

Workforce Development Existing Conditions: Franklin Park Industrial Park

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Local planning efforts for the industrial park in Franklin Park can benefit from further understanding of the existing conditions of workforce education and training services in and near Franklin Park. The following report is an overview of the workforce development conditions for Franklin Park workers and employers with a specific focus on those that serve the manufacturing industry.

I. Workforce Development Resources and Related Services

Workforce development refers to the services, programs, and activities that provide people with education, skill development, and improved access for employment and career advancement in the labor market. Workforce development programs provide a variety of essential services to a wide range of job seekers, workers, and employers, directly increasing the skills of potential and current workers. Since the skill level and suitability of the labor market is one of the major considerations for employers when choosing where to locate,¹ maintaining a strong workforce system is an important step toward spurring economic growth in Franklin Park, IL and the Chicago region.

The customers of workforce development services and activities can be individuals or businesses, or both. This section provides information about local entities that provide workforce development services to Franklin Park residents and businesses. These entities include community-based provider organizations, entities that provide skills training, educational institutions, and administrators of public workforce development programs.

Across the metropolitan region workforce development services are delivered by a variety of public and private entities and are funded through a number of public funding streams. This allows the system to meet the various needs of diverse job seekers and businesses. There is a core “workforce development” system—funded primarily through the federal Workforce Investment Act (WIA)—but it is not the only source of publicly-funded education, training and workforce services. While the federal WIA system has workforce development as its primary mission, it is important to also understand how the education and human services systems provide workforce development-related services and support local workforce goals.

In order to gain insight into the workforce development conditions and opportunities in Franklin Park, specifically that relate to the manufacturing industry, information was collected through site visits, web research, phone interviews, review of marketing materials, news items, background reports on the structure of public workforce programs and information gathered through the Golden Corridor employer survey which was completed for another CMAP Local Technical Assistance project. The following individuals were consulted for this report:

¹ Natalie Cohen, *Business Location Decision-Making in the Cities: Bringing Business Back*, the Brookings Institution, April 2000.

- Manny Rodriguez, Alliance for Illinois Manufacturing, Vice President of Business and Economic Development
- Tim Fenner, BIR Training Center, CNC Program Coordinator
- Mohammed Faheem, Business & Career Services (Arlington Heights One-Stop), Director of Business Employer Solutions & Corporate Relations
- Rick Jelesky, Fisher/Unitech, Regional Director
- Katy Radcliff, Business Electronics Soldering Technologies, Inc., Product Manager
- Mike Slezak, Jane Addams Resource Corporation (JARC), Business Services Coordinator
- Patrick Osborne, Tooling & Manufacturing Association, Director of Education
- Thomas Peters, Symbol Job Training, Director of Business Operations
- Bruce Heggeland, Harper College, Manufacturing Liaison
- Antigone Sharris, Triton College, Coordinator of Engineering Technology Department

This remainder of section I includes descriptions of the four main components that make up the publicly-funded workforce system and its local administration and service delivery in and near Franklin Park.

A. Public Workforce System: Workforce Investment Act (WIA), Title I

Federal WIA funding flows through the Illinois Department of Commerce and Economic Opportunity (DCEO) to local workforce investment areas (LWIAs). Most programming is delivered through the federally-required local one-stop system (in Illinois these are called WorkNet Centers) and affiliate organizations. Workforce Investment Boards (WIBs) are local boards required by federal law to oversee the local use of WIA funds in the 24 designated LWIAs in the state, six of which are in the Chicago metropolitan region.²

The five goals of Title I of WIA are:

- *Streamlining services* through a One Stop system involving mandated sector partners;
- Providing *universal services* to all job seekers, workers and employers;
- Promoting *customer choice* through the use of vouchers and consumer report card on the performance of training providers;
- Strengthening *accountability* by implementing stricter and longer-term performance measures;
- Promoting *leadership* by the business sector through involvement on the state and local Workforce Investment Boards.

WIA-funded **core services** include self-help services and services that require minimal staff assistance³ and are available to the general public. They include access to computers with internet, for job search, labor market information, career and occupational information, and access to the IL WorkNet website. WIA-funded **intensive services** are available to those who qualify (i.e. 18 years or older, legally able to work in the U.S., low-income, registered with WIA

² The jurisdiction of the six LWIAs comprises ten counties.

³ As described under Section 134 (d) (2) of the Workforce Investment Act

program, and have been unable to gain employment after having completed core services). Intensive Services include individual career planning, resume preparation, job clubs, career counseling, internships, and comprehensive assessments. Other services that are sometimes considered intensive are basic education, English as a Second Language, and basic computer literacy. WIA-funded **training services** are available to those who have not been able to get employed having received core and intensive services. Training services are made available through a list of WIA-certified training providers and paid for through Individual Training Accounts (ITA). The training and provider is selected in conjunction with a case manager, counselor or coordinator.

The Chicago Cook Workforce Partnership and its Board oversees and administers funding for WIA Title I workforce development services for LWIA 7⁴ which covers Cook County. The WIA-funded Illinois WorkNet Centers (with asterisks) and affiliates located within 10 miles of Franklin Park are:

- Maywood One-Stop – operated by Employment & Employer Services (7 miles)*
- Maine Township (7 miles)
- Youth Guidance (7.5 miles)
- Polish American Association (8 miles)
- National Able at Oakton Community College (8.5 miles)
- LaGrange Area Department of Special Education (8.5 miles)
- African American Christian Foundation (9 miles)
- Township H.S. District 214 (9 miles)
- Arlington Heights One-Stop – Business and Career Services (9 miles)*
- Cicero One-Stop – SERCO (9.5 miles)*
- Aspira (9.5 miles)
- IT Sector Center – MicroTrain Technologies (9.5 miles)

Although the following organizations are located further than 10 miles from Franklin Park, they are noteworthy due to their focus on manufacturing.

- Instituto Del Progreso Latino ManufacturingWorks (15 miles) (WIA-funded Manufacturing Sector Center)
- Jane Addams Resource Corporation (15.5 miles)
- Symbol Job Training (17 miles) (WIA-funded Manufacturing Sector Center)

Not all WIA-funded Illinois WorkNet Centers or affiliates deliver training. Instead, an organization might refer individuals to training providers. There is a list of WIA-certified training providers for Cook County provided by Chapin Hall and available here:

<http://www.chicagolandwiatraining.com/>.

Employment & Employer Services manages the closest Illinois WorkNet Center to Franklin Park, and it is located in Maywood. Job seekers eligible for WIA services can access services such as

⁴ LWIA 7 now includes LWIA 8 Northern Cook County, and LWIA 9 the City of Chicago

computer access, career planning, resume preparation, and job clubs at the WorkNet Center. While not a training provider, this WorkNet Center does assist by referring job seekers to certified training providers serving residents and businesses in Franklin Park.

B. Public Workforce System: Workforce Investment Act, Title III

The federal Employment Services (ES) system under Title III of WIA (also known as the Wagner-Peyser Act) and the federal Unemployment Insurance (UI) System are administered separately from the WIA Title I system. ES and UI services are administered by the Illinois Department of Employment Security (IDES), which provides services through its local offices in the region, some of which are co-located with WIA one-stops. Local IDES offices are locations where individuals can go to apply for unemployment benefits and to receive basic employment services. Employment Services include job search assistance, access to career and labor market information, online job search tools, as well as workshops that focus on resume writing and interviewing techniques. Additionally, there are employment services specifically targeted to veterans and individuals with criminal records. The IDES offices located within 10 miles of Franklin Park are:

- Maywood IDES Office – co-located with Maywood One-Stop (6.5 miles)
- Diversey IDES Office (7 miles)
- Lombard IDES Office (8 miles)
- Lawrence IDES Office (10 miles)

C. Public Workforce System: Post-Secondary Education:

The region's post-secondary institutions (two year and four year; public and private) provide the majority of educational opportunities beyond high school. The Illinois Community College Board (ICCB) provides administration and some oversight for the state's community college system. In addition to general education degree programs, community colleges develop and deliver occupational training, as well as remedial and adult education. In addition, private entities (both non-profit and for-profit) complement the offerings of public institutions by developing customized training solutions for specific industries or businesses.

There are five public community colleges with locations (including satellite locations) within ten miles of Franklin Park. They are listed here in order by distance from Franklin Park. Those with asterisks only have a satellite location located near the study area.

- Triton College
- Wilbur Wright College (City College of Chicago)
- Oakton Community College
- Harper College*
- College of DuPage

Below is some more information about each community college, including information regarding each college's focus on manufacturing and related fields of study.

Triton College is the Illinois Community College serving District 504, which includes Franklin Park.⁵ Triton's campus is located in River Grove, IL⁶, just south and east of O'Hare Airport. Triton College is a WIA-certified training provider and has a good relationship with the nearest Illinois WorkNet Center in Hillside, IL. The college partners with employers to offer an internship program every summer funded by the state of Illinois.

Wilbur Wright College is located in the northwest part of Chicago.⁷ Franklin Park is located outside of Chicago so residents are not able to attend adult education courses or receive in-district tuition rates, but now that LWIA 7 covers all of Cook County Franklin Park residents could use a WIA ITA at a City College.

Oakton Community College (OCC) – Franklin Park is not included in Oakton Community College's district. However, OCC's main campus is located just less than nine miles from Franklin Park⁸, and although it would cost more, Franklin Park residents could still attend the college.⁹ OCC offers a range of workforce training and preparation services that could be helpful for Franklin Park residents and businesses, including WIA-funded programs.

Just over 11,000 undergraduate students are enrolled at OCC--29% full-time and 71% part-time. Fifty seven percent of OCC students are under 25 years old and 42% are over.¹⁰ OCC offers a wide range of areas of study¹¹ and 646 one year certificates, 70 certificates of two years or less, and 507 associate degrees.¹²

William Rainey Harper College – Franklin Park is not located within Harper College's district¹³ and is nearly 20 miles away from the main campus. However, Franklin Park is less than 10 miles away from Business & Career Services in Arlington Heights, IL, an Illinois WorkNet that is co-located with both IDES and Harper College.

College of DuPage (COD) – The College of DuPage has a significant presence in northwestern part of the Chicago region, though only the Addison campus¹⁴ is located within 10 miles of Franklin Park. An additional struggle for residents of Franklin Park wishing to attend COD is that

⁵ For a full map of District 504 visit the following link: <http://www.triton.edu/District-Map/>

⁶ 2000 5th Avenue, River Grove, IL 60171 – located 4.5 miles away from Franklin Park, IL.

⁷ 4300 N. Narragansett Avenue Chicago, IL 60634 – located 5.8 miles from Franklin Park, IL.

⁸ 1600 E. Golf Road, Des Plaines, IL 60016 – located 8.7 miles from Franklin Park, IL.

⁹ Click here (http://www.oakton.edu/admission/costs_financial_aid/tuition_fees/) for a list of OCC tuition & fees.

¹⁰ 2011 data from the National Center for Education Statistics at the Institute of Education

¹¹ Areas of study include: Business, Communication, Computer and Information Sciences and Support Services, Construction Trades, Education, Engineering, Engineering Technology and Engineering-Related Fields, Family and Consumer Sciences/Human Sciences, Health Professions and Related Programs, Homeland Security, Law Enforcement, Firefighting and Related Protective Services, Liberal Arts and Sciences, General Studies and Humanities, Mechanic and Repair Technologies/Technicians, Multi/Interdisciplinary Studies, Public Administration and Social Service Professions, and Visual and Performing Arts.

¹² 2011 data from the National Center for Education Statistics at the Institute of Education

¹³ For a map of Harper College's District (512) see link: <http://dept.harpercollege.edu/library/districtmap.html>

¹⁴ 301 S. Swift Road, Addison, IL 60101 – located 9.7 miles away from Franklin Park, IL.

the community is located outside of District 502¹⁵. This would raise the tuition for any resident attending classes.

In addition to community colleges there are two additional **public** post-secondary institutions within 10 miles of Franklin Park – Northeastern Illinois University (within 9.2 miles) and Morton College, which has two-year programs only (within 8.6 miles). There are four **private non-profit** four-year institutions within ten miles of Franklin Park. They are Concordia University-Chicago, Dominican University, Elmhurst College, and North Park University. In addition, there are nine **private for-profit institutions** within 10 miles of Franklin Park.¹⁶

D. Public Workforce System: Human Services:

Publicly-funded human services in Illinois are administered by the Illinois Department of Human Services (IDHS). The federal Temporary Assistance for Needy Families (TANF) program and the federal Supplemental Nutrition Assistance Program (SNAP, or food stamps) are two human services programs that have limited employment-related services. The primary delivery system for the employment-related services connected with TANF¹⁷ and SNAP¹⁸ are the local IDHS offices (called Family Community Resource Centers) and organizations that have contracts with IDHS. The IDHS Family Community Resource Center closest to Franklin Park is the West Suburban Cook County location in Melrose Park, IL.¹⁹ This center is just three miles from Franklin Park. They receive applications for Cash, SNAP, and Medical Assistance by fax, mail or in person. Recipients of the TANF and SNAP programs are referred to employment programs. Program participants are unemployed, reliant on assistance programs, and are likely to be the least skilled and have the least amount of work experience. The public human services system also has programs that provide support to some low-income workers and their families, including child care subsidies and health insurance. Some programs for public assistance participants include help paying for transportation or other supports that an individual needs to participate in training or maintain employment.

The following organizations are IDHS contractors for various employment-related programs and are located within 10 miles of Franklin Park. The organizations are listed in order from closest to furthest away.

¹⁵ For a map of COD's district see here: https://www.cod.edu/about/maps_and_directions/district_502.aspx

¹⁶ The following private, for-profit institutions have locations within 10 miles of Franklin Park. Less than 2-year: Illinois School of Health Careers – O'Hare Campus, Everest College-Melrose Park. 2-year: Sanford-Brown College-Hillside, Lincoln College of Technology, Northwestern College. 4-year or above: Devry University, Westwood College-O'Hare Airport, Chamberlain College of Nursing-Illinois, IIT Technical Institute – Oak Brook. This information is from the National Center for Education Statistics.

¹⁷ TANF Job Placement program is funded through the U.S. Department of Health & Human Services (at approximately 80 percent) and State General Revenue Fund (at approximately 20 percent) and provides targeted employment services designed to address the needs of TANF recipients with significant employment barriers.

¹⁸ SNAP Employment and Training is funded through the U.S. Department of Agriculture- Food & Nutrition Service (at approximately 80 percent) and State General Revenue Fund (at approximately 20 percent) and provides special target populations of food stamp recipients with education, job skills training, pre-employment services, and unsubsidized job placement.

¹⁹ 2701 W. Lake Street, Melrose Park, IL 60160

- Midwest Association for Commercial and Industrial Development
- Josue’s Auto Glass
- Institute for Positive Mental Health
- Northwest Institute for Contemporary Learning
- Phalanx Family Services
- The Salvation Army Red Shield

II. Manufacturing-specific Workforce Education and Training Resources

There are five major types of entities that deliver workforce development services to address the skills gap within the advanced manufacturing sector: post-secondary educational institutions; training providers (both non-profit and for-profit); industry associations; workforce service providers; and employers. The following section outlines the entities that provide manufacturing-related workforce services near Franklin Park.

A. Post-Secondary Educational Institutions:

Franklin Park falls within Illinois Community College District 502, which is served by Triton College. However, for students pursuing degrees and certificates related to manufacturing, a number of colleges are within a reasonable distance to the area. Below is information about the manufacturing programs at each of these colleges with at least one location near Franklin Park.

Triton College is a member of the Illinois Network for Advanced Manufacturing (INAM), a statewide consortium of community colleges with the goal of improving “the delivery of education and career training programs leading to industry-recognized certificates or associate degrees”.

Engineering Technology is the over-arching department through which manufacturing education is offered at Triton College, and the college offers various degrees and certificates related to fabrication, design, and mechatronics.²⁰ This curriculum is described by staff as being “very hands on”, and focused on “learning by doing”. Students do not simply learn the math and science, but the business processes and theory related to the technology. The maximum class size for courses is 20, which ensures each student gets the attention needed in these hands-on courses.

The Engineering Technology department serves around 110 students each year. The student body is split evenly between incumbent workers seeking to change careers or advance, and first-time students. Only a small percentage of students in the department are from Franklin Park. This is due primarily to the small-size of that community. However, students would not have a problem commuting to Franklin Park businesses for work, or from Franklin Park to Triton’s campus for classes.

²⁰ For a full list of the degree and certificate programs at Triton visit this link: <http://www.triton.edu/CollegeCatalog/applied-science-programs-offered.htm>

In 2011-12 the graduation rate was 83%. Approximately 90% of graduating students are employed in their first year after completing the program. Many of the students not employed have chosen to attend four-year programs at universities or colleges. Triton's program is modeled after the program at Purdue University and a number of students matriculate there upon graduation.

Triton does not work directly with a large number of employers in Franklin Park. However, two manufacturers that stand out as partners are Hill Mechanical and Nelson Steel. In addition, there are a number of employers from communities surrounding Franklin Park which Triton's Engineering Technology department has worked with in the past. These include: Glidden; Ford; Sanford; and Friedman Seating.

While over ten years ago there were machine tool technology departments and electronics departments at Triton, courses from those departments have been combined with design and fabrication courses to form the current curriculum, which all falls under Engineering Technology.

Triton College staff is very aware of the skills shortage in manufacturing and the need to engage young people in the industry at an early age. Thus, they are very focused on providing opportunities for kids of all ages to engage in the art of making things. Programs are offered afternoons during the school year and throughout the summer. Some of the opportunities they provide are:

- Various robotics programs offered throughout the year, giving kids the chance to build their own robots
- Monty Python, PMSA – after-school program offered during the school year
- GADgET (Girls Adventuring in Design Engineering & Technology)
- Scratch – for youth ages 8-14, program focusing on computer programming

Wilbur Wright College offers courses in engineering and industrial technology that introduce students to manufacturing design software, CNC machining and programming, and welding. The college also assists in placing individuals in internships at manufacturing companies.

Oakton Community College's satellite location in Skokie--the High Tech Pavilion--serves as the hub of the college's manufacturing program. 90% of the OCC manufacturing classes take place at this location. Certificates and degrees obtainable through the manufacturing technology department at OCC include: CNC Operations and Programming Preparation; CAM Programming; Manufacturing Technology; Mechanical Design/CAD; and Tool & Die Design and Engineering. There is also a machine technology apprenticeship program.

OCC's college-wide internship program includes manufacturing and companies regularly approach relevant departments with job postings for students and other opportunities to recruit students. Three quarters of students in the OCC manufacturing department programs are already employed and enroll part-time. Employed manufacturing students are seeking to

upgrade skills to advance in a career. Students who are unemployed are looking to upgrade outdated manufacturing skills from previous jobs. The department offers customized training—helping businesses create a customized curriculum to train their workers for specific skill needs.

To remain informed about open positions, skill needs, and the extent which the curriculum is meeting business' needs, the OCC manufacturing department convenes an advisory group of about 12-15 companies, mostly in manufacturing. The participating companies are almost all located within a 10 mile radius of the OCC Skokie Campus. OCC also serves on local chamber of commerce boards, joins industry associations, and participates in manufacturing expos for high school students. Like the other community colleges in the region, OCC is involved with INAM. Even before the creation of this network, OCC collaborated with other colleges to discuss employer needs and curriculum changes.

Harper College is a leader in manufacturing education in the northwest suburban region. This is most recently signified by its leadership in the INAM (see description above). Currently, the curriculum is designed to offer four program options to students. These are Mechatronics, Precision Machining, Metal Fabrication (Welding), and Supply Chain Management & Logistics. Changes to Harper's degree and certificate programs are currently pending Illinois Community College Board (ICCB) approval.

College of DuPage, like the rest of the community colleges mentioned in this report, is a member of INAM. The college offers a number of degrees and certificates related to manufacturing available in four program areas: engineering technology, welding, electronics, and manufacturing technology. The manufacturing technology program alone offers four degrees in automated manufacturing systems, drafting and design, manufacturing technology, and manufacturing engineering technology. These programs prepare students in careers in computer-aided manufacturing, robotics, CNC, drafting, design, mechanical drafting, etc. Students can also go on to obtain bachelor's degrees at four-year institutions.

B. Training Providers

Training providers offer industry-specific training programs outside of the traditional college model. Though training is also offered through industry associations and employers, the entities highlighted in this category are unique due to their special focus on training. These entities are both for-profit and non-profit organizations and are funded in a variety of ways, including government grants, training fees, and charges for customized training with businesses.

Fisher/Unitech – Established in 1993, Fisher/Unitech is a reseller of SolidWorks and offers SolidWorks training to companies that use this software. A nationwide company, Fisher/Unitech is headquartered in Schaumburg.²¹ The training division offers over 25 courses related to SolidWorks, 3D CAD, Enterprise PDM, and 3DVIA. Training methods include in-classroom training, online training, and on-site training at manufacturers. All courses are

²¹ Though not within 10 miles of Franklin Park, Fisher/Unitech is less than 12 miles from the study area.

instructor-led regardless of the method. SolidWorks certificates are available for anyone who completes the trainings related to that technology. Fisher/Unitech trains nearly 1,800 people in a given year and estimates that roughly 20 percent of those trainees stem from the Schaumburg area. Trainees are both job seekers and incumbent workers. The majority of trainees are seeking to become, or improve their skills as, draftsmen or engineers. The company has strong ties to manufacturers in the tool making industry, but did not report any strong ties to other training providers or educational institutions in the area.

Business Electronics Soldering Technology, Inc. (BEST) – Located in Rolling Meadows BEST provides a number of training courses, in addition to selling products and providing services to businesses in the electronics industry.²² BEST offers IPC-certified trainings (4-5 days in length) as a core curriculum. IPC is an association for companies in the electronics industry, and their certification serves as an industry standard. Certified course topics include assembly, soldering, and surface mount technology. BEST also offers non-IPC-certified courses, which are typically shorter, and not necessarily accepted by the employers. In a given year, BEST trains between 150-240 individuals on-site. Class sizes are typically kept small (4-8 students) to allow for direct instruction. 40 percent of the individuals attending on-site trainings are local customers stemming from communities near Franklin Park (e.g. Schaumburg). BEST trains workers at all levels in a company from the management and engineering level, to the entry-level (e.g. assembly techs). Many of the individuals trained at BEST will take what they have learned back to their own companies where they will train co-workers.

BEST works closely with manufacturers in electronics industry in the area including Motorola, Haas Automation, Otto Engineering, and Creation Technologies. In addition, they partner with the College of DuPage to provide customized training to employers. Currently BEST does not work with any high schools, but is interested in making connections.

Symbol Job Training, Inc. – Symbol Job Training, Inc. evolved out of Symbol Tool, a tool and die shop located in Skokie. Symbol enrolls about 120 students a year in its 4-month program specializing in teaching computer-aided machining, or CNC. Class sizes are small, with no more than five students assigned to a machine at a time. Over 90% of Symbol graduates obtain and retain employment. Many Symbol students are recent high school graduates and older adults who were laid off or are switching careers. In addition to training individuals looking to start careers within the industry, Symbol trains current employees looking to move up in manufacturing companies across the Chicago region. In late 2012 Symbol's training program was accredited by the National Institute of Metalworking Skills (NIMS). In addition, Symbol is also certified by the Illinois Board of Higher Education (IBHE) and nationally accredited by the North Central Association Commission on Accreditation and School Improvement (NCA CASI).

Jane Addams Resource Corporation (JARC) – Located on the northside of Chicago, JARC is a job-training and workforce development organization focused on addressing skill gaps in the metal fabricating and manufacturing sectors. Although JARC is located more than 15 miles

²² BEST, Inc. is also located more than 10 miles from the study area, but is only 12.5 miles away.

from Franklin Park, the Business Services team works with manufacturers across the region to help develop customized training curriculum. This is a service offered in addition to on-site training. JARC works with numerous employers in the northwest part of the region, including ExCell Kaiser and Trelleborg Sealing Solutions.

JARC's Careers in Manufacturing Program prepares individuals seeking employment for jobs as CNC machinists or welders. JARC has a rolling enrollment system, which allows an individual to begin training at any time, as opposed to waiting for a new session. This flexibility is very beneficial to job seeker and employers, as potential employees can get into the program as soon as there is an opening in the class.

On average, the Careers in Manufacturing program has around 30 participants enrolled at a time. Within this program there are four tracks for individuals, which vary in length. They are as follows:

- CNC Machinist – 20 week, 500 hour program (NIMS certified)
- Welding – 12 week, 240 hour program (Graduates qualify for the American Welding Society)
- Women in Manufacturing – 32 week, 240 hour program
- Manufacturing Bridge – 12 week, 120 hour program preparing individuals for other tracks

The BIR Training Center - BIR is modeled more like a school and is NCA accredited and approved by the Illinois State Board of Education (ISBE). BIR has three locations offering instruction in CNC machining, part programming, CMM precision inspection and measurement, and CAD/CAM technology. BIR focuses mostly on serving job seekers, and does not offer customized training for companies. They serve around 250 students each year in manufacturing. Students in this program are typically between 30-40 years old. Students are placed in various manufacturing companies as machine operators, tool makers, and part programmers. In 2010-11, 72 percent of the students completing the programs were placed in employment.

C. Workforce Service Providers

Organizations providing training and education to job seekers often offer additional support services to help them in their efforts to find employment. For example, JARC offers income supports and financial coaching to assist job seekers participating in their Careers in Manufacturing program. There are also organizations that only offer support services, and do not offer any training. Some of these organizations might be useful partners for business and workforce stakeholders in the region by introducing individuals to manufacturing, assisting with job seeker recruitment, and getting prospective employees ready for work.

Business & Career Services (BCS) is an example of a service provider located near the Franklin Park study area. In addition to referrals and general workforce services through its management of the Arlington Heights WorkNet Center, BCS introduces young job seekers to manufacturing industries through the Manufacturing Careers Internship Program (MCIP). BCS

and Medusa Consulting have collaborated to create this 10-week program geared toward youth ages 18-21 and designed to offer employment and training opportunities in manufacturing. The training also helps manufacturing companies highlight the changing nature of the sector.

MCIP was initially funded in 2009 with Workforce Investment Act (WIA) Summer Youth funds, and had an inaugural class size of 17. Since the first year the program has served about 20 youth each summer. Over the years MCIP has gained the support of more than 35 companies that offer paid, eight-week internships to youth who complete the program's initial two-week manufacturing skills boot camp.

In the first year, all participants completed an internship with a local manufacturer. 10 participants were offered full-time employment at the end of the program, while the other seven returned to school to continue their education in manufacturing. For the upcoming program year the two-week manufacturing skills boot camp will be extended to three weeks to include OSHA safety training. This will ensure youth receive safety certification before their paid internship.

D. Industry Associations:

Industry Associations are entities that offer a range of services to employers from networking opportunities to advocacy. Some associations also offer training options. One of the advantages industry associations have is their direct connections to employers which facilitates placement of training graduates. The following associations work closely with many of the manufacturers in Franklin Park. Those with an asterisk have at least one location within 10 miles of Franklin Park.

The Tooling and Manufacturing Association (TMA)*—TMA is heavily involved in the training of the manufacturing workforce in Northeastern Illinois, as well as across the state. Although most TMA training used to be theory-based and offered at TMA headquarters in Park Ridge²³, they now offer lab-based training at the Fred W. Buhrke Training Facility in Arlington Heights.²⁴ TMA's training center is not yet NIMS-Accredited, but the trainings are designed to meet either NIMS or MSSC standards. TMA will be NIMS accredited by 2014.

Three courses are offered, including the new 21st Century CNC Training. Also offered are a Manufacturing Skill Standards Council (MSSC) Production Technician training, and a TMA-related theory course. The CNC training course is for incumbent workers at local manufacturing companies. Meeting two nights per week (Monday and Wednesday) for three hours, the whole course lasts 16 weeks. Individuals learn about the coordinate system, program planning, spindle speeds, tool nose and cutter compensation, threading and more. The course is taught by industry experts, on Haas machines.

²³ The TMA headquarters is located just 8 miles north of Franklin Park.

²⁴ TMA's training center is located just under 10 miles from Franklin Park.

While historically, TMA trainings have only been offered to incumbent workers at member companies. The Association recognizes the need to train new workers, based on the workforce needs of member companies. While the TMA is a WIA-certified training provider, they have yet to work with the Illinois WorkNet Center to reach out to dislocated workers or adults seeking to be connected to the labor market.

Alliance for Illinois Manufacturing (AIM)* – Though not as much an association as a collaborative, AIM is a group of organizations focused on working together to help manufacturers in Northeastern Illinois. The group is especially interested in retaining manufacturing jobs in low-income, economically disadvantaged communities in Northeastern Illinois. AIM’s headquarters are in Rosemont, IL – less than 4 miles away from the Franklin Park study area.

The majority of AIM’s efforts are focused on leveraging more than 100 taxpayer-supported financial and technical assistance programs that are available to assist manufacturers in the Chicago region. Too often, manufacturers are either unaware of these programs or find them too difficult to pursue.

Examples of programs and centers that AIM helps manufacturers access are:

- Employee Training Investment Program (ETIP)
- Local Industrial Retention Initiative
- Small Business Development Centers
- Procurement Technical Assistance Center
- Illinois International Trade Center
- Industrial Retention Services

Each manufacturer that works with AIM goes through their Business Assessment Program. Following this process, a report is provided to the manufacturer offering up some suggestions of federal, state, and local economic or workforce development opportunities available to their business. Businesses can then become members of AIM, at which point AIM staff help the company develop an individual business plan.

In terms of workforce development, AIM aids manufacturers in accessing on-the-job training funds. These funds are a great incentive for businesses, and AIM has used the funds to place more than 60 individuals with manufacturers in the Chicago region over the last year. AIM focuses mostly on small businesses for use of these funds.

Precision Metalforming Association (PMA) – Though PMA headquarters are in Ohio, they have nearly twenty member companies in the northwest part of the region. The PMA’s Education Foundation’s mission is to develop the manufacturing workforce through the creation and support of training and education programs. They work on this mission in partnership with member companies, educators, businesses, foundations, and other civic leaders.

Illinois Manufacturing Association (IMA) - The IMA offers a range of training courses through the Manufacturing Institute for Training (MIT). Trainings provided through MIT are focused on general workplace skills (e.g. communication, safety, time management) as opposed to industry-specific skills related to machining, design software, electronics, etc. IMA received a Employer Training Investment Program (ETIP) grant in 2013 which helps businesses offset the cost of IMA training. In addition, the IMA is also the leader of the Manufacturers' Education Initiative, which could provide some lessons learned and opportunities for partnership to stakeholders in the region.

Illinois Manufacturing Excellence Center (IMEC)* - IMEC works with small and mid-sized manufacturers across Illinois to help address business challenges. Workforce challenges are included, though IMEC tends to focus leadership and supervisor development, as opposed to industry-specific skills training. IMEC has a network of regional offices throughout Illinois, with representatives serving in Cook, DuPage, Kane, and McHenry counties.

Chicago Manufacturing Renaissance Council – This is a group of leaders from business, labor, government, and the community interested in the advanced manufacturing sector. They are committed to working to help Chicago lead in this sector. Specific goals include supporting education and training efforts that increase access to manufacturing careers, as well as improving the public's perception of the manufacturing industries.

III. Examples of Manufacturing Employer Partnerships with Workforce Organizations

Winzeler Gear is a designer and manufacturer of plastic gears for the automotive industry. This 75-year old company is located in Harwood, IL, just four and half miles from the Franklin Park study area. The company has 35 employees and is a member of the Tooling & Manufacturing Association (TMA) and the American Gear Manufacturers Association (AGMA). The company relies on a number of local partners for training and recruitment purposes. Key partners include the TMA, Illinois WorkNet Centers, Jane Addams Resource Corporation (JARC), Oakton Community College, OAI, Inc., and local high schools (e.g. Ridgewood, Maine Township, Evanston, Glenbrook, etc.). In addition to working with these partners for workforce training and recruiting purposes, Winzeler Gear offers internal training for their employees on various skills including injection molding, gear metrology, and plastic process engineering. To develop and implement their internal training Winzeler Gear has partnered with OAI, Inc.

ACME Industries, Inc. is a manufacturer of large, complex parts for original equipment manufacturers (OEMs). Located in Elk Grove Village, just five miles from the Franklin Park study area, this company of 180 employees has been providing machining and engineering expertise to companies for 65 years. ACME has worked with Harper College, Symbol Job Training, the TMA, and various private staffing agencies for workforce recruitment and training purposes.

Diemasters Manufacturing, Inc. is another manufacturer of tools and parts located in Elk Grove Village, IL. This 65-year old company with over 100 employees is involved in metal fabrication,

stamping, and the assembly of parts. They also utilize workforce development services provided by the TMA and Illinois WorkNet Centers.

IV. Key Workforce Development Conclusions

Based on a review of the local workforce development conditions in and around Franklin Park, there are several recommendations that can inform local planning efforts for the industrial park and its manufacturing businesses. Although there is not comprehensive information about every strategy that all local employers use to recruit, train and maintain a skilled workforce, the information from employers reinforces the workforce challenges that face most employers that depend on a skilled workforce—first, ongoing challenges in hiring skilled workers, despite high numbers of job seekers, and, second, limited knowledge or experience of the public workforce system. Even when they have the highest workforce development needs, smaller employers can not easily learn about or take advantage of public programs on their own, even if the services are intended for them.

The good news is that there are a number of workforce development services that are customized to the manufacturing sector that are located near Franklin Park. While they are likely to be of varying quality and appropriateness for different manufacturing sub-sectors, it does mean that there is a commitment to workforce development for manufacturing businesses and the education and training infrastructure to deliver it. There are also strong industry associations which can be leveraged. Lastly, there are good examples of employers that have successfully partnered with publicly-funded programs.

As local Franklin Park planners are considering new business development and recruitment, they should consider the following options to assist companies with workforce development information and resources.

- If they have not already done so, Franklin Park should join the Golden Corridor Study Group that is developing a strategy to better connect manufacturing employers with workforce development services. The GC group has been in existence for a long time and the boundaries of the “Golden Corridor” do not seem to (yet) be fixed. Now is a good time to get involved or increase involvement because they are focused on information, marketing and recruitment strategies that will help local manufacturing employers. In addition, they are employer-driven and getting connected to best practices in workforce development across the region. Because the GC group is focused on helping employers learn about, understand, and access workforce services, the information gaps identified for Franklin Park businesses will be best addressed by being part of this coalition that is established, close by and focused on manufacturing.
- Franklin Park should also explore establishing relationships with three other entities that have employer services and outreach to assist local businesses with workforce services: first, the Chicago Cook Workforce Partnership has a Business Retention and Employer Demand unit (BRED) that helps fill employers hiring and skill needs; second, Manufacturing Works is looking to expand to additional locations and focuses on filling the hiring needs of manufacturing employers; and, third, the Alliance for Illinois Manufacturing has the ability to help employers with publicly-funded training resources.

In addition to having the potential to fill the information gaps that businesses have, each of these entities has the potential to offer specific services to Franklin Park businesses.