

## McHenry County Workforce Network Annual Report – December 2011

**McHenry County Workforce Network** helps job seekers train for and find new jobs and more rewarding careers faster and easier. And we help employers with proven labor market solutions that include job fairs, pre-screened hiring, up-to-date market information, outplacement services, on-the-job (OJT) training grants, and more.

**Business solutions** – We offer a comprehensive portfolio of market-proven business services and solutions. Certain customized or tailored solutions are available for a nominal fee. Go to our Business Services link at [www.mchenrycountyworkforce.com](http://www.mchenrycountyworkforce.com) for further information.

**Job Search Solutions** – At McHenry County Workforce Network, we offer expert job search assistance in a friendly, supportive environment. We provide services for our county residents at no cost to the job seeker. We help you find a new job or career quickly and efficiently through a number of leading-edge services, including: Job Postings and Employer Contacts; Workshops and Seminars; Career Exploration; Countywide Resources Network; and Computer and Resource Center. Go to our Job Seeker (Adult) Services link at [www.mchenrycountyworkforce.com](http://www.mchenrycountyworkforce.com) for further information and calendar of events.

### Program Year 2011 Initiatives

(July 1, 2011 – June 30, 2012)



Youth who completed our 2011 Youth Team Leader Training!

In 2011, Workforce Prep Youth Program served 90 youth in McHenry County using WIA funds. 81% of those deficient in their basic literacy and numeracy skills increased a full level by exit. 94% of those needing a credential were successful in obtaining their credential before exiting the program. 72% obtained unsubsidized employment by their exit date, with 21% being hired by their worksite after their paid internship, due to being valued by the employer. We increased our outreach to the community by providing a youth focused Job Fair and continued our partnerships with other county agencies to provide services to at risk youth, including becoming an AmeriCorps host site. (Update by Barbara Billimack, Youth Program Team Lead)

- Workforce Network wrote a Letter of Intent (LOI) to the McHenry County Community Foundation requesting funds for *Workforce Skills for 2012*, a summer youth work readiness program. The LOI was approved by the McHenry County Workforce Investment Board.
  - Youth will be able to earn their National Career Readiness Certificate.
  - Youth will obtain or enhance work readiness skills identified by McHenry County employers as being critical in today's workplace.
  - Youth will have the opportunity of a one-week internship with a local employer.

- We have had continued success drawing in volunteers from among our very talented pool of dislocated workers and among current and retired business professionals. A number of volunteers continue to donate their expertise through one-on-one resume critiques, mock interviewing, and basic computer workshop facilitation. Volunteers work with any interested Workforce Center customers.
- Our Job Support Group – first presented last year will kick off again on January 18, 2012. This group meets in addition to the Network to Success Job Club to discuss, identify and manage the challenges of job searching. Unlike networking job leads in the Job Club, the purpose of this program is to provide information and opportunity for job seekers as a group to hurdle the obstacles that arise from being unemployed. Several dozen customers have already benefited through their participation in the Job Support Group.

## ***Workforce Network Program Year 2011 Success Stories as posted to ...***



<b>Customer Name:</b>	Josh M.
<b>Customer Story</b>	
<b>The Challenge</b>	
<p>Josh M. was a recent dropout with little work experience and a deficiency in basic skills. He had challenges at home and was also involved in the court system. He was unable to find a job. Josh decided getting his GED would be his best plan. He passed the entire GED on his first attempt, and was extremely proud of his efforts. He struggled with a career goal because he was always told that he would not succeed. He decided on a CNA program since he enjoys working with and helping people.</p>	
<b>The Solution</b>	
<p>Josh attended Work Readiness classes and learned how to overcome some of the obstacles in his life. He was determined to show up for work each day, and he planned to save his money to eventually move out on his own. Josh struggled with self-esteem and would frequently resist accepting help in developing his career plan because he wanted to be seen as independent. He tended not to trust people, especially those in authority. Through Career Exploration group events, he was able to solidify some peer relationships and feel part of the group. He also resolved all of his obligations to the court. Through three paid internships, Josh learned about workplace diversity, customer service, basic building maintenance, and clerical duties.</p>	
<b>The Outcome</b>	
<p>Josh completed his CNA training in the summer of 2011. He applied for a position with Centegra Health System and was hired as a Patient Care Tech at Memorial Hospital. Josh commented that he appreciated how "cooperative and patient" we have been with him. He said the "present and upcoming teens are lucky to have both of you". He said "you provide more than your business; the way you reach out to people makes it an environment where even the most heart-broken feel comfortable and safe."</p>	

### Customer & Quote Information

**Name of Person Quoted:** Jill Harrison  
**Type of Customer:** Dislocated Worker

#### Quote

Just to let you know that I will be starting my new job next Monday, Aug. 1, as the Senior Program Assistant for the Lake County Health Dept. Veterans & Family Services.

This was not the original job I applied for, but a personal reference helped me to get an interview for this job instead. I have not had full time, permanent employment or benefits since 2006, so I am quite relieved to have this position. I am very pleased on many levels.

The programs that you coordinate have been very helpful to me. I took advantage of Bruce's mock interview sessions and while I was terrible at the time, it helped me to think differently before my interviews for this job.

Thanks again for your kind assistance and encouragement.

### Customer Information

**Customer Name:** Robert Vitek

#### Customer Story

##### The Challenge

In early January 2011 after losing my position in HR management at a Woodstock manufacturing company (after 15 years) due to a plant closing, I took advantage of services offered by McHenry County Workforce Network. I attended two job club sessions and learned about other services. In early February, I responded to a local ad and was offered an interview for a FT office position at Black Diamond Plumbing and Mechanical. I had no connection to the the business or personal referral for this job.

##### The Solution

I am an older worker and so while my resume suggested I may have been over-qualified, a sincere and heart-felt cover letter expressing my interest in joining his growing business was key to the business owner offering me an interview opportunity. (This was shared after my hire.)Once engaged in the interview he suggested he was impressed by my grooming (attention to detail; I wore a suit and tie) and brief and concise responses to his questions, and in general my verbal expressions of sincerity at desiring to becoming a member of his team. He indicated my experience would be a definite plus for his business.

##### The Outcome

That interview opportunity led to a job offer and so now I'm enjoying full-time employment there. At this time, I would like to thank all of the folks at the McHenry County Workforce Center who give unemployed workers the encouragement, information, knowledge, and skills to move forward with our lives and find suitable re-employment opportunities. Your efforts and your organization are greatly appreciated by me!

### Customer & Quote Information

**Name of Person Quoted:** Danielle Cook

**Type of Customer:** Dislocated Worker

#### Quote

Just a note to let you know that things are going fantastic with me! On 4/3, I was hired on as full-time for Centegra in the McHenry Pediatrics office. Before that, I was working in their Spring Grove office as registry, which means as needed with no benefits. When this job became available, I quickly applied! I work with a great group of people, and I couldn't be happier.

Thanks for all of your help ... I want you to know that what you are doing for others does really matter! Without your help, I wouldn't have had this opportunity.

Danielle Cook

### Customer & Quote Information

**Name of Person Quoted:** Lawrence Elrod

**Type of Customer:** Dislocated Worker

#### Quote

The workforce program was a vital piece of the puzzle I needed to get back to work. Before attending the CDL Training I was out of work for over 8 months. I attained my Class A CDL License with all of the endorsements. This with my years of sales and management experience landed me a career with a Used Commercial Truck Dealership. I am Sales Manager with the organization and, yes, this is a career and not a job.

From me and my family, thank you for what you and your team has done for us.

Keep up the great work!!

### Customer & Quote Information

**Name of Person Quoted:** Carol Seemayer

**Type of Customer:** Dislocated Worker

#### Quote

Let me tell you just SOME of the things the staff at McHenry County Workforce Network has done for ME since I've been lucky enough to find them:

- They hosted a 2-part Mature Worker workshop that I found INVALUABLE as a person of mature age and out of the job market as long as I have been.
- They TREAT ME WITH DIGNITY AND RESPECT.
- They regularly build my CONFIDENCE AND SELF-ESTEEM.
- They ENCOURAGE me in my job search.
- They MAKE ME FEEL GOOD ABOUT MYSELF as I face yet another challenge since my husband died.
- They are GENUINELY INTERESTED in me and my job search.
- They GIVE ME TOOLS AND TIPS to use in trying to land an interview.
- THEY GIVE ME HOPE THAT SOMEONE WILL SEE MY POTENTIAL as an employee and hire me!

<b>Popular Training Programs &amp; Jobs Obtained Program Year 2011</b>		
<p><b>CDL, CNA, Medical Assistant, PMP and various IT training programs are customer favorites.</b></p> <p><b>CNC is included because there are many immediately-available jobs in McHenry County and nearby counties for successful completers.</b></p>		
<b>Training Program</b>	<b>Job After Completion</b>	<b>Initial Hourly Wage Range</b>
<b>Truck Driving</b>		
CDL	Truck Driver	\$18.75 to \$28.00
<b>Manufacturing</b>		
CNC	CNC Operator	\$12.00 to \$22.00
<b>Healthcare</b>		
Medical Assistant	Medical Assistant	\$11.00 to \$16.50
Medical Office Specialist	Medical Office Specialist	\$10.00 to \$16.50
Basic Nurse Assistant	Certified Nurse Assistant	\$9.00 to \$20.00
<b>IT/Project Management</b>		
PMP	Construction Manager	\$ 35.00
CATalyst	Project Manager	\$ 22.00
IT Management	Project Coordinator	\$ 33.00
Six Sigma	Production Team Lead	\$ 29.91
PMP	Project Manager	\$ 55.00
Information Resources Management	Sr. Project Manager	\$ 47.00
ERP/SAP	Systems Engineer	\$ 25.00
IT Management 4	Storage Architect	\$ 62.50
Java/XML/SOA	Systems Analyst	\$ 34.62
SQL	Business Intelligence Analyst	\$ 31.25
Cisco Basic	System Administrator	\$ 21.00
E-Commerce	Database Application Analyst	\$ 31.25

# We met or exceeded ALL performance measures!

(NOTE: If we fail one, we fail them all.)

## Workforce Network Performance Measures

### PROGRAM YEAR 2011

July 1, 2011 through June 30, 2012

Performance Measurement	Negotiated Goal	80% Threshold	Actual Outcome	% of Negotiated Goal	% of Threshold Goal	Status
<a href="#">1A Entered Employment Rate (AEER) :</a>	77.8%	62.24%	70.0%	89.97%	112.47%	MEET
<a href="#">1A Employment Retention Rate (ARR) :</a>	85.0%	68.0%	89.66%	105.48%	131.85%	EXCEED
<a href="#">1A Average Earnings Rate (AAE) :</a>	\$10,200.00	\$8,160.00	\$14,256.69	139.77%	174.71%	EXCEED
<a href="#">1DW Entered Employment Rate (DEER) :</a>	85.6%	68.48%	70.46%	82.31%	102.89%	MEET
<a href="#">1DW Employment Retention Rate (DRR) :</a>	89.0%	71.2%	91.41%	102.71%	128.38%	EXCEED
<a href="#">1DW Average Earnings Rate (DAE) :</a>	\$18,300.00	\$14,640.00	\$19,127.95	104.52%	130.66%	EXCEED
<a href="#">Common-WIA-Attain Degree or Certification (ADC) :</a>	60.0%	48.0%	75.61%	126.02%	157.52%	EXCEED
<a href="#">Common-WIA-Placed in Employment/Eductn(PEER) :</a>	66.0%	52.8%	79.59%	120.59%	150.74%	EXCEED
<a href="#">Common-WIA-Literacy and Numeracy Gains (LNG) :</a>	50.0%	40.0%	65.0%	130.0%	162.5%	EXCEED

PEER,ADC,EER,AEER,DEER based on customers who exited between 10/01/2010 and 09/30/2011

ERR,ARR,DRR,AE,AAE,DAE based on customers who exited between 4/01/2010 and 03/31/2011

LNG based on out-of-school youth enrollment anniversaries between 7/01/2011 and 06/30/2012

WRAR based on ARRA funded youth who Attain a work readiness goal between 5/1/2009 and 3/31/2010

SECR based on ARRA funded youth who successfully complete summer youth employment between 5/1/2009 and 3/31/2010

## McHenry County Workforce Investment Board

Update by Jeff Poynter, WIB Director

There are a couple items to note that the McHenry County Workforce Investment Board (WIB) has been working on this past year.

The McHenry County WIB, Workforce Network, and EDC put together a snapshot of where McHenry County labor is as of Q3 2011 in the 2011 McHenry County Labor Report. Not meant to answer all questions, the Labor Report is meant to be a document to further discussion between local Employers, the local Employer Service office (LWIB & MCWN), the local Economic Development office (MCEDC), and education/training providers. The Q4 2011 McHenry County Labor Report Update is now available. This update looks at local Job Postings, Occupation and Industry Employment Changes for calendar year 2011, and the success of the McHenry County Workforce Network WIA Program for PY2010 (July 2010 through June 2011).

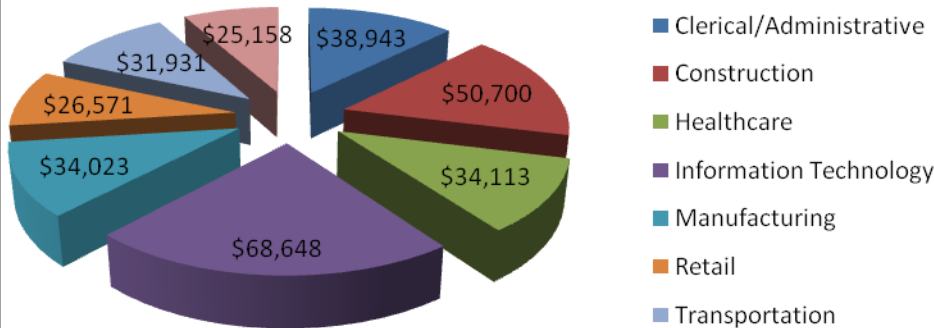
The McHenry County WIB is working with McHenry County College on a Workforce Boards of Metro Chicago grant to provide healthcare bridge training programs to low income county residents. The WIB is working with Centegra Health Systems in applying for a training grant through the LWIB and Workforce Boards of Metro Chicago. The grant application is for Incumbent Worker training for H1B visa occupations.

The McHenry County WIB continues to promote the National Career Readiness Certificate (NCRC) program. This WIB NCRC committee has hosted a special NCRC Information Session and continues to make NCRC presentations to local businesses and business organizations (i.e., McHenry County, Kemper Valve, Stateline SHRM, etc.) to demonstrate how the NCRC can assist them in improving their hiring decisions, along with helping them to reduce costs associated with hiring new employees.

## Wages and Employment of McHenry County Workforce Network (MCWN) WIA Customers

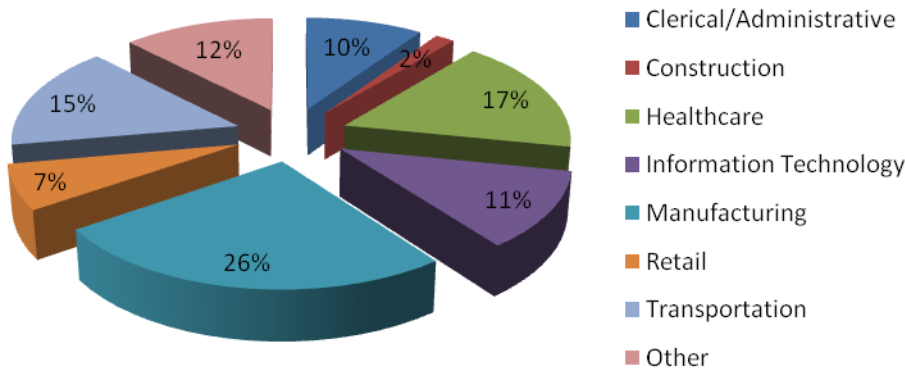
### AVERAGE ANNUAL WAGE:

PY2010 July 1, 2010 - June 30, 2011



### INDUSTRIES OF EMPLOYMENT:

PY2010 July 1, 2010 - June 30, 2011



For WIA Program Year 2010, a Federal investment of \$2,896,274 in adult

McHenry County Workforce Network customers, has returned an estimated \$9,283,506 in annual wages to the local economy.

Total expenditures for training: \$1,381,958 or 48% of expenditures.

**Return on investment was \$3.21 for every federal dollar expended.**

**Exits:** 252 people finished services and have left the MCWN/WIA program with employment.

Source: Illinois Workforce Development System

### Sample Job Titles of the McHenry County Workforce Network Customers

#### Clerical/Administrative

- Administrative Assistant
- Accounting Clerk
- Accountant
- Claims Specialist
- Benefits Manager
- Financial Examiner
- HR Manager

#### Construction

- Project Engineer
- Construction Manager
- Carpenter

#### Healthcare

- RN
- LPN
- Certified Nurse Assistant (CNA)
- Medical Assistant
- Habilitation Tech

#### Information Technology

- Systems Administrator
- Database Analyst
- Storage Analyst

#### Manufacturing

- Engineer
- Furnace Operator
- Production Team Lead
- Press Operator
- Machine Operator
- Quality Control
- Tool & Die Maker
- CNC Operator
- Mold Engineer
- AOI Operator
- Drafting Designer
- Production Analyst
- Maintenance Technician

#### Retail

- Merchandising Specialist
- Retail Store Manager
- Customer Service / Sales

#### Transportation

- Commercial Truck Driver
- Transportation Coordinator

#### Other

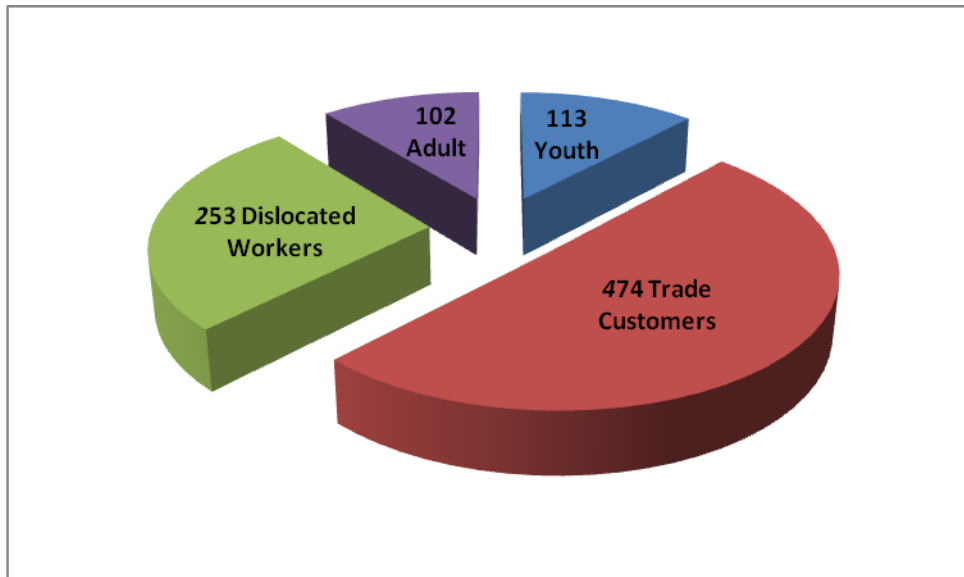
- Merchandiser
- Store Manager
- Lab Supervisor
- Family Service Counselor
- Personal Fitness
- Project Engineer

**McHenry County Workforce Center  
Calendar Year 2011  
Resource Room/Seminar Statistics**

Total Visitors – 8,530  
Distinct visitors – 4,223  
First-time visitors – 2,450  
Illinois workNet visitors - 518  
New WIA applications received – 267  
Resume/Portfolio/Interview Seminar attendees – 159  
Basic Computer Workshop attendees – 73  
Job Club attendees – 902  
Career Workshop attendees – 171  
Volunteer-led Resume Critique participants – 98  
Volunteer-led Mock Interview participants – 75  
Workforce Center job fair attendees - 859

**McHenry County Workforce Network  
PY10 Workforce Investment Act (WIA)  
Eligible Customer Participants**

PY10 runs from July 1, 2010 through June 30, 2011



**942 - WIA eligible customers served**  
**224 – Customers in training for high growth occupations**  
**280 – Entered employment (includes youth and adults)**

## McHenry County Workforce Network Staff

### Workforce Investment Board

Jeffrey Poynter, Director

Nancy Sundstedt, Administrative Assistant

### Management

Julie Courtney, Director

Mary Lee Wolff, Assistant Director

Peggy Sarbaugh-McNally, Fiscal Officer

### Administration

Sandy Zieba, Fiscal Tech

### Dislocated Worker / Adult Program

Thomas Faber, Career Advisor - Trade

Michele Graham, Career Advisor - WIA

Linda Kasprzak, Business Services Specialist

Sara Lindsey, Career Advisor - Trade Team Lead

Dian Micklevitz, Workforce & Eligibility Specialist

Chris Nejd, Career Advisor - WIA Team Lead

Lori O'Brien, Career Advisor - Trade

Jacque Zerbel, Career Advisor - WIA

### Youth Program

Barbara Billimack, Youth Program Team Lead

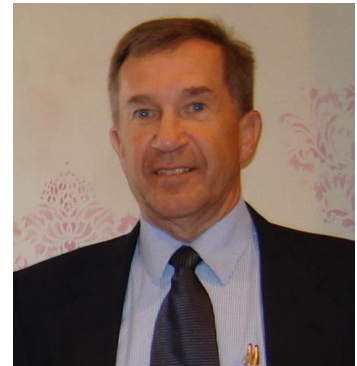
Tracy Butler, Youth Workforce Specialist



Gerri Sherman, our Fiscal Officer, retired January 20, 2012, after 33 years of service. Gerri always gave 100% to Workforce Network. We will miss her greatly.

*Happy Retirement  
to  
Carl Martens  
&  
Gerri Sherman*

**The staff of McHenry County Workforce Network and McHenry County Workforce Investment Board wish both of you the very best in whatever future endeavors you pursue.**



Carl Martens, our WIB Director, officially retired after 33 years of service in July 2011. He is currently enjoying his golf game in the Arizona sunshine.



*McHenry County Workforce Network* is a partner agency at the **McHenry County Workforce Center**, which has been designated as an Illinois workNet Center. Information about the Illinois workNet system can be found at [www.illinoisworknet.com](http://www.illinoisworknet.com).