

## **ALPHABETICAL INDEX OF AGENCIES/ASSOCIATIONS**

Illinois Community College Board  
Department of Commerce & Economic Opportunity  
Illinois Literacy Resource Development Center  
The Management Association of Illinois  
Secretary of State Literacy Office

## ILLINOIS COMMUNITY COLLEGE BOARD

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Agency Web Site: <http://www.iccb.state.il.us>

### **Mission/Purpose of the Organization:**

The mission of the Illinois Community College Board (ICCB), as the state coordinating board for community colleges, is to administer the Public Community College Act in a manner that maximizes the ability of the community colleges to serve their communities, promotes cooperation within the system, and accommodates those State of Illinois initiatives that are appropriate for community colleges. In carrying out its mission, the Illinois Community College Board affirms its commitment to the "educational development of all persons to the limit of their capacities" as established in the Illinois Constitution.

Illinois community colleges comprise a dynamic system of 48 colleges whose 39 districts and one community college center encompass the entire state of Illinois. While the individual community college districts vary in terms of demographics, resources, and educational priorities, their status as locally governed institutions allows them to address varying local needs uniquely. While they have been highly successful in meeting the current needs of their respective communities, a strategic plan has been developed for meeting future demands of the workforce.

### **Products and/or Services Related to Workforce Education:**

The ICCB monitors emerging national policies and trends and interprets federal policy affecting workforce education. It advocates for the community college system at both the federal and state levels while ensuring to meet the local needs of individual colleges to the degree possible. The ICCB serves as a liaison on behalf of the system with other state and federal agencies as well as business and industry associations and other statewide organizations. Through networks with other states, it shares an awareness of workforce issues and activities that are taking place.

### Workforce Investment Act

The Illinois Community College Board and community colleges are actively involved in the implementation of the Workforce Investment Act of 1998. The Act becomes effective July 1, 2000. ICCB staff are represented at all phases of implementation and on state interagency committees and workgroups to assist in shaping the state's policy regarding WIA. ICCB provides ongoing training and technical assistance to community colleges to keep the colleges informed as they implement the Workforce Investment Act.

### Business/Industry Services

The Business/Industry Services grants provided to colleges are an invaluable resource. ICCB Workforce Development staff work closely with colleges to assist them with a wide range of business/employer and economic development issues. These grants fund a business/industry center at each community college to assist colleges in working in their communities to develop and enhance a qualified and well-trained workforce. ICCB is always looking for new and innovative ways to support the business/industry centers on each campus. In January 2000, the ICCB, along with the community colleges, introduced a toll-free number (1-877-ESN-2960) to match employers with community colleges to meet the employers' workforce needs. The toll-free access to local community college resources is available 8:00 a.m. to 5:00 p.m. Monday – Friday (except holiday).

### Education-to-Careers

The Education-to-Careers grants provide colleges an opportunity to support many different types of projects on their campuses and communities in the area of workforce education. The grants are intended to allow the community colleges to develop a fully integrated education/workforce system to insure that students can move easily from education to work and from work to continuing education. The essential elements of ETC that are being integrated into the community colleges include instruction that links academic, career and work-based learning, instruction and experience in the workplace, and community college involvement in the partnerships that coordinate the needs and interests of the various stakeholders. The ICCB shares responsibility for the joint administration of ETC as a state educational reform issue. In addition, the ICCB provides community college leadership and coordination for ETC.

### Adult Education and Family Literacy

The ICCB is, by statute, the administrative agency for adult education and family literacy programs in Illinois. These programs serve people 16 years and older who have less than a high school education and are no longer enrolled in school. The programs provide literacy, adult basic education and adult secondary education for students wishing to acquire the high school diploma equivalency (general education development GED). Programs also serve students with a high school diploma, who through assessment, are found to lack the basic skills necessary for success in employment or further education and training. Vocational courses and certificates are also provided to prepare students for post-secondary and employment opportunities. English as a Second Language provides English language skills for those whose native language is not English. Illinois community colleges serve more than 120,000 adults in basic skills, GED and ESL.

**Contact Persons:** Workforce Development Contact Preston Morgan  
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or  
Employment and Training Contact Lavon Nelson  
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**ILLINOIS DEPARTMENT OF COMMERCE & ECONOMIC OPPORTUNITY  
BUREAU OF TECHNOLOGY AND INDUSTRIAL COMPETITIVENESS**

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**Mission/Purpose of Organization:**

The primary purpose of the Employer Training Investment Program (ETIP) is to provide assistance to Illinois employers in training, retraining or upgrading skills of existing or new workers. There are two ways Illinois employers can access state training funds available through ITP. Individual companies undertaking eligible training activities may apply to DCEO for an ETIP Single Company grant. In addition, companies, particularly small and medium-sized companies, which have identified common training needs, may apply for ETIP grant funds under the Multi-Company Training Component. Applications for these funds typically are submitted by an intermediary organization on behalf of the companies participating in the project.

**Products and/or Services Related to Workforce Education:**

ETIP grants can be used to reimburse up to 50 percent of the training costs (instructor's costs and training materials). Basic and/or remedial training of employees is an allowable training activity if it can be demonstrated that this training is a prerequisite for other vocational and technical skills training. All training grants are awarded to or on behalf of Illinois employers. The FY06 ETIP appropriation is \$21,000,000.

**Contact Person:** See above

## ILLINOIS LITERACY RESOURCE DEVELOPMENT CENTER

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### **Mission/Purpose of the Organization:**

The Illinois Literacy Resource Development Center (ILRDC) is a non-profit organization committed to providing innovative leadership and technical assistance to adult education and literacy program providers and related public and private entities to enhance the delivery of effective, quality adult education services at the local, state and national levels.

### **Products and/or Services Related to Workforce Education:**

Advice or assistance on how to begin a workplace basic skills program; background information and materials on a variety of program structures gathered from companies in Illinois; information and assistance on assessment and evaluation; publications on workforce education and training programs and issues; and linkages to providers of services.

**Contact Persons:** Workforce Education Contact Suzanne Knell at [sknell@ilrdc.org](mailto:sknell@ilrdc.org)  
or Marty Milton at [ilrdc@ilrdc.org](mailto:ilrdc@ilrdc.org)

## THE MANAGEMENT ASSOCIATION OF ILLINOIS

President & CEO, Mary Lynn Fayoumi, SPHR  
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### Products or Services Related to Workforce Education:

#### Training Programs for Managers & Supervisors

Select individual programs or an entire series, based on your organization's training objectives and developmental needs of individual employees. Programs are presented throughout the year at our Broadview headquarters, at regional locations and at individual companies for six or more participants.

##### **Skill Building For Supervisors**

Interpersonal Communication  
Effective Delegation  
On-The-Job Training  
Discovering Diversity  
Legal Aspects of Supervision  
Interviewing & Hiring

##### **Managing For Performance**

Preparing for Performance Appraisals  
The Performance Appraisal Meeting  
Counseling For Improved Performance  
Coaching Essentials

##### **Becoming A Leader**

Developing Leadership Skills  
Taking Control Of Your Time  
Managing Change Effectively  
Effective Conflict Resolution  
Promoting Diversity  
Creating a Positive Work Environment

##### **Effective Leadership Principles**

Communication Skills  
Leadership & Organizational Climate  
Situational Leadership  
Transformational Leadership  
Motivation & Leadership

##### **Responsibility Management**

Communication Skills  
Analyzing Job Requirements  
Focus on Feedback  
Performance Coaching

##### **Building Healthy Teams**

Vital Signs Assessment  
Dynamics of Team Performance  
Shaping Team Climate  
Strategically Planning Team Performance  
Establishing Common Team Goals  
Team Customer Focus  
Problem Solving For Teams  
Integrating New Team Members  
Strengthening Team Communications  
Task Planning For Teams

##### **Strategic Coaching Skills for the Workplace**

The Basics of Coaching  
Advanced Coaching Skills

##### **Additional supervisory Training Programs**

Creative Problem Solving  
Presentation Skills  
Making Meetings Work

##### **Employment Law Compliance**

Legal Aspects of Interviewing  
Sexual Harassment Awareness & Prevention  
Effective Practices for Employee Discipline & Discharge  
Drug & Alcohol Testing in the Workplace  
Proactive Steps for Maintaining a Union-Free Environment  
Implementing the Family & Medical Leave Act  
Accommodating Employees Under the Americans with Disabilities Act  
Affirmative Action Essentials for Managers & Supervisors

##### **Customer Service Skills**

Assessing Customer Service Readiness  
Active Listening: The Key to Uncovering Needs  
Customer-Focused Problem Solving  
Handling the Difficult Customers  
Telephone Skills

##### **Quality**

Continuous Process Control and Improvement  
Failure Mode and Effects Analysis  
Internal Auditing to the QS/ISO Quality Standards  
QS/ISO 9000 Documentation and Implementation  
QS/ISO 9000 Quality Systems Requirements  
Disciplined Problem Solving: 8D Method Simplified  
TL 9000 Standards  
Strategies for Improving Business Performance

##### **Safety**

Hazard Communication: Worker Right-To-Know Standard  
Lockout/Tagout  
Making OSHA Compliance a Reality  
Personal protective Equipment (PPE)

**Contact Person:** For more information call The Management Association at 800-448-4584

## SECRETARY OF STATE LITERACY OFFICE

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### **Mission/Purpose of Organization:**

The Secretary of State Literacy Office's mission is to enable agencies in Illinois to offer services to help Illinois adults and their families who read at the lowest levels to increase their reading ability in English. These literacy program services enable Illinois citizens to fully participate in the family, community and work roles they enjoy. To this end, the Literacy Office administers grant programs to provide basic literacy services.

### **Products and/or Services Related to Workforce Education:**

- **The Workplace Skills Enhancement Grant Program** provides on-site instructional services to the employees of Illinois businesses to enable the employees to increase their basic reading, math, writing or language skills, maintain their employment and increase their eligibility for promotion. Individual grants are awarded to businesses or educational agencies. The businesses are required to match the award and operate in partnership with an educational provider agency.

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