



Operations Committee
May 16th, 2025 9AM
Job Center of Lake County
1 N Genesee Street
Waukegan, IL 60085

I. Call to Order

II. Public Comment

III. Chair Report

IV. Consent Agenda

- a. Approve [August 2024 Operations Committee Minutes](#)

Attachment A

V. Action Item

- a. Approve PY25 Job Center of Lake County Memorandum of Understanding

[2025 Job Center of Lake County MOU](#)

VI. Other Business

- a. Job Center Satisfaction Survey Results Quarter 1

- b. Job Center Updates

[Quarter 1 Report](#)

VII. Adjournment



Operations Committee

Meeting Minutes

Friday, August 8, 2024 at 9:00 AM

Job Center of Lake County

I. Call To Order

- Chairwoman Laura Crivlare called the meeting to order at 9:02 AM.
- Quorum confirmed.

II. Public Comment

- No public comments were noted.

III. Chairwoman's Report

- No report provided for this session.

IV. Consent Agenda Items

- Approval of the August 2023 and February 2024 Operations Committee Meeting Minutes was postponed due to a link issue. The minutes will be reviewed at the next committee meeting.

V. Business Items

- 1. Quarterly Report (April to June 2024):**
 - Eva Locke reviewed key highlights from the Job Center, including significant job fairs and steady foot traffic. Outreach efforts were emphasized, including new bilingual kiosk options that improved accessibility.
- 2. Workforce Board Service Policy Recommended Modifications APPRO:**
 - DJ Newport presented modifications to the On-The-Job-Training (OJT) policy to align with state requirements and enhance support for small businesses. Antonio Garcia confirmed the policy's alignment with current programs. Brittney Davis moved to approve the modifications, seconded by Jennifer Everett. The motion was unanimously approved.
- 3. Customer Satisfaction Survey Results:**
 - Eva Locke summarized the second-quarter results, noting a high satisfaction rate of 91.53%. The committee discussed increased demand for resume assistance and the importance of addressing any negative feedback directly.
- 4. One Stop Recertification:**

- Eva shared that the recertification process was completed on June 6, 2024. A certificate will be displayed at the Job Center to inform visitors of the Center's quality assurance.
- 5. **Job Center on the Move (JCOTM) Coordinator Role:**
 - The position was posted, and interviews for high-quality candidates were being conducted. This role aims to support outreach and documentation to expand services.
- 6. **Youth Service Gaps:**
 - DJ Newport outlined findings on youth service barriers, focusing on disconnected youth aged 16-24. Major challenges identified included transportation, education, and mental health support. The committee was invited to the Lake County Youth Symposium on September 26 at the College of Lake County to discuss these findings further.

VI. Upcoming Board & Committee Meetings

- **Operations Committee Meeting:** November 15, 2024.
- **Lake County Workforce Development Board Meeting:** September 26, 2024, at the College of Lake County.

VII. Adjournment

- The meeting was adjourned at 9:41 AM following a motion by Jennifer Young, seconded by Brittney Davis.

Onsite visits to the Job Center during the quarter:

COMMUNICATION IS CONSISTENT, COMPREHENSIVE, AND TIMELY

50 staff members from 16 community organizations attended an online Job Center Partner Cross-Training Event in March. Attendees heard from the six organizations that have participated in the immigration project over the last year and were recently added to the Unify referral system. Time was allotted for networking announcements from all attendees. [See presentation](#)

The Job Center of Lake County hosted multiple **train-the-trainer sessions** with **five organizations**: Waukegan Public Library, The Community Works, District 120 and 113 Adult Education, and staff from the USS Mason-Training Group Phoenix Recruit Training Command. **16 staff members** from these organizations learned to leverage generative artificial intelligence (AI) tools and optimization techniques to create standout resumes.

TIMELY AND COORDINATED ACCESS FOR CUSTOMERS

45 job seekers completed customer satisfaction surveys during the quarter. When asked about their overall satisfaction with the Job Center, all responded that they were “very satisfied” or “satisfied”. One customer noted, “The staff exhibited awesome knowledge, skills, and teamwork. Going above & beyond. I feel empowered.” Additional feedback items were first reviewed by the One Stop Manager, then will be reviewed by a multi-agency committee to discuss any items that need to be addressed. [See survey results](#)

Job Center on the Move (JCOTM) & kiosks

102 individuals were served during Job Center on the Move during the quarter at 8 sites. See [Job Center on the Move flyer](#)

Job Center kiosks were accessed for a total of **612 sessions** at 8 kiosks. Kiosks are located at CLC Lakeshore campus, IL Dept. Of Human Services, HACES, Highwood Library, Job Center of Lake County, PADS Lake County, Waukegan Public Library, and Waukegan Township. The top two sites that are commonly visited on kiosk are Hire Lake County which list job opportunities posted by the Business Service Team and interest in the Workforce Innovation and Opportunity Act (WIOA) training and education grant.

The Job Center of Lake County held two bonus events at the Recruit Training Command at Great Lakes Naval Base. This event was in collaboration with IDES partners and the USS Mason-Training Group Phoenix. Approximately **125 recruits** received information about American Job Center services, resume writing, and employability skills. Transitioning service members were able to participate and be exposed to various industries using Virtual Reality (VR) technology.

SERVICES DELIVERED BY FUNCTION: BUSINESS SERVICES

The 2025 **State of the Workforce** in January drew approximately **200 attendees** to learn about current economic trends, workforce solutions, the impact of unemployment rates, apprenticeship opportunities, training trends, and future skills.

The event targeted to employers was coordinated by Lake County Workforce Development and Lake County Partners. A key takeaway from the event was that the market has not returned to pre-pandemic employment levels. It is essential for employers to tap into specific population groups like justice-impacted individuals and young adults. Employers learned about ways to invest in their current workforce through services offered by Workforce Development and the Lake County Ecosystem. [Watch recording](#)

34 employers, service organizations, and educational representatives attended “Empower and Employ: Resources and Strategies for Disability Employment” in February. The event was co-presented by the Division of Rehabilitation Services, IDHS, the Independence Center, Pace Bus & Workforce Development. [See recording.](#)

Job Center representatives attended the **Young Adult Summer Job Fair** at the Lake Villa District Library on a Saturday in February. The event drew **80 individuals** and included representatives from park districts, county clubs, entertainment facilities, and manufacturers.

Services Delivered by Function: Job Seeker Services

6 organizations that have contributed to Job Center program delivery were added to the Unify referral system in March 2025 (see cross-training information on first page).

This increases the total number of organizations sending and receiving referrals through Unify to 20. **280** referrals were documented during the quarter.

Organization	Referral Sent	Organization	Referral Received
Avon	0	Avon	1
College of Lake County	1	College of Lake County	25
Community Action Partnership	43	Community Action Partnership	7
District 113	8	District 113	11
District 120	12	District 120	4
HACES	1	HACES	2
Highwood Public Library & Community Center	2	Highwood Public Library & Community Center	1
IDHS	88	IDHS	8
IDHS - Illinois Dept. of Human Services	28	IDHS - Illinois Dept. of Human Services	5
IDHS: Division of Rehabilitation Services	0	IDHS: Division of Rehabilitation Services	8
Job Center of Lake County	52	Job Center of Lake County	92
Job Corps	1	Job Corps	1
Lake County Housing Authority	0	Lake County Housing Authority	10
Lake County Workforce Development	1	Lake County Workforce Development	85
NAPCA	0	NAPCA	1
PADS	0	PADS	3
The Community Works	0	The Community Works	3
Waukegan Housing Authority	2	Waukegan Housing Authority	9
Waukegan Township	0	Waukegan Township	1
Youth Conservation Corps	0	Youth Conservation Corps	2
YouthBuild	0	YouthBuild	1
Total	239	Total	280