

# ILLINOIS COMMUNITY COLLEGE SYSTEM

## WORKFORCE DEVELOPMENT GRANT REPORT BUSINESS AND INDUSTRY SERVICES FISCAL YEAR 2009

Illinois Community College Board  
401 East Capitol Avenue  
Springfield, IL 62701-1171  
Voice: 217-785-0123  
Fax: 217-524-4981  
<http://www.iccb.org>

December 2009

Compiled by  
Illinois Community College Board

Workforce Development  
Lavon Nelson, Senior Director

Research & Policy Studies  
Scott J. Parke, Senior Director  
Nathan R. Wilson, Director  
Jo E. Barnard, Assistant Director  
Michelle L. Dufour, Assistant Director

## Table of Contents

Executive Summary .....	4
Introduction.....	6
Contract/Customized Job Training .....	6
Case Study .....	7
Entrepreneurship Seminars and Workshops .....	7
Case Study .....	8
Counseling and Management Assistance.....	8
Case Study .....	8
Contract Procurement Assistance .....	9
Case Study .....	9
Public Training Activities .....	9
Case Study .....	10
Employment and Training Services for Unemployed or Underemployed Workers.....	10
Case Study .....	10
Business Attraction, Retention and Expansion.....	11
Case Study .....	11
Distance Learning and Continuous Improvement .....	11
Other Workforce Development Activities and Partnerships .....	12
Case Study .....	12
Summary .....	12

**WORKFORCE DEVELOPMENT GRANT REPORT  
BUSINESS AND INDUSTRY SERVICES  
FISCAL YEAR 2009**

*Executive Summary*

The Illinois Community College Board provided more than \$3.3 million to community colleges during fiscal year 2009 to support local 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 delivery systems, such as distance learning. The grant funds support colleges' efforts to help companies grow by providing economic development assistance at costs they can afford and by providing needed technical and English language training to upgrade workers' skills. Below are highlights of the community colleges' activities for fiscal year 2009.

- **Contract/Customized Job Training.** Community colleges provided 9,181 contract training courses to 2,472 companies. Through these courses, 102,005 employees were trained for a total of 236,777 contact hours of instruction or 29,597 days of training. This contributed to the formation of 13 companies, expansion of 39 companies, and the retention of 157 companies. A total of 432 jobs were created and another 9,454 jobs were retained.
- **Entrepreneurship Seminars and Workshops.** Community colleges conducted 697 entrepreneurship seminars and workshops for 6,546 participants. This helped in the creation of 45 new businesses, expansion of 24 businesses, and retention of another 24 businesses. As a result, 238 jobs were created and 153 jobs were retained.
- **Counseling and Management Assistance.** Counseling and management assistance were provided to 5,323 individuals or organizations. This assistance resulted in 241 companies being formed, 91 companies expanding, and 203 companies being retained. A total of 1,230 jobs were created and 1,671 more jobs were retained as a result of business counseling.
- **Contract Procurement Assistance.** Five community college districts provided 1,357 businesses with government contract procurement assistance. As a result, 85 businesses received 1,054 federal contracts totaling \$1,549,854,253. The receipt of these contracts contributed to the expansion of 10 businesses and retention of 30 businesses while 86 jobs were created and 600 jobs were retained.
- **Public Training Activities.** Illinois community colleges provided 3,779 noncredit public training courses and 2,655 noncredit workshops and seminars to 36,409 individual participants and served 2,577 organizations.

- **Employment and Training Services for Unemployed or Underemployed Workers.** Thirteen community college districts reported offering 490 noncredit workshops and seminars to 6,883 unemployed or underemployed individuals. In addition, another 1,450 noncredit/credit courses were provided to 1,527 participants. As a result, 946 individuals received job placement services. Community colleges also reported 35 additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 26,977 individuals
- **Business Attraction, Retention, and Expansion.** Business attraction, retention, and expansion activities at 7 community college districts assisted 25 companies in potential expansion and other related activities. Participation in other economic development activities by community colleges led to the creation of 35 companies, expansion of 27 companies, and retention of 136 companies. As a result, 694 jobs were created and 2,408 jobs were retained.
- **Distance Learning and Continuous Improvement.** Community colleges offered 3,612 noncredit internet courses and 145 two-way interactive video courses.
- **Other Workforce Development Activities and Partnerships.** Throughout the state, the colleges' Business and Industry Centers performed job testing for 42 organizations and developed job profiles and assessments for 50 organizations. Four benchmarking studies and 30 workplace literacy programs were conducted. A total of 60 other programs were offered, including quality control programs, Spanish courses, and continuous improvement programs including: Lean which focuses on maximizing value while minimizing waste; ISO to help provide effective and affordable quality management systems; and Advancing Productivity, Innovation, and Competitive Success (APICS).

In summary, Illinois community colleges provided workforce and economic development services to a total of approximately 165,000 businesses and individuals. These services resulted in the start up of over 330 companies, expansion of more than 190 companies, and retention of 550 companies. In addition, nearly 2,700 jobs were created and nearly another 14,300 jobs were retained.

## **WORKFORCE DEVELOPMENT GRANT REPORT BUSINESS AND INDUSTRY SERVICES FISCAL YEAR 2009**

### **Introduction**

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 2009. Business and Industry Services grants provide funding for a Business and Industry Center at each community college to support a variety of employment, training and business services both in and outside the

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 2009.

classroom. To address local needs, 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 individuals in the district. Each community college is committed to supporting its community, including area economic development and workforce needs.

Community Colleges provide an array of related 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 2009, the Illinois Community College System reported providing services to more than 165,000 businesses and individuals through colleges' Business and Industry Centers. These services resulted in the start up of over 330 companies, expansion of more than 190 companies, and retention of 550 companies. In addition, nearly 2,700 jobs were created and nearly another 14,300 jobs were retained.

### **Contract/Customized Job Training**

In fiscal year 2009, community colleges provided 9,181 contract training courses to 2,472 companies.

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 2009, community colleges provided 9,181 contract training courses to 2,472 companies. Through these courses, 102,005 employees were trained for a total of 236,777 contact hours of instruction or 29,597 days of training. This contributed to the formation of 13 companies, expansion of 39 companies, and the retention of 157 companies. A total of 432 jobs were created and another 9,454 jobs were retained.

### **Case Study:**

ViscoFan USA, Inc. manufactures cellulose casings for meat and food in Danville, Illinois. The company employs 314 individuals and exports its products worldwide. The company requested that the Customized Corporate Education Division at **Danville Area Community College** provide an ongoing Leadership Development Training Series for its employees. This workshop series includes customized training for new supervisors and employees with the potential to be promoted to supervisory positions. The training was divided into five categories: communication skills, teamwork, leadership, coaching, and compliance/policies. As a result of the training, management and supervisors are experiencing better communication and improved interactions across levels and units. Additionally, management saw the need for a condensed version of the program to be provided to their teams. Results seen from the training also included: better organization, increased teamwork, regularly scheduled meetings between supervisors and management, increased delegation, increased constructive feedback, and clearly established boundaries for acceptable behavior. As a result of the training, 23 jobs were retained and 2 job were created.

### **Entrepreneurship Seminars and Workshops**

Community colleges conducted 697 entrepreneurship seminars and workshops for 6,546 participants during fiscal year 2009 which created 45 new businesses, expanded 24 businesses, and retained 24 businesses.

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).

Community colleges conducted 697 entrepreneurship seminars and workshops for 6,546 participants during fiscal year 2009. This helped in the creation of 45 new businesses, expansion of 24 businesses, and retention of another 24 businesses. As a result, 238 jobs were created and 153 jobs were retained.

## Case Study:

For the past several years the Center for Entrepreneurship at the **College of DuPage** has worked with ThermalShell Technologies, a manufacturing facility, to develop marketing plans and market penetration strategies for the company's new building materials. These materials are manufactured to yield energy efficiencies more than four times that of traditional building systems. In 2009, efforts were accelerated to include assistance in international markets and marketing plans, introduction to foreign trade opportunities, and entering ThermalShell into government contracting systems. A funding opportunity through the U.S. Department of Energy for building technologies was identified, and the center assisted TermalShell in bringing together partners to develop a target proposal for this initiative. For this project, the center helped to convene the following partners: Illinois Small Business Development Center at the College; Illinois International Trade Center at the College; Illinois Procurement Technical Assistance Center at the College; Choose DuPage; DeKalb County Economic Development; Illinois International Trade Office; Illinois Department of Commerce and Economic Opportunity; Illinois Technology Development Alliance; and Northern Illinois Technology Commercialization.

## 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 contacts continue to grow over the years and develop into long-term relationships.

A total of 1,230 jobs were created and 1,671 more jobs were retained as a result of business counseling at community colleges in fiscal year 2009.

During fiscal year 2009, community colleges provided counseling and management assistance to 5,323 individuals or organizations. This assistance resulted in 241 companies being formed, 91 companies expanding, and 203 companies being retained. A total of 1,230 jobs were created and 1,671 more jobs were retained as a result of business counseling.

## Case Study:

In fall 2008 a client came to the Small Business Development Center (SBDC) at **Rock Valley College** to receive assistance applying for an Small Business Administration (SBA) loan to help with the costs of purchasing a franchise, leasing space at a local mall, and hiring 14 to 20 low to moderate income people. The bank approved the original loan, but due to a change in the lease, the mall was requiring additional funding, which the bank would not agree to provide. The client turned to the SBDC to protect and capitalize on the tens of thousands of dollars that she initially invested in the franchise. To help the client, the Project Manager of the SBDC worked to get all of the documentation necessary for the loan, reviewed the business plan and cash flow, and worked one-on-one with the lending officer at the bank. After six months of negotiating, the

client was able to obtain the financing needed to continue the purchase and management of the franchise. Since, the client has opened her café and employs 14 individuals with the hope of adding 6 more employees. The client is also looking to expand her business to three other locations in the Rockford area over the next three years and open two more franchises.

### **Contract Procurement Assistance**

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

Five community college districts provided 1,357 businesses with government contract procurement assistance during fiscal year 2009. As a result, 85 businesses received 1,054 federal contracts totaling \$1,549,854,253.

through government processes. In fiscal year 2009, over \$1.5 billion 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.

Five community college districts provided 1,357 businesses with government contract procurement assistance during fiscal year 2009. As a result, 85 businesses received 1,054 federal contracts totaling \$1,549,854,253. The receipt of these contracts contributed to the expansion of 10 businesses and retention of 30 businesses while 86 jobs were created and 600 jobs were retained.

### **Case Study:**

JM Industrial Supply is a Minority Business Enterprise (MBE) and a certified SBA 8(a) Small Disadvantaged Business Enterprise located in Pekin. The company, founded in 1984, sells maintenance, repair and operations material to light and heavy manufacturers and other industrial markets. JM Industrial has been a client of Illinois PTAC at **Illinois Central College** since 1999 and has been able to expand its markets into the government and prime contractor sectors, leverage its MBE status, and receive the SBA 8(a) certification. In 2009 JM Industrial secured 12 government contract awards totaling over \$732,000 and retained 2 jobs with the assistance of the Illinois PTAC at Illinois Central 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 professional development classes that are designed to increase the employee skill in computer application, management principles and other skills related to specific professions.

In fiscal year 2009, Illinois community colleges provided 3,779 noncredit public training courses and 2,655 noncredit workshops and seminars.

In fiscal year 2009, Illinois community colleges provided 3,779 noncredit public training courses and 2,655 noncredit workshops and seminars to 36,409 individual participants and served 2,577 organizations.

### **Case Study:**

In partnership with **Southwestern Illinois College**, Selsius™ has partnered with the Defense Information Systems Agency/Defense Information Technology Contracting Organization (DISA/DITCO) to support workforce development needs. Selsius™ identifies performance improvement solutions for the DISA/DITCO organization, which is located on Scott Air Force Base in Belleville, Illinois. Selsius™ has provided many training sessions for individuals on computer software skills including Microsoft Office applications. These sessions have allowed participants to increase productivity and efficiency. Additionally, job advancement skill development has been provided. This service was used as a way to help individuals gain the required writing and interview skills necessary to successfully advance into higher level positions. Participants reported gaining knowledge and skill improvements of 20 percent or greater.

### **Employment and Training Services for Unemployed or Underemployed Workers**

Thirteen community college districts reported offering 490 noncredit workshops and seminars to 6,883 unemployed or underemployed individuals during fiscal year 2009.

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.

Thirteen community college districts reported offering 490 noncredit workshops and seminars to 6,883 unemployed or underemployed individuals during fiscal year 2009. In addition, another 1,450 noncredit/credit courses were provided to 1,527 participants. As a result, 946 individuals received job placement services. Community colleges also reported 35 additional activities such as advisement services, resume workshops, and career fairs. These additional services affected another 26,977 individuals.

### **Case Study:**

**Morton College** has been an active member of the Cicero Chamber of Commerce for several years, contributing in different capacities, specifically assisting unemployed and underemployed individuals finding employment and businesses finding qualified employees. Most recently, the Cicero Chamber of Commerce was struggling to find skilled students to intern at their local

office. The intern selected was a highly motivated student at Morton College who took advantage of resources provided by the college including professional development workshops, business counseling, mentoring, and training sessions for business growth. The student was looking for a local opportunity to become a business woman. This match provided a win-win to the student and the Chamber. This process provided the student with valuable skills and also improved the relationship between the Chamber and the college.

### **Business Attraction, Retention and Expansion**

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 pre-employment testing and training; and temporary use of college facilities.

As a result of economic development activities at Illinois community colleges, 694 jobs were created and 2,408 jobs were retained.

Business attraction, retention, and expansion activities at 7 community college districts assisted 25 companies in potential expansion and other activities in fiscal year 2009. Participation in other economic development activities by community colleges led to the creation of 35 companies, expansion of 27 companies, and retention of 136 companies. As a result, 694 jobs were created and 2,408 jobs were retained.

### **Case Study:**

**Spoon River College** (SRC) partnered in 2008-2009 with the City of Canton, the Spoon River Partnership for Economic Opportunity, and the Department of Commerce & Economic Opportunity to successfully bring Cook Medical, Inc. to Canton. The college played a vital role in securing the new company, by providing available workforce data, training, and screening opportunities. The college conducted all screenings for the business through ACT WorkKeys and IllinoisWorkNet systems at its community outreach/technology center. As a result, a medical product plant is in the process of being built just blocks from SRC's Community Outreach Center. The plant is scheduled to be complete in February 2010 and will eventually bring 300 jobs to an economically challenged rural community in west central Illinois. Once the facility opens, it is expected that at least 3 more jobs will be created locally. These jobs have already impacted the vitality of the community with an increased sense of optimism and a resurgence of improvements throughout Canton.

### **Distance Learning and Continuous Improvement**

Increasing access to education is a priority for community colleges. Providing a wide range of alternative and supportive education services has 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 2009, community colleges offered 3,612 noncredit internet courses and 145 two-way interactive video courses.

During fiscal year 2009, community colleges offered 3,612 noncredit internet courses and 145 two-way interactive video courses.

### **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.

Throughout the state, the colleges' performed job testing for 42 organizations and developed job profiles and assessments for 50 organizations.

Throughout the state, the colleges' Business and Industry Centers performed job testing for 42 organizations and developed job profiles and assessments for 50 organizations. Four benchmarking studies and 30 workplace literacy programs were conducted. A total of 60 other programs were offered, including quality control programs, Spanish courses, and continuous improvement courses in LEAN, ISO, & APICS.

### **Case Study:**

**John Wood Community College** has introduced a new Manufacturing Technology program, which has been funded by a grant from the U.S. Department of Labor. This program was created with the input and assistance of a twenty-nine member advisory board, consisting of leaders from area business and industry. The program is a partnership between area business and industry, the area Workforce Investment board, the Department of Labor, Great River Economic Development Foundation and the college. Courses will be taught using state-of-the-art equipment in a new lab created at the college's Workforce Development Center. Courses for the program include computer-aided design/computer-aided manufacturing (CAD/CAM), electricity, lean manufacturing, statistical process control, industrial robots, tool design, programmable logic controller (PLC) manufacturing systems, and general education courses. Completers of the program will be prepared for entry-level positions in manufacturing technology or may transfer to colleges that offer bachelor's level industrial/manufacturing technology programs.

### **Summary**

In summary, Illinois community colleges provided workforce and economic development services to a total of approximately 165,000 businesses and individuals. These services resulted

in the start up of over 330 companies, expansion of more than 190 companies, and retention of 550 companies. In addition, nearly 2,700 jobs were created and nearly another 14,300 jobs were retained.