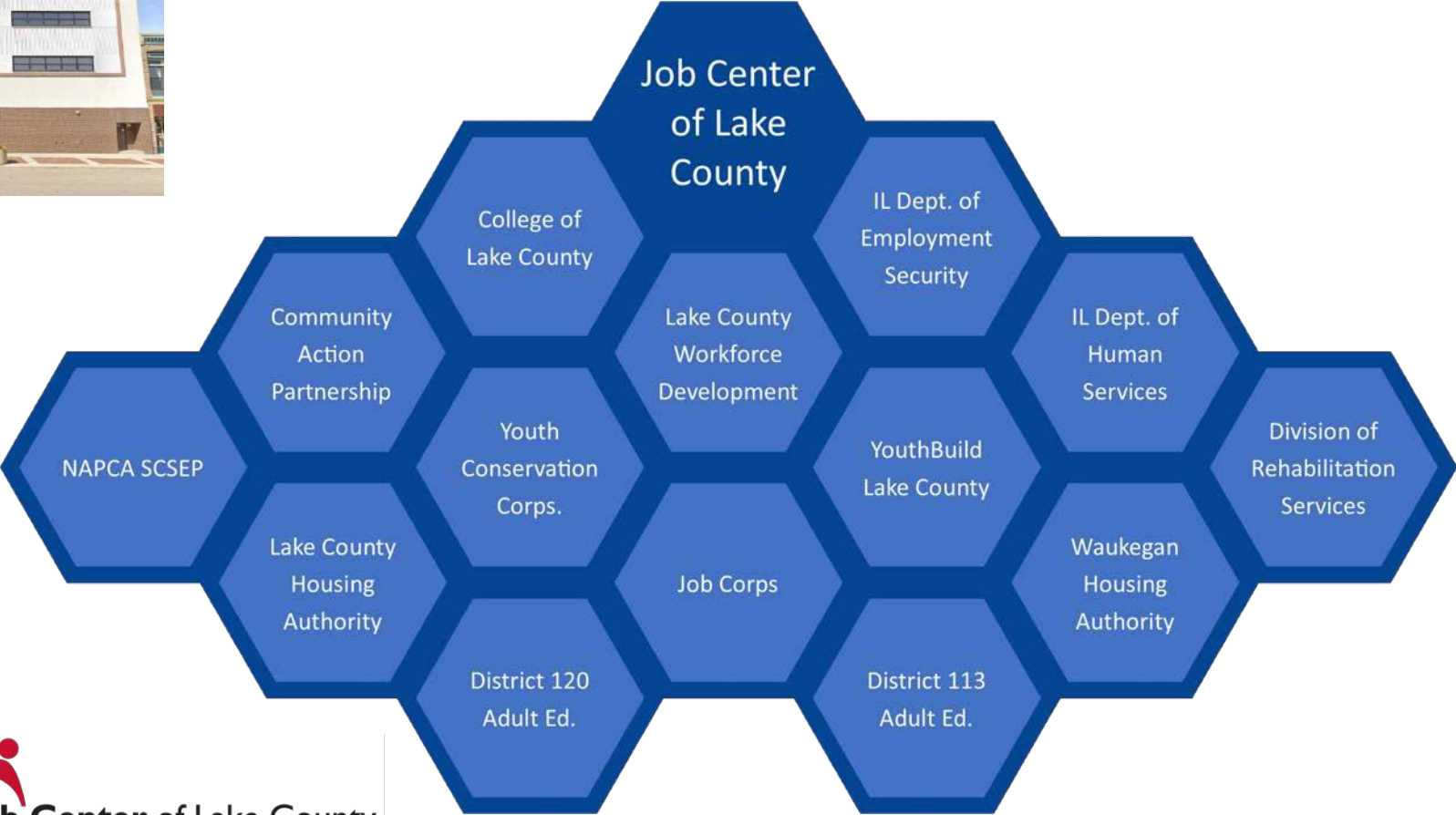


Lake County, Illinois

- **Population:** 696,535 (US Census)
- 61% White, 22% Hispanic, 8% Black, 8% Asia
- **Workforce:** educated, diverse
- 10% has below high school diploma
- 29% speak a language other than English at home
- 5.4% **unemployment rate** in August 2021
- 7% below poverty line
- 550 individuals receiving **TANF benefits** & 34K SNAP recipients in August 2021
- Lake County's **top industry** cluster is biopharmaceuticals, medical supply chain



Job Center of Lake County



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE
A proud partner of the [americanjobcenter](#) network

Website: Lakecountyjobcenter.com



Partner Integration Goals



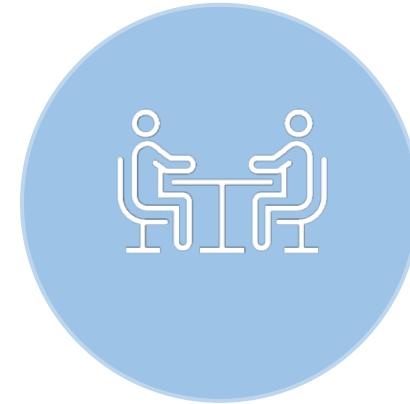
Communication is consistent, comprehensive, and timely



Timely and coordinated access for customers.



Career Services are delivered by function.



Business services are delivered by function.



Input from stakeholders



Lake County
WDB



Launch of webpage

- Description of purpose and design of webpage shared at the June Workforce Board meeting.
- Receivers (individuals designated to receive referrals through this webpage) participated in training in June.
- Full launch on July 9 at the Job Center Partner Cross-training event.

June & July



This website is designed for the frontline staff members of the 14 partner organizations that contribute to the Job Center of Lake County. Together, we provide a broad array of services to ensure that individuals and businesses make a career connection.

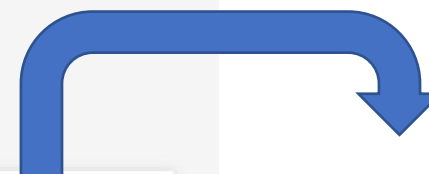
The site is designed to inform you about the services of all partner organizations. You can also refer your customers to other partner organizations from their partner page, found from the list below.

Unify is designed for the frontline staff members of the 14 partner organizations that contribute to the Job Center of Lake County. Together, we provide a broad array of services to ensure that individuals and businesses make a career connection.

The site is designed to inform you about the services of all partner organizations. You can also refer your customers to other partner organizations from their partner page, found from the list below.



Click organization thumbnail to see program description, contact information, and referral form.



College of Lake County
Local community college serving Lake County Adult Education needs.

[Visit Partner Page >](#)

Community Action Partnership
Helping People. Changing Lives.
COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY

Community Action Partnership
Assists Lake County residents with housing, food insecurity, and utilities assistance.

[Visit Partner Page >](#)

District 113 – Adult Education
Offers Adult Education classes and support services in-person and online.

[Visit Partner Page >](#)

MUNDELEIN ADULT EDUCATION

District 120 – Adult Education
Offers Adult Education classes and support services in-person and online.

MUNDELEIN HIGH SCHOOL ADULT EDUCATION

Organization – District 120 Adult Ed
Primary Location – 1350 W. Hawley St. Mundelein, IL
Primary Phone – 847-949-2200 ext. 1399
Website – [District 120 Adult Education](#)
Contact Name & Title – Susan Feltz, Acting Director of Adult Education
Referral Guide – Send referrals for any of the programs listed above

PROGRAM DESCRIPTION

Mundelein High School Adult Education offers classes for the following:

- English as a Second Language (ESL) beginning literacy through ESL Advanced
- Integrated English Literacy and Civics Education
- Adult Basic Education beginning literacy through intermediate high
- Adult Secondary Education low literacy through high
- High School Credit Recovery for early school leavers under the age of 21.

Coursework is offered online and in locations in Mundelein, Libertyville, Vernon Hills, Lincolnshire, Lake Zurich, and Zion

Referred By *

Your Information

Your Name *
First Last

Your Email * Your Phone *

Referral's Information

Referral's Name *
First Last

Referral's Email Referral's Phone *

Making a Referral

Staff members will:

- Refer a customer by clicking on the title of the pertinent organization on Unify webpage
- Fill out the information requested.
- Let the customer know to expect contact within 48 business hours.

Referred By *

Select ▼

Your Information

Your Name *

First Last

Your Email * Your Phone *

Referral's Information

Referral's Name *

First Last

Referral's Email Referral's Phone *

Tell us about your referral: *

Consent *

I have permission from the referred individual to share the information listed above with the referral organization.

Receiving referrals

One or two designated “receivers” from each partner organization.

Role of Receivers

- 1) Initiate contact with referred individuals within 24 business hours.
- 2) Attempt contact three times.
- 3) Inform individual about your organization’s services and onboarding process

We do not ask partners to bypass their normal onboarding process!

Receiver is the “friendly voice” inviting individual to get involved with organization.



Initial referral activity



- **180 referrals** were sent out during first quarter!
- **All 14 partners involved!**

Why does this work?

- Referral system is simple & easy to access
- PII is not included in referral
- Customers respond to the personal touch!

Another partnership success:

Collaboration between CLC & Workforce Development for TABE testing

160 TABE referrals during the same quarter—over and above the Unify referrals

Intentional Partner Integration Meetings

Three meetings held between One Stop & 3 Job Center partners that offer adult education programs



Topics:

- Current service delivery
- Student & instructor needs
- Training & education
- Business services/ career opportunities

Outcomes:

- Video of Job Center for students & instructors
- Interviewing workshop/video appropriate for ESL students

Questions?

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