



AGENCY/PROGRAM APPLICATION FOR FUNDING

Fiscal Year 2022-2023

NAME OF AGENCY			
Career Resource Center			
Kristina Phillips, Executive Director			
40 E. Old Mill Rd.			
CITY		STATE	
Lake Forest		IL	60045
PHONE		FAX	
847-295-5626			
E-MAIL			
kristinaphillips@careerresourcecenter.org			
WEB			
https://www.careerresourcecenter.org			
NO. OF YEARS IN EXISTENCE		TOTAL AGENCY FUNDING REQUEST FOR PROPOSED YEAR	
31		\$ 20,000	
PROGRAMS REQUESTING FUNDING	AMOUNT RECEIVED LAST YEAR	\$ AMOUNT FOR PROPOSED YEAR	FUNDED BY TOWNSHIP SINCE? (Estimate of Year OK)
1. Empowering the unemployed and underemployed	\$18,000	\$ 20,000	2010
2. _____	\$ _____	\$ _____	_____
3. _____	\$ _____	\$ _____	_____
4. _____	\$ _____	\$ _____	_____



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Eligibility Criteria For Funding

New Trier Township General Statement of Policy:

- **Each agency/program requesting funding from the Township will be referred to either the Agency Oversight Committee, the Mental Health Committee, or the Money Follows the Person Committee of the Township. Those committees will make funding and agency/program recommendations to the New Trier Township Board of Trustees. You will be notified of their final decisions sometime in the spring.**
- Agencies considered for funding should have been in existence for one year after receiving their not-for profit status from the State of Illinois and have been providing services to the community during that time.
- No agency with the ability to tax or conduct referendums will receive Township funding.

In order to be eligible for funding an agency must meet the following minimum requirements:

- **Area Served** - While an agency may serve areas other than New Trier Township, its programs must serve residents of New Trier Township.
- **Proportion of Township Residents Served**- For agencies serving more than New Trier Township, the amount of funding requested shall take into consideration the proportion of the agency's service rendered to residents of New Trier Township.
- **Non-Profit** - Funded agencies must be 501 (c) (3) not-for-profits.
- **Needs**- The need for the service must be demonstrated.
- **Standards** - An agency requesting funding must have at least one full-time paid staff person, or its equivalent; the credentials of the applicant's staff shall meet professional standards, commensurate with the responsibilities involved.
- **Employment Practices** - The agency must be an equal opportunity employer.
- **Articles of Incorporation** - Submit a copy, as amended, if changed in the last 12 months.
- **Bylaws** - Submit a copy, as amended, if changed in the last 12 months.
- **Use of Funds** - Funds must be used as specified in the grant application and as approved by the Township. Changes must be cleared with the Township.
- **Accessibility** - *All services must be available to clients with disabilities and the agency must be able to deliver services from a site that is ADA accessible. If not, please explain.*



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- **Accountability** - The agency shall maintain communication with the assigned advisory committee liaison, who must be allowed to attend board meetings upon request. The agency may dismiss the person from a board meeting if they convene into Executive Session. The agency shall provide meeting minutes to the liaison upon request
- **Financial** - *All agencies with budgets of greater than \$300,000 must have an annual audit performed by an independent CPA. Those agencies with a budget of \$300,000 or less must submit to the Township a copy of form AG990 that is sent to the Attorney General's Office. The Township reserves the right to request an audit be performed for agencies with budgets of \$300,000 or less.*
- **Absence of Conflicts of Interest** – The agency certifies, to the best of its knowledge, information, and belief, that it has no current relationship or involvement with any New Trier Township Trustee, Employee, or Committee Member which the Agency reasonably believes could either favorably or unfavorably influence the Township's possible grant of the Agency's funding request.
YES _____
NO _____ - If no, please explain.



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Other Certification Issues

Please mark yes, no, or other as appropriate next to each statement. If no, or other, please explain. Supporting documents may be requested at a future date and must be supplied upon request.

YES NO OTHER (PLEASE EXPLAIN)

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency maintains a personnel policy manual |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has a non-discrimination policy |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has a sexual harassment policy |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has a grievance procedure |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has a Strategic Plan
Covers years <u>Through 2021, new plan will be developed late fall 2021</u> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency produces an Annual Report
Most recent report covers period <u>2019, new report to be published fall 2021</u> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has an effective fiscal management system in place and has disclosed any and all Conflicts of Interest as described in the Eligibility Criteria for Funding. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Audit or AG990 completed and copy provided to the Township for most recent fiscal year |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency maintains general liability insurance coverage and names New Trier Township as additional insurer
Amount of coverage <u>\$2,000,000</u>
Name of insurer <u>CMT/ACORD</u>
Effective dates of coverage <u>9/1/2021-9/30/2022</u> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency pays all state and federal payroll taxes |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Agency has a conflict of interest policy. |



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YES	NO	OTHER (PLEASE EXPLAIN)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Agency has by-laws in place Date last amended/accepted <u>2020</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Agency is accredited by recognized accreditation organization (where appropriate) Date of most recent accreditation <u>N/A</u> Accreditation Organization <u>N/A</u>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Agency's board serves without compensation Number of board members <u>11</u> Number of Board vacancies <u>0</u> List board sub-committees <u>Marketing, Development, Programming, Operations, Nominating</u> Schedule of board meetings <u>monthly</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Agency has Auxiliary or other Advisory/Governing Board. If so, please explain: _____
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Agency provides staff with opportunities for training and personal development
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Agency has filed its annual report with the Illinois Attorney General # <u>To be filed</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Agency has filed its annual report with the Illinois Secretary of State # <u>To be filed</u> Federal Tax ID # <u>36-3993644</u>

We certify that we meet all the eligibility criteria for funding and that the information contained in this application is true and correct to the best of our knowledge and agree to comply with all requirements of the program and funder if we are awarded and accept funding. Furthermore, our Board has been advised of the Eligibility Criteria and approved our signing of this document.

Agency Director Name Kristina Phillips

Signature

Kristina Phillips

Date: 9/3/21

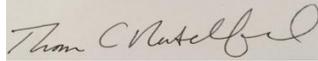
Board President Name Tom Ratchford



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Signature



Date: 9/3/21

Organizational Profile

(A) The Organizational Profile is part of the New Trier Township Application for Funding; and (B) It is the Agency's responsibility to keep the Organizational Profile information current each year and provide New Trier Township with further information on an ongoing basis if there are any significant changes, such as to the mission, organization, board requirements, and/or other changes.

(1) Briefly summarize the agency's mission, history, services, and organizational structure. Have these changed significantly over the lifespan of the organization? (Please attach a current organizational chart, if available.)

Mission:

Career Resource Center Helps Change Lives and Strengthen Communities with Confidence-Building Results-focused Employment Resources.

History:

31 years ago, the First Presbyterian Church of Lake Forest recognized the need for employment services on the North Shore of Chicago. They answered this need by founding the Career Resource Center (CRC) in Lake Forest, Illinois. CRC now operates, independent of any parent organization, as a 501c3 that has served over 14,000 clients primarily in the north suburbs of Chicago. The CRC has expanded programmatically and geographically since inception and today exists to fulfill its mission.

Services:



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Career Resource Centers offers an array of all-virtual services that work together to move candidates towards employment. For the discounted price of \$250, clients have access to all CRC services for one year. Scholarships and other payment options are available as needed.

- Job search coaching sessions: Private, confidential one-hour sessions throughout one's search.
- Education and training programs: Professional experts in their field bring workshops on topics related to job search, enhancing one's professional toolkit, as well as programs on motivational, emotional, and financial issues.
- Skills Updates such as: Microsoft Office tutoring and LinkedIn training
- One-on-one Job Search Coaching such as: Private on-line research assistance, Resume creation, Interview preparation and practice, and Job Search strategies
- Networking sessions with current clients, past alumni, and members of the community
- Demographic-specific Boot Camps and other services

Organizational Structure:

Career Resource Center is governed by a Board of Directors with daily oversight by Executive Director Kristina Phillips.

Kristina Phillip's professional experience includes policy, workforce training and development, donor/funder/partnership management, and grant writing. She holds a B.A., MPA, and is currently working on a Ph.D. in Business Organization and Management. Ms. Phillips works closely with CRC's board, staff, and volunteers to seek and cultivate relationships with strategic partners, individual donors, private foundations, philanthropic entities, government organizations, and community agencies.

Kelly Clark serves full time as the Director of Programs at CRC. With more than a decade of experience in workforce development and event/program planning, she also holds a B.S. in Marketing from DePaul University. Ms. Clark is responsible for overseeing office operations, coordinating volunteers, recruiting and scheduling speakers for programming, managing member services, performing evaluations, and conducting program outreach.

Karen Bowen serves part time as the Development Coordinator at CRC. Ms. Bowen assists the Executive Director with grant applications and manages individual donor calendars and follow-up.

Career Resource Center is able to make the impact it does because of the more than 100 volunteers who deliver services and assist with operations.

- (2) Briefly summarize the role of the board and the requirements for serving on it. What role does the board play in the administration and operation of your organization and what is the desired size of a full and active board?



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Board Members are executives, professionals, and community leaders from an array of industries and disciplines who align themselves with CRC's mission, contributing their time, talent, creativity and resources. Their pro-bono role is to set direction, ensure the necessary resources, and provide oversight. They are policy-makers, fundraisers, ambassadors, partners with the Executive Director and strategic thinkers.

Executive Director, Ms. Phillips, works closely with CRC's board to seek and cultivate relationships with strategic funding partners, individual donors, private foundations, government organizations, and community agencies. Ms. Phillips also works with Board Members on different committees, to plan and implement strategies in such areas as programming, marketing, and development.

The desired size of a full and active board is 10-12 members. Prospective Board Members are vetted through a rigorous process to ensure that CRC recruits high-quality, experienced professionals who will be engaged and passionate about furthering CRC's mission.

Board Members are expected to

- Be an advocate for CRC in the community it serves
- Educate themselves about CRC's mission, vision, and services, and become vested in helping the unemployed and the underemployed in the community
- Attend a high percentage of meetings – review materials and be prepared to participate actively
- Actively participate in one committee
- Contribute their own resources, time, expertise, leadership, contacts, and money to the fulfillment of CRC's mission
- Show honesty and integrity in all of their dealings with and for CRC
- Assume fiduciary responsibility to assure CRC's fiscal integrity

Agency/Program Funding Request Information

PROGRAM DESCRIPTION

- (1) Describe the services provided by this program, eligibility requirements, and the target population.

Services:

Career Resource Centers offers an array of, currently all-virtual, services that work together to move candidates towards employment. For the discounted price of \$250, clients have access to all CRC services for one year. Scholarships and other payment options are available as needed.



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The core of CRC, and the service most often cited as instrumental in finding employment, is the advising program. Advisors work one-on-one with candidates to provide personalized strategies for their specific job search. This includes assessments, value proposition, resume work, company targeting, interview preparation, as well as salary negotiation. Continuous meetings with advisors throughout the search provide accountability, support, and professional growth which develop a successful candidate.

Educational programming and one-on-one coaching help candidates update skills and acquire knowledge about different aspects of the job search process. Industry leaders give weekly presentations on topics such as resume building, personal branding, interviewing, value propositions, and others. Specialists work one-on-one with clients to improve online job research, LinkedIn utilization, interviewing, and to update skills such as Microsoft Office.

Additionally, the CRC holds Boot Camps geared towards specific demographics and situations, including 50+, women re-entering the workforce after a career break, job search during a pandemic, and post college graduates, to help jumpstart the return to the work place.

Eligibility Requirements:

Members must be adults with a vested interest in securing employment and a willingness to learn a new repertoire of skills. The most effective and economical method for job candidates to access employment resources is to become a CRC member which provides access to all services and resources for one year. This includes 8 to 10 programs each month, private, individualized coaching sessions, individual on-line tutoring, plus many other services and resources throughout one's job search.

Non-members may attend some of our educational programs for a fee of \$20 each. Networking sessions are open to the public at no charge.

CRC will work with candidates who indicate the fee would be a hardship for them. Options include: a payment plan, reduced fee, or scholarship.

Target Population:

The Career Resource Center serves a diverse clientele. In 2020, in spite of shutdowns and government unemployment benefits changing almost weekly, CRC was able to assist 383 job candidates from 76 communities. Our most recent geographic breakdown of clients demonstrates that 60% of clients live in Lake County and 37% live in Cook County. Indirectly, CRC has impacted additional lives due to the fact that 53% of our members are married and 64% have children. Client projections for 2021 and 2022 are ~130% of this number, returning annual client numbers to pre-COVID levels.

CRC assists individuals facing a wide range of challenges to finding employment. They may be recent graduates with no experience searching for employment, women or men returning to the workforce after a career break, or older adults facing age discrimination. Most are



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unemployed professionals affected by downsizing, mergers, and the recent COVID-19 pandemic.

- (2) How does this program fit in with one or more of the priorities identified by New Trier Township in its strategic plan? Please explain.

New Trier Township and the Career Resource Center are aligned in our focus on serving the unemployed and chronically underemployed worker. Sixty-four percent (64%) of our job candidates are over the age of 50; a population that New Trier Township has identified as one to focus on.

We are proud to be a partner and resource to benefit the social well-being of New Trier Township residents by providing them with confidence-building, results-focused employment resources.

Please check each priority you feel the program addresses. (Most programs will address only one or two priorities.)

See our website at www.newtriertownship.com for more information.

- | | |
|---|--|
| <input type="checkbox"/> Aging in Place | <input type="checkbox"/> Low Income Families |
| <input type="checkbox"/> Youth Services | <input type="checkbox"/> Persons with Disabilities |
| <input checked="" type="checkbox"/> Other <u>Financial Stability/Job Services</u> | |

NEED

- (3) Describe the need and demand for this program in the community and justify that it deserves investment of Township funding. You may include both data and examples of individual clients.

Under normal circumstances, unemployment is scary. Fears about financial security and the future, a sense of loss of identity, and uncertainty about how to move forward can be overwhelming. All these things affect self-esteem and even physical health. However, experiencing these difficulties in a world where people's lives and livelihoods have been changed by a global pandemic, makes the thought of a job search even more daunting. In the wake of the COVID 19 pandemic, both the economy and unemployed individuals, along with their families and communities, must discover to their new "normal".

According to the US Department of Labor, the national unemployment rate is currently 5.8% (as of 05/21) compared to less than 4% at the beginning of 2020. This increase in unemployed persons stresses every part of the economy and the local community. Illinois's economic experience is darker than the economy at large with a current unemployment rate in Illinois of 7.1%, and a rate of 8.7% in Cook County. What this figure does not demonstrate, is that, though this rate is greatly improved from a year ago, many industries are completely devastated and may never recover. This environment of heightened



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unemployment includes not just a number of workers who are looking to return to employment, but large swaths of people whose professions, essentially, no longer exist. Transition to employment that is totally new is an added challenge and can be overwhelming.

Unemployed and discouraged workers no longer searching, aren't just statistics; they are real individuals. They come to CRC for guidance and support; men and women who are experiencing the devastating effects of job loss, not only the loss of financial support but also grief, self-doubt, and loss of identity. All of these effects are magnified in an environment of economic insecurity and uncertainty about the future, and this affects not only the individual, but the entire family, and the community where they live. This is the need that the Career Resource Center addresses daily.

- (4) Are you able to meet the full demand for this service or is there a waiting list? What new or unmet needs do you see in the community or for the clients served in this program?

Career Resource Center is able to meet the needs of clients. When demand for services increases, CRC adds more programs and asks advisors to increase their hours. CRC's Executive Director will also schedule appointments with candidates when necessary. Our policy is to provide a private advisory session for new members within a week of joining CRC. On rare occasions a candidate may have to wait two weeks for that session but during that time they are able to attend educational programs, and avail themselves of all other services.

The stress and emotional turmoil resulting from unemployment can prevent job candidates from sustaining the energy, enthusiasm, and positive attitude necessary to conduct a job campaign. Locating low-cost counseling services to address these issues is a challenge.

CAPACITY

- (5) Demonstrate that the program has the vision, personnel, and skills to successfully carry out the program and achieve its goals, objectives and performance measures. Summarize any major changes in staff or personnel.

In order to accomplish its goals, the Career Resource Center has identified the following program and impact objectives:

- A success rate of 80% employment, interim assignment, consulting or entrepreneurial venture for our candidates
- 90% of alumni recommending CRC to others
- 80% of alumni affirming the long-term benefit of the knowledge/skills they acquired
- 65% of new member referrals coming from alumni, friends, and family



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Vision:

When Career Resource Center began 31 years ago, its founders envisioned an organization that relied entirely on volunteers to oversee and deliver services. Because of their vision, CRC is able to keep its fees affordable and the cost to serve candidates modest. The success of this vision is demonstrated by the more than 14,000 community members who have achieved their employment goals with the help of CRC.

Personnel:

In order to provide services, the Career Resource Center leverages the strengths and resources of the surrounding communities by engaging a team of more than 100 volunteers. Volunteer advisors, coaches, and presenters are vetted through a rigorous process to ensure that CRC recruits high-quality, experienced professionals.

Collaboration with other members of our community is essential to providing comprehensive help to clients. The Career Resource Center's high-quality services are recommended to professionals in job transition by numerous community organizations including family services, libraries, chambers, townships, city governments, religious communities, and state job centers. A network of 800+ organizations who all receive the monthly Calendar of Events, allows CRC to use a collaborative approach to helping move people along the spectrum toward their employment goals. Likewise, CRC makes referrals to appropriate organizations for assessment testing, computer training, emotional support, financial assistance, emergency assistance, and other needs. These collaborations harness the strengths of different entities in our community and avoid inefficient redundancies in services, allowing for focus on the critical need that CRC is uniquely qualified to address.

This depth of volunteers and community collaboration allows the Board, the Executive Director, the Director of Programming, and the Development Coordinator to focus on other areas.

Executive Director Kristina Phillips works with the Board of Directors to seek and cultivate relationships with strategic partners, individual donors, private foundations, philanthropic entities, government organizations, and community agencies.

Director of Programs, Kelly Clark, oversees office operations, coordinates volunteers, recruits and schedules speakers for programming, manages member services, and conducts program outreach.

Development Coordinator, Karen Bowen assists the Executive Director with grant applications and manages individual donor calendars and follow-up.

Staff changes this year include the retirement of the former Development Coordinator and the hiring of the current one, and the loss of an administrative assistant.

Skills:



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The high caliber of staff and volunteers ensure the skills necessary to carry out programs and achieve goals set by Career Resource Center.

Kristina Phillip’s professional experience includes policy, workforce training and development, donor/funder/partnership management, and grant writing. She holds a B.A., MPA, and is currently working on a Ph.D. in Business Organization and Management.

Kelly Clark serves full time as the Director of Programs at CRC. With nearly a decade of experience in workforce development and event/program planning, she also holds a B.S. in Marketing from DePaul University.

Karen Bowen holds a B.A. and receive a certificate in grant writing from DePaul University.

Advisors and coaches come from various senior leadership roles at companies that include Kraft, Abbott, Grainger, University of Chicago, FGMK, and Arthur Anderson, and others are professional career coaches. However, what they all have in common is experience with developing individuals in their careers, navigating the hiring process, and assisting employees during the separation process.

SERVICE STATISTICS/DEMOGRAPHICS

- (6) Who is being served by this program? Please provide a statistical breakdown of the number of clients served, the total units of service delivered, and costs per unit of service by filling in the chart below. Please state and define your unit of service for this program and why you chose it. To calculate cost per unit of service, divide the total number of units of service into the total budget for the program. (Suggestions for the appropriate unit of service are included in the proposal in the directions. For some programs you may wish to calculate cost per unit of service in more than one manner.)

(6a) Unit of service definition –

(6b) SERVICE STATISTICS – Please indicate fiscal year dates for each column

PLEASE INDICATE FISCAL YEAR/DATES IN EACH COLUMN	Prior Year 2019	Present Year 2020	Proposed Year 2021
Number of persons served (unduplicated count)	383	450	550
Number of units of service	383	450	550
Cost per unit of service	\$631	\$506	\$472



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- (7) What are the demographics of New Trier clients served in the prior year?
(breakdown by community).

CRC tracks demographics of our clients based on residency (city). According to the most recent demographic analysis of job candidates, our clients come from

Wilmette (13), Winnetka (4), Glencoe (3), Kenilworth, Glenview (1), and Northfield (3).

47% are women and 53% are men

53% are married

64% have children

- (8) Total from New Trier Township (unduplicated).

25

- (9) New Trier Township clients are what % of total?

6.5

- (10) Units of Service to New Trier clients.

25

- (11) Units of Service to NTT clients are what % of total

6.5

- (12) New Trier clients age breakdown

Under 30: 5%

30-54: 43%

55+: 52%

OUTCOMES/EVALUATION



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- (13) What outcomes did you achieve for your clients in the prior year? Results should be client-outcome based, specify a target level of achievement, the measurement tool that was used, the rationale for setting the target at a certain level, and a timeframe for accomplishment. Detail any changes made in the program as a result of these outcome results.

Career Resource Center met the above-stated program and impact objectives in 2020. Career Resource Center employs both qualitative and quantitative methods of evaluation to measure our success and effectiveness.

- Exit interviews give information on employment success and search duration
- New members list the source of referral
- Program evaluations after each session give data on perceived value
- Yearly demographic analysis of CRC clientele provides information on residency, gender, compensation, referral sources, and ages

Additional accomplishments benefitting CRC and its clients include

- Serving 383 clients in 2020 in spite of the pandemic which forced closure for roughly two months
- Two new committee members, and several new presenters to strengthen our team
- Launch of all-virtual services in response to the current pandemic
- Successful training of volunteers, the majority of whom are 50+, on use of virtual platforms
- Ninety-seven percent (97%) of attendees rated CRC's educational and training programs either 'excellent' or 'very useful'
- Implementation of a new database system allowing increased self-evaluation
- Redesigned logo and marketing materials
- Candidate success rate average of 80%
- Hiring of a new Development Coordinator to help with development

- (14) What results are you committed to achieving in the present year? (If outcomes are the same as above, simply state that we hope to improve upon the past year's results)

We hope to improve upon the past year's results and continue to see an uptick in job seeker membership.

- (15) Are there any other program effectiveness/evaluation measures you think are important, such as customer/client satisfaction surveys, quality of service measures, or other indicators? Please describe.

CRC is fortunate to receive constant and immediate feedback after each program and coaching session, and when job seekers secure employment. This allows us to make adjustments, adding programs or eliminating them based on feedback, and is the most persuasive information and data demonstrating the positive impact of our programs and services.



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Beyond the evaluation metrics listed above, some feedback comes in the form of personal testimonials from clients and volunteers.

Former client Molly Farrel says "The Career Resource Center was my saving grace after losing my job. My advisor and the other career coaches were there for me when I had a question or needed valuable advice. I recommend their services to anyone who is looking for a job or thinking about changing their career path."

Former client Carmen Montalbano shares "The Career Resource Center (CRC) has been instrumental in my job search. It is never easy looking for a new job, but looking for one during a pandemic can be positively daunting. CRC is a great support system. The job search information that they provide is relevant and up-to-date... ..When prepping for an interview, the opportunity to meet with an advisor was invaluable. I highly recommend the Career Resource Center; they provide a wonderful service."

One advisor shares "Having been in the shoes of many of CRC clients, I am able to empathize with the pain of losing a job where you worked so hard, the uncertainty of what lies ahead and the resulting loss of self-confidence, while also helping them realize that CRC is here to support and guide them through this tough period."

CHANGES/CHALLENGES

- (16) What changes or challenges (legal, socio-economic, demographic, financial, political or other) did the agency, program, and clients face in the prior year? How did you respond? What challenges or changes do you anticipate in the present year? (If changes/challenges were the same for all programs, do not repeat).

In the prior year, Career Resource Center faced several challenges. Virtual service delivery continued through the end of 2020 up until the present. This system of delivery can be challenging to our 50+ year old clients, and also to our volunteers, the majority of whom are also 50+. CRC also dealt with decreased job seeker interest in employment due to numerous incentives such as stimulus packages and generous pandemic unemployment benefits.

Another challenge that Career Resource Center faced was the environment of irregular governmental support which caused the flow of clients to fluctuate each time benefits changed. CRC responded by asking volunteers and presenters to be flexible with their schedules. Frequency of advisor sessions, educational programming, and one-on-one coaching varied with the ebb and flow of clients.

Career Resource Center expects the challenge of virtual service delivery to continue for clients who lack the required technological skills. CRC will continue to offer phone support to walk with clients through any technological difficulties. CRC also expects that any sudden or larger



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changes in government financial support policy to affect the flow of clients. They will continue to respond flexibly to demand for services.



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RECOMMENDATION RESPONSES

- (17) How did you respond to the recommendations made by New Trier Township, if any? Please describe in detail. (These are contained in the funding letter you received in June).

CRC strives to serve more clients in coming months as the generous pandemic unemployment benefits are scheduled to end in September 2021. Also, we are fortunate to have received generous funding from Rivers Casino to provide three bootcamps over the next fiscal year. Due to their generous support, the bootcamps will be offered at no cost to job seekers.

RESOURCES/BUDGET

- (18) What non-financial resources are required to deliver this service? Specify staffing/volunteer requirements, budgetary needs and other resources, inputs, and/or community partners that are needed for this program. If the Township is unable to fund this program at the desired level, what will the impact be on services? Describe how your program will or will not continue without investment by the Township. Complete the attached budget forms. Were any cost reduction measures implemented in the prior year? If there is a sliding fee scale for this program, please attach it and indicate how many clients paid each fee level.

Both financial and non-financial resources are required to deliver the services that Career Resources provides. The first and biggest resource needed is our cadre of volunteers. CRC is able to leverage the strengths and resources of the surrounding communities by utilizing more than 100 volunteers, who offer their expertise pro-bono to serve on the Board of Directors, deliver education and training programs, coach clients, and perform many of CRC's operational needs. Loss of funding from New Trier Township would be of significant impact and would require critical cuts to our menu of services and staffing model.

- (19) If your program or agency budget request represents an increase from last year, please explain the reason for the change and what the increase will be used for.

The minimal increase in funding request would provide additional technical resources needed for improved virtual services as we expect to continue offering only virtual services well into 2022.



AGENCY/PROGRAM APPLICATION FOR FUNDING

Fiscal Year 2022-2023