

ILLINOIS COMMUNITY COLLEGE SYSTEM

WORKFORCE DEVELOPMENT GRANT REPORT BUSINESS AND INDUSTRY SERVICES FISCAL YEAR 2007

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**WORKFORCE DEVELOPMENT GRANT REPORT
BUSINESS AND INDUSTRY SERVICES
FISCAL YEAR 2007**

Executive Summary

The Illinois Community College Board provided more than \$3.3 million to community colleges during fiscal year 2007 to provide workforce and economic development services through their Business and Industry Centers. The workforce development activities conducted under this grant include customized job training on campus or on-site at a business; assisting entrepreneurs in business start-up; providing counseling and management assistance to small and medium sized business owners; helping businesses with government procurement opportunities; offering professional continuing education; developing training programs for unemployed and underemployed workers; and serving businesses with alternative education modalities, such as distance learning. The grant funds allow colleges to help companies grow by providing economic development assistance at costs they can afford and by providing needed technical and English language training for upgrading workers' skills. Below are highlights of the community colleges' activities for fiscal year 2007.

- **Contract/Customized Job Training.** Community colleges provided 8,483 contract training courses to 2,674 companies. Through these courses, 97,918 employees were trained for a total of 161,433 contact hours of instruction or 20,179 days of training. This contributed to the formation of 33 companies, expansion of 103 companies, and the retention of 210 companies. A total of 704 jobs were created and another 5,722 jobs were retained.
- **Entrepreneurship Seminars and Workshops.** Community colleges conducted 592 entrepreneurship seminars and workshops for 7,686 participants. This helped in the creation of 62 new businesses, expansion of 23 businesses, and retention of another 24 businesses. As a result, 471 jobs were created and 307 jobs were retained.
- **Counseling and Management Assistance.** Counseling and management assistance to 4,061 individuals or organizations. This assistance resulted in 230 companies being formed, 103 companies expanding, and 188 companies being retained. A total of 1,365 jobs were created and 975 more jobs were retained as a result of business counseling.
- **Contract Procurement Assistance.** Ten community college districts provided 1,478 businesses with government contract procurement assistance. As a result, 260 businesses received 812 federal contracts totaling \$498,216,088. The receipt of these contracts contributed to the expansion of 21 businesses and retention of 9 businesses while 222 jobs were created and 1,186 jobs were retained.
- **Public Training Activities.** Illinois community colleges provided 2,107 noncredit public training courses and 2,830 noncredit workshops and seminars to 32,215 individual participants and served 2,508 organizations.

- **Employment and Training Services for Unemployed or Underemployed Workers.** Fourteen community colleges reported offering 569 noncredit workshops and seminars to 5,276 unemployed or underemployed individuals. In addition, another 535 noncredit/credit courses were provided to 1,003 participants. As a result, 1,775 individuals received job placement services. Community colleges also reported 178 additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 20,814 individuals
- **Business Attraction, Retention, and Expansion.** Business attraction, retention, and expansion activities at 15 community colleges assisted 553 companies in potential expansion and other activities. Participation in other economic development activities by community colleges led to the creation of 23 companies, expansion of 48 companies, and retention of 69 companies. As a result, 1,901 jobs were created and 1,427 jobs were retained.
- **Distance Learning and Continuous Improvement.** Community colleges offered 1,347 noncredit internet courses, 53 satellite broadcasts, and 119 two-way interactive video courses.
- **Other Workforce Development Activities and Partnerships.** Throughout the state, the colleges' Business and Industry Centers performed job testing for 745 organizations and developed job profiles and assessments for 45 organizations. Four benchmarking studies and 56 workplace literacy programs were conducted. A total of 1,200 other programs were offered, including continuous improvement programs and ACT Work Keys Exams.

In summary, Illinois Community colleges provided workforce and economic development services to a total of more than 175,000 businesses and individuals. These services resulted in the start up of nearly 350 companies, expansion of almost 300 companies, and retention of 500 companies. In addition, over 4,500 jobs were created and more than another 9,500 jobs were retained.

**WORKFORCE DEVELOPMENT GRANT REPORT
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Introduction

During fiscal year 2007, the Illinois Community College System reported providing services to more than 175,000 businesses and individuals through colleges' Business and Industry Centers.

The Illinois Community College Board provided over \$3.3 million in workforce preparation grant funds to all Illinois public community college districts in fiscal year 2007. Business and Industry Services grants provide funding for a Business and Industry Center at each community college to provide a variety of employment, training and business services both in and outside the classroom. It is necessary for colleges to provide a diverse set of services for businesses. Therefore, the

services the community colleges offer are focused on a variety of issues, including government regulation and compliance, identifying potential employees, identifying and implementing organizational systems, and upgrading the skills of current employees. The demand for customized training continues to increase because of the dramatic changes in the use of advanced technology in the workplace. In addition to customized training, colleges used the funds to offer workshops, seminars and counseling on entrepreneurship and business management, assistance with obtaining governmental business contracts, services for the unemployed and underemployed, training activities for the public and many other useful resources for businesses and individual in the district. Each community college is committed to supporting its community, including its economic development and workforce needs.

Community Colleges provide an array of services to business and industry as well as individuals. This report highlights many of those services and activities. The workforce development activities conducted under the grant are divided into nine categories in order to capture the diversity of activities as well as the outcomes resulting from each service. During fiscal year 2007, the Illinois Community College System reported providing services to more than 175,000 businesses and individuals through colleges' Business and Industry Centers. These services resulted in the start up of nearly 350 companies, expansion of almost 300 companies, and retention of 500 companies. In addition, over 4,500 jobs were created and more than another 9,500 jobs were retained.

Contract/Customized Job Training

The diversity of contract training programs is growing in Illinois as the needs of area businesses change. Colleges designed or brokered programs that were tailored specifically to meet the training needs of employers. Businesses determined the type of training they need, the schedule that fits their operation, and the location of the training. Customized training was offered in company facilities and on campus. Instructors were chosen from within the companies, among subject-matter experts, or from college staff depending on the demands of the business. Not only do businesses seek assistance from community colleges to increase the skills and knowledge of

their workforces, but they are also seeking assistance with strategic planning, process improvement and other business-wide operations that lead to increased productivity.

In fiscal year 2007, community colleges provided 8,483 contract training courses to 2,674 companies. Through these courses, 97,918 employees were trained for a total of 161,433 contact hours of instruction or 20,179 days of training. This contributed to the formation of 33 companies, expansion of 103 companies, and the retention of 210 companies. A total of 704 jobs were

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Case Study:

Wyffels Hybrids is an agri-business that produces and sells seed corn. They export 25 percent of their products outside the state of Illinois. They are a family owned business, employing 88, and have limited funds budgeted to devote to training. Black Hawk College learned of the company's need for high quality training and met with the owners and staff. The college was able to propose a customized training system for the company which included a 10 hour OSHA General Industry training for managers and supervisors, a safety evaluation and audit of the facilities, written procedures for lockout/tagout of all equipment, quarterly safety compliance training and consulting for the following year and a new employee safety orientation CD. Over the course of several months, the staff at Black Hawk College has formed a strong working relationship with Wyffels Hybrids by meeting their training needs and providing timely and compatible customer service. The college expects training to continue with this company.

Entrepreneurship Seminars and Workshops

Community colleges conducted 592 entrepreneurship seminars and workshops for 7,686 participants during fiscal year 2007.

Entrepreneurship seminars and workshops are provided by community colleges across Illinois. These learning opportunities are open to individuals who are interested in starting a business and for individuals who are currently running their own business. Individual assistance is provided with business plans, finances, state and federal employment laws and other

resources needed to be successful. Many of the community colleges providing entrepreneurship programming are part of the Illinois Entrepreneurship Network which is sponsored by the Illinois Department of Commerce and Economic Opportunity (DCEO).

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Case Study:

Counselors at the Small Business Development Center at Lincoln Land Community College worked with a father and son team trying to open a market/deli/restaurant in Beardstown, Illinois. Faced with a less than robust local economy, coupled with a business that lenders commonly avoid, counselors invested nearly 22 hours to help the team develop a solid business plan, find a lender, and secure a loan. Eventually, Henry's Market was able to receive commercial loans totaling \$206,000 that allowed them to open and continue to operate a new business in a formerly vacant storefront on the downtown square of Beardstown. This business has created 7 jobs in the community.

Counseling and Management Assistance

Small business owners have come to depend on the educational information, support and resources that are provided by the local community college Small Business Development Centers (SBDCs). The majority of these SBDCs are part of the Illinois Entrepreneurship Network which is sponsored by the Illinois Department of Commerce and Economic Opportunity. During the initial start up phase of a business, positive relationships are built as support and resources are

shared. These contracts continue to grow over the years and develop into long-term relationships.

During fiscal year 2007, community colleges provided counseling and management assistance to 4,061 individuals or organizations which resulted in a total of 1,365 jobs created and 975 more jobs retained.

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formed, 103 companies expanding, and 188 companies being retained. A total of 1,365 jobs were created and 975 more jobs were retained as a result of business counseling.

Case Study:

Witt's Smokehouse and Deli opened in 2007 on Route 33 west of Effingham, Illinois. The business was a life long dream of owner Kathy Witkowski who sought assistance from the Illinois Eastern Community Colleges' Small Business and Developmental Center. Kathy has had a great deal of experience in the food preparation and service industry as operator of Unique Country Catering. The development of the Smokehouse and Deli provided a venue to offer her highly sought after products to the general public as well as expand her catering and product capabilities. Before opening the Smokehouse and Deli, Kathy approached the Small Business Development Center at IECC where Kathy was assisted in the development of a business plan, market research, planning, budgeting and cash flow analysis. All of this helped make it possible for Kathy to fulfill her dream. This project has also benefitted the district as it represents over \$1 million in investment and provides around 30 jobs to the district.

Contract Procurement Assistance

In 2007, ten community colleges assisted 260 businesses receive 812 federal contracts totaling \$498,216,088.

Many businesses have discovered that the federal and state governments can be profitable and stable clients. However, the process of applying for government contracts can be difficult and time consuming. Procurement Technical Assistance Centers (PTAC) help businesses to navigate through government processes. In

fiscal year 2007, nearly \$500 million in contracts were awarded to Illinois businesses who sought assistance from the Procurement Technical Assistance Centers. Many of the community colleges that have a Procurement Technical Assistance Center are part of the Illinois Entrepreneurship Network which is sponsored by the DCEO.

Ten community college districts provided 1,478 businesses with government contract procurement assistance during fiscal year 2007. As a result, 260 businesses received 812 federal contracts totaling \$498,216,088. The receipt of these contracts contributed to the expansion of 21 businesses and retention of 9 businesses while 222 jobs were created and 1,186 jobs were retained.

Case Study:

A Laotian immigrant began working with Rock Valley College in 2002 to develop a machine shop as a Small Disadvantaged Business. In 2006, after an expansion, the company returned to the college seeking assistance with developing a plan to fine tune their business processes in order to be able to successfully bid and work on government contracts. The Procurement Technical Assistance Center helped the company learn how to find, read and fill out bid opportunities from the government and its prime contractors, become 8a certified and develop relationships with prime contractors. Other services offered were help with developing language skills for workers, using financial software to expand their business and developing a database for the company to use. As a result of the assistance the company received they were expected to become 8a certified in August 2007 and also became ISO 9001 certified. The company has also developed presentation skills for marketing, began a web site, offers classes in technical skills for its workers and has successfully bid on prime contractor bid opportunities. The company has also retained 5 jobs as a result from their work with the college.

Public Training Activities

As technology continues to expand and businesses become more sophisticated, employees find it necessary to return to the classroom to continue their education. Businesses have also found a need to document individual and employee skill development. Therefore, community colleges have increased the number of publically offered

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professional development classes that are designed to increase the employee skill in computer application, management principles and other skills related to specific professions.

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Case Study:

John A. Logan College's Center for Business and Industry has created the Southern Illinois Training Advisory Committee (SITAC) for local agencies interested in homeland security training. Over 25 leaders from law enforcement, fire protection, education, hospitals, and emergency management participate in the committee. The College is providing training facilities and other assistance in obtaining regional, multi-agency training programs for responders. Several courses have been held on campus through partnerships with Illinois Fire Service Institute, Illinois Law Enforcement Alarm System, Illinois Emergency Management Agency, and the U.S. Department of Homeland Security. These training sessions are vital because the district is located in a rural area. Many of the responders are volunteers, or have little or no travel budget that would allow them to attend other types of training. Over 400 people have been trained so far. SITAC plans to continue working through the College to bring in more opportunities and resources for southern Illinois.

Employment and Training Services for Unemployed or Underemployed Workers

Partnerships are often developed between the local community colleges and local employment assistance organizations to provide resources and services to individuals and employers. Linking businesses and individuals to employment opportunities is a core activity of the community college. Colleges provide various resources such as one-on-one job counseling, resume writing, interview techniques, and other noncredit workshops that provide support for those who are unemployed or underemployed. Community colleges encourage economic growth by providing quality education to individuals and then link those skilled individuals to employment opportunities within the community.

Fourteen community colleges reported offering 569 noncredit workshops and seminars to 5,276 unemployed or underemployed individuals during fiscal year 2007. In addition, another 535 noncredit/credit courses were provided to 1,003 participants. As a result, 1,775 individuals received job placement services. Community colleges also reported 178 additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 20,814 individuals.

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Case Study:

The City Colleges of Chicago have administered the Professional Bank Teller and Beyond program which supports businesses expanding in the district and assists unemployed and

underemployed individuals in gaining the training necessary to earn employment in Chicago's banking industry. The program began as concerns of a shortage of skilled workers in the banking industry rose. The District Office managed the overall project, including curriculum and instructor review, educational materials, fiscal management, placement, and data collection. The colleges involved managed the recruitment, training, and student support programs conducted at their campuses. Nearly 200 individuals were recruited and 67 were screened in to 3 classes. Of these students, 61 (91 percent) completed and 37 (56 percent) were placed in employment with the banking industry. All 36 students were retained after 60 days and 34 were retained after 90 days. Since the project began curriculum improvements have been made, including instruction in taking assessments and completing job applications online and industry certification for completers through the Illinois Banking Association.

Business Attraction, Retention and Expansion

Business attraction, retention, and expansion activities at 15 community colleges assisted 553 companies in potential expansion and other activities in fiscal year 2007.

Growing companies are in need of a skilled workforce, updated facilities and access to technology. Many communities strive to provide all these resources to attract and retain businesses that bring economic growth to the area. Community colleges play a key role in attraction, retention, and expansion activities. Colleges possess a wealth of resources that businesses look for when faced with location and expansion decisions.

Community colleges often assist businesses by designing, developing, and delivering incumbent employee training for expanding businesses; providing preemployment testing and training; and temporary use of college facilities.

Business attraction, retention, and expansion activities at 15 community colleges assisted 553 companies in potential expansion and other activities in fiscal year 2007. Participation in other economic development activities by community colleges led to the creation of 23 companies, expansion of 48 companies, and retention of 69 companies. As a result, 1,901 jobs were created and 1,427 jobs were retained.

Case Study:

The Grand Chain Lodge and Campground is part of the development of the Ohio River Recreational Area in Pulaski County, near Grand Chain, Illinois. The lodge is a 4,700 square foot building that houses a 120 seat restaurant with a meeting room which can accommodate up to 40 people, supply store, four lodging rooms and an administrative office. This facility is on 10 acres overlooking the Ohio River. Property was donated to construct a boat access ramp and parking facility for avid fishermen and boaters to gain access to the Ohio River. Along with the boat ramp, a 25 space, full service, RV campground and bathhouse have been constructed near the lodge. Also, two cabins have been added and are available for rentals. The final stage of this expansion project is the construction of a marina. The Pulaski County Development Association has worked to develop this area to spur economic development and tourism and to provide employment opportunities for residents of the area. Shawnee Community College has assisted the association with this project. The college has helped in the development of a business plan,

financing, and identifying qualified potential employees. As a result of the colleges' help, 20 full and part-time jobs have been created.

Distance Learning and Continuous Improvement

Throughout the state, the colleges' Business and Industry Centers performed job testing for 745 organizations and developed job profiles and assessments for 45 organizations.

Increasing access to education is a priority for community colleges. Providing a wide range of alternative and supportive education services have become common. As a result, Illinois community colleges are delivering noncredit internet courses and satellite broadcasts to expand their distance learning offerings. Businesses are continually searching, implementing, and refining ways to meet or exceed the

needs and expectations of the customer. Community colleges provide an array of services to help businesses manage continuous improvement strategies.

During fiscal year 2007, community colleges offered 1,347 noncredit internet courses, 53 satellite broadcasts, and 119 two-way interactive video courses. Throughout the state, the colleges' Business and Industry Centers performed job testing for 745 organizations and developed job profiles and assessments for 45 organizations. Four benchmarking studies and 56 workplace literacy programs were conducted. A total of 1,200 other programs were offered, including continuous improvement programs and ACT Work Keys Exams.

Case Study:

The United Auto Workers (UAW) Local 2488 was interested in providing continuing education to their members. Through conversation with Heartland Community College they decided to offer the EPA Section 608 Universal Refrigerant Transition and Recovery Training Certification training. This program is designed to prepare the participants to attempt the EPA Section 608-certification exam. This certification allows the technician to legally purchase and handle commercial refrigerants used in air conditioning systems and other cooling devices. The training was divided in to 2 sections to accommodate the shifts at Mitsubishi. Each section was divided into 4, 4-contact hour sessions for a total of 16-contact hours per section with the exam given during the final session. The college designed the curriculum, hired the instructor, purchased the exam documents and arranged for exam proctoring and scoring. Of the 30 participants, all passed the certification exam on the first attempt.

Other Workforce Development Activities and Partnerships

Community colleges are involved in many workforce development activities. This may include cosponsored activities, facilitated programs, or providing facilities, labs, and equipment for community organizations, agencies and businesses. Other activities include workshops showcasing services colleges have to offer, certification training for specific industries, bilingual training courses and special training for Latinos, leadership skills workshops for supervisors and marketing to find sponsors for workshops.

Case Study:

The Elgin Chamber of Commerce Workforce Development Committee sought help from the Corporate and Continuing Education Division of Elgin Community College in holding a conference to design, develop and implement a manufacturers' conference. The event was designed to insure that as many topics of interest would be covered in as short of a time as possible to maximize employers' time. The conference was intended to showcase the services Elgin Community College has to offer businesses in the district. Of the 75 employers in attendance, many said they did not know the college's training lab was as large and comprehensive as it is. The employers were impressed with the capability of the college to meet their training needs. Since the conference, there has been a continued interest in the industrial programs offered by the college.

Summary

In summary, Illinois Community colleges provided workforce and economic development services to a total of more than 175,000 businesses and individuals. These services resulted in the start up of nearly 350 companies, expansion of almost 300 companies, and retention of 500 companies. In addition, over 4,500 jobs were created and more than another 9,500 jobs were retained.