Adult Education & One Stop Stop Integration

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- **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
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
• 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.
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.
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.
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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