



Strategies to Implement Successful Collaboration Between One Stop Core Partners

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Session Objectives

1. How does the Lake County Workforce Development Board operationalize the one stop center (OSC), a WIOA requirement?
2. How do the core partners collaborate under the Job Center of Lake County (JCLC), the one stop center?
3. What are the ingredients for the successful collaboration?
4. Q & A

Workforce Development Board Goal

Operations Committee

Facilitate greater collaboration among and between workforce partners and stakeholders.



Job Center of Lake County

One-stop delivery system: service collaboration

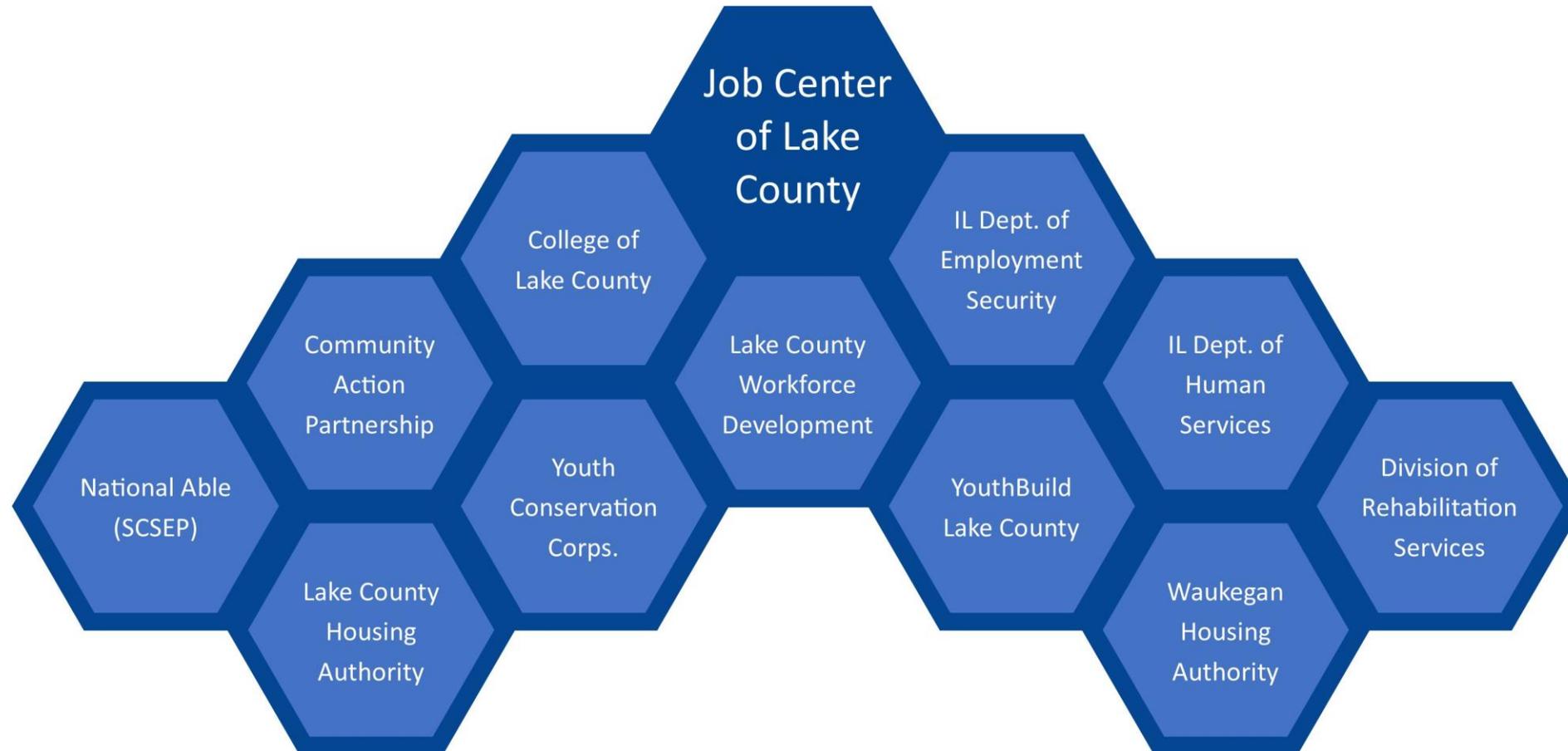
One-stop center: comprehensive physical center

One-Stop Operator: partner consortium

One-Stop Partners: core & required



Job Center Partners



One Stop Operator Priorities

Partner
referrals

Cross-training

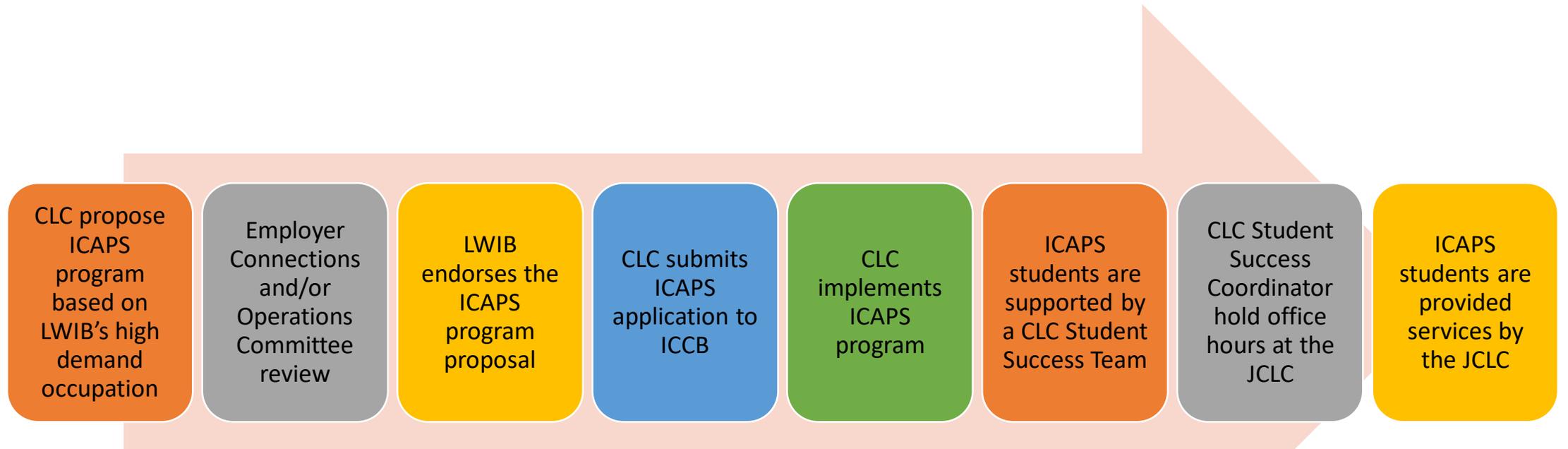
Staff
development

Integration of business services

Co-location

Integration of career services

Core Partners Collaboration: ICAPS Program





Labor Market Analysis 2018-2024 Presented to LWIB1 Committees *

CLC Program/Occupations	Annual Openings	Median Wage
Administrative Management & Technology (AMT)	21,879	\$17.68
AMT: Receptionists and Information Clerks	3,643	\$14.18
AMT: General Office Clerks	10,893	\$17.23
Computer Information Technology	11,764	\$30.18
Automotive Collision Repair	707	\$22.43
Early Childhood Education	1,775	\$14.99

* Occupations FY19 Report from the CLC Institutional Effectiveness, Planning and Research office using Economic Modeling Systems International (EMSI).
 1/ Living wage: 2 adults \$10.59; 2 adults 1 child \$14.74; 2 adults 2 children \$17.21; 2 adults 3 children \$19.87. From livingwage.mit.edu/counties/17097.



CLC Adult Education Transition Programs

Healthcare Pre-Bridge/Bridge

- CNA Certificate (7 crhr)
- Phlebotomy Technician Certificate (6 crhr)
- Healthcare Office Assistant Certificate (7 crhr)
- Personal Care Aide (non-credit; vocational)

Manufacturing Pre-Bridge/Bridge

- Automotive Oil Change Specialist Certificate (11 crhr)/Automotive Service Specialist Certificate (+4 crhr)/Automotive Brakes & Suspension Certificate (+4 crhr)
- HVAC/R Installation Technician Certificate (20 crhr)
- NIMS Level 1 CNC Operator (9 crhr)/ NIMS Level 1 CNC Operator/Setup Technician Certificate (+7 crhr) (AY2020)
- Automotive Damage Analysis (14 crhr); Automotive Collision Repair Asst (17 crhr) (for ICCB approval)

Early Childhood Education Pre-Bridge/Bridge

- Early Childhood Level II Gateways to Opportunity Credential (18 crhr) (for ICCB and DCEO approval)

Administrative Management and Technology Pre-Bridge/Bridge

- General Office Certificate (16 crhr) (for ICCB approval)
- Office Professional Certificate (13 crhr) (for ICCB approval)

Computer Information Technology Pre-Bridge/Bridge

- Desktop Support Technician Certificate (9 crhr) (for ICCB approval)
- CISCO Networking Certificate (12 crhr) (for ICCB approval)



ICAPS Model 1 Program Components

Short-term
certificates

Free tuition for first
2 courses or 1st 6
credits

Free books and
toolkits in first 2
courses

Financial aid and
scholarships
available for
remaining courses

Free Developmental
courses included to
meet CRWR and
BAR (free tuition)

College instructor +
Adult Education
instructor =>50%

Support class taught
by Adult Education
instructor

State exam
preparation

Support from
Student Success
Team

Job search referrals
and assistance
through JCLC and
CJPC

Employer
connections



ICAPS Model 2 Program Components

Personal Care Aide
(Fall 2018); Pharmacy
Technician (Spring
2019)

Offered through the
Workforce and
Professional
Development Institute

In conjunction with
Job Center of Lake
County

WIOA vouchers for
course tuition and fees
for eligible students

WPDI instructor +
Adult Education
instructor =>50%

Support class taught
by Adult Education
instructor (1 credit
hour)

Support from Student
Success Team

**Job search referrals
and assistance
through JCLC and CJPC**

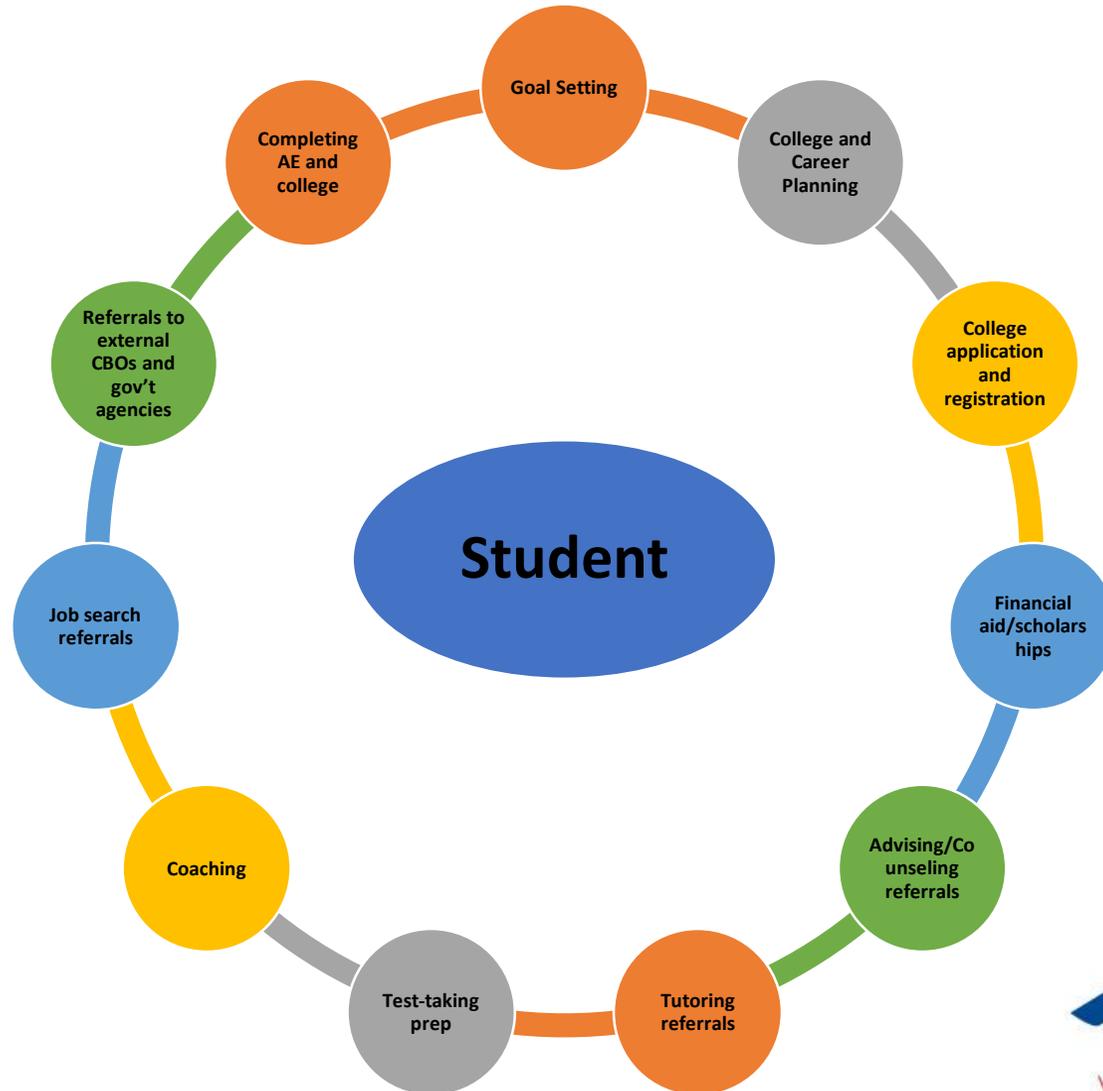
**Paid internships
available**



Enrollment in ICAPS FY18 and FY19

Program	FY18	FY19	Nbr Chg	% Chg
Certified Nurse Assisting	10	6	-4	-40%
HVAC Engineering Technology	9	18	9	100%
Automotive Technology	16	29	13	81%
Healthcare Office Assistant	6	3	-3	-50%
Personal Care Aid (ICAPS Non-credit)	0	16	16	na
ICAPS Total	41	72	31	76%

CLC Student Success Team



Job Search Assistance from the JCLC



- Resume preparation
- Job fairs
- Job interview preparation
- Online job search
- Internships

Integration of Services: TABE 11/12

December 2018:
CLC Adult ED transitioned to
TABE 11/12



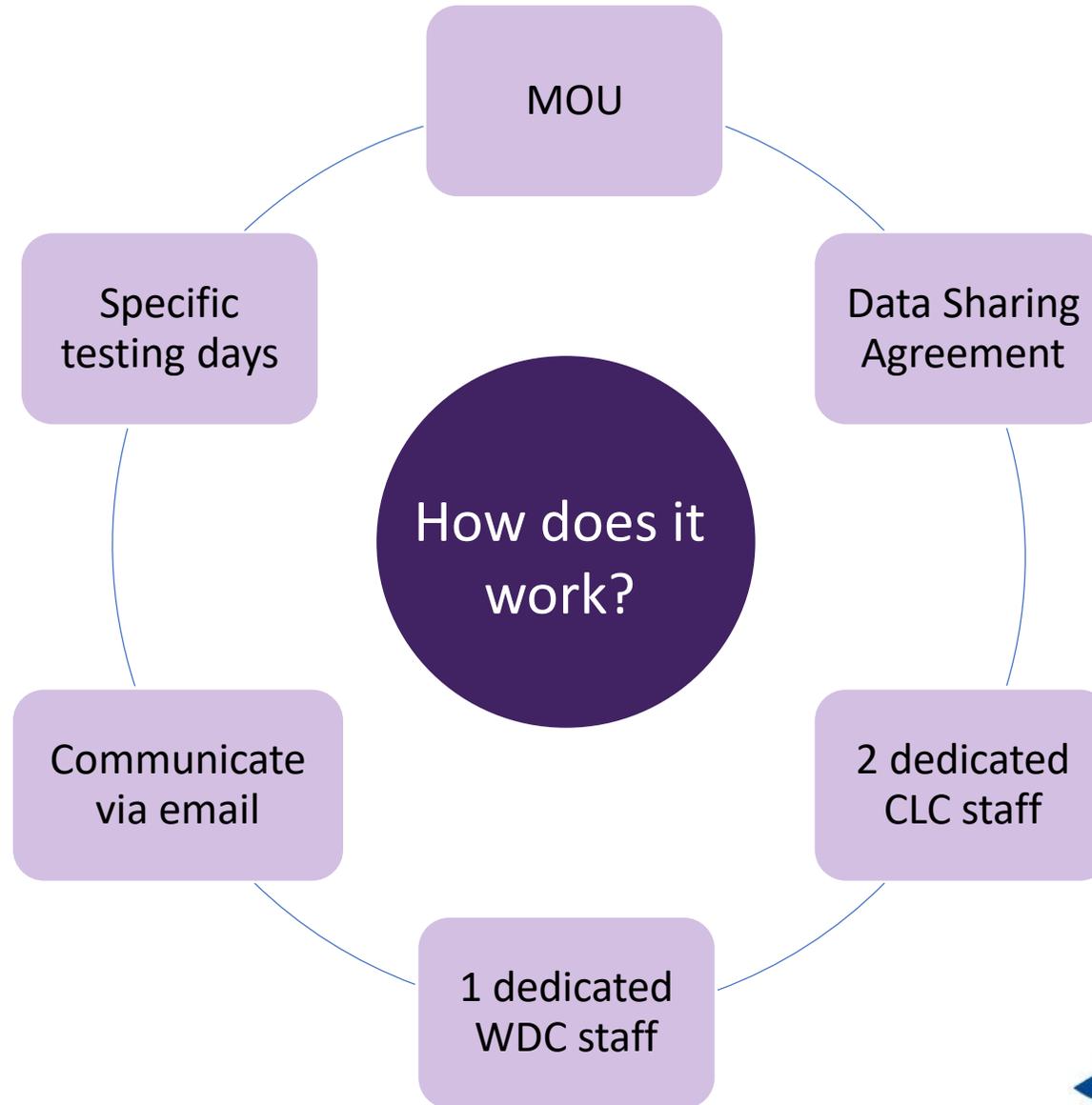
July 1, 2019:
Workforce Development Center must
transition to TABE 11/12

January 2019:
CLC Adult Ed began placement
testing with TABE 11/12

January 2019:
Workforce Development Center staff
shadows CLC staff during placement testing

January 2019 – Present:
CLC administers TABE 11/12 to
Workforce Development Center clients

January 2019 – Present:
Workforce Development Center staff refer
clients to CLC Adult Ed for TABE 11/12 testing





Ingredients for Successful Collaboration

1. Participate in the committees and attend the WIB meetings regularly.
2. Have a process for ICAPS review.
3. Provide direct services at the one stop center.
4. Seek ways to integrate services, such as the TABE testing.
5. Formalize the integration of services through an MOU and other agreements, as needed.
6. Cultivate strong relationships. For example, Title I representative can be a member of the APC.



