



State Representative La Shawn K. Ford

DAILY JOB LISTINGS



Springfield Office
239-E Stratton Office Building
Springfield, IL 62706
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FAX: 217-557-4502

Chicago Austin * Oak Park *
Riverside * North Riverside *
Brookfield * Berwyn * Proviso
Township * Forest Park * La Grange
* LaGrange Park * Western Springs

12/21/2017



Job Title: **Child Support Specialist I**
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,969.00 - \$5,913.00 monthly
Job Type: Full-Time
Location: Cook County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC062**
Bid ID#: **CS3774**

Under direction, gathers data via face-to-face interviews and other sources and/or reviews and prepares petitions, including those from other IV-D agencies/jurisdictions for Custodial Parents (CPs); manages the establishment, modification, and enforcement of court orders; resolves customer service issues in a Call Center environment through direct customer contact or with other state agencies, legal partners, etc., by phone, written correspondence, and e-mail; interprets and reviews support orders, both judicial and administrative, for case review and entry into the system; calculates financial obligations and support balances related to child support accounts.

Contact Person:
Division of Child Support Personnel
509 S. 6th St
Springfield, IL 62701
(217) 557-3900 Office
(217) 524-3960 Fax

JRTC Suite 4-500 100 W. Randolph Chicago IL, 60601-3219
Phone: (312) 814-2141 SIGN UP FOR DAILY JOB LEADS WWW.LASHAWNFORD.COM EMAIL JOB LEADS TO WORKFORCE@LASHAWNFORD.COM PLEASE FEEL FREE TO FORWARD JOB LEADS TO OTHERS
Jobs Found at: <https://www.illinois.gov/cms/Pages/default.aspx>

12/21/2017



Job Title: **Office Coordinator - Opt 2**
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,027.00 - \$4,223.00 monthly
Job Type: Full-Time
Location: Cook County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC014**
Bid ID#: **CS3765**

Under direction, performs complex and specialized accounting procedures to achieve the service of income withholding orders or to otherwise dispose of delinquency referrals; reviews and analyzes accounts through the comparison of Healthcare & Family Services (HFS) computer records and Clerk of the Court and State Disbursement Unit (SDU) payment records to determine correct delinquency amounts; gathers information and enters default orders into the Key Information Delivery System (KIDS); gathers information and issues referrals for accounts in need of adjustment; establishes and monitors tracking procedures; types various documents; travels to various sites to obtain child support information.

Agency Contact:
Division of Child Support Personnel
509 South 6th Street
Springfield, Illinois 62701

217-557-3900 Office
217-524-3960 Fax

12/21/2017



Job Title: Child Support Specialist Trainee
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,371.00 - \$4,826.00 monthly
Job Type: Full-Time
Location: Cook County, Illinois
Number of Vacancies: 1
Plan/BU: RC062
Bid ID#: CS3775

Under immediate supervision, participates in an agency-sponsored child support services training program of up to twelve months in duration; receives training in and assists with gathering data via face-to-face interviews and other sources and/or reviewing and preparing petitions, including those from other IV-D agencies/jurisdictions for Custodial Parents (CPs); assists with managing the establishment, modification, and enforcement of court orders; assists with resolving customer service issues in a Call Center environment through direct customer contact or with other state agencies, legal partners, etc., by phone, written correspondence, and e-mail; receives training in and assists with interpreting and reviewing support orders, both judicial and administrative, for case review and entry into the system; assists with calculating financial obligations and support balances related to child support accounts.

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12/21/2017



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Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,969.00 - \$5,913.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC062**
Bid ID#: **CS3778**

Under direction, gathers data via face-to-face interviews and other sources and/or reviews and prepares petitions, including those from other IV-D agencies/jurisdictions for Custodial Parents (CPs); manages the establishment, modification, and enforcement of court orders; resolves customer service issues in a Call Center environment through direct customer contact or with other state agencies, legal partners, etc., by phone, written correspondence, and e-mail; interprets and reviews support orders, both judicial and administrative, for case review and entry into the system; calculates financial obligations and support balances related to child support accounts.

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12/21/2017



Job Title: **Office Coordinator - Opt 2**
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,027.00 - \$4,223.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC014**
Bid ID#: **CS3767**

Under direction, performs complex and specialized procedures to initiate, process and maintain child support cases, reviews and processes child support applications received, reviews and analyzes financial records to determine appropriate amount of child support obligations; reviews and analyzes accounts through the comparison of Illinois Department of Healthcare and Family Services (HFS) and State Disbursement Unit (SDU) financial records, and Clerk of the Court payment records to determine correct delinquency amount; gathers information and prepares documents; communicates with custodial and non-custodial parents in relation to child support; makes referrals for accounts in need of adjustment; composes letters, creates forms, keeps records and other documents; establishes and monitors tracking procedures; performs timekeeping functions; provides customer service both in person and via telephone to customers.

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12/21/2017



Job Title: Office Specialist - Opt 2 (Upward Mobility Target Title)
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,240.00 - \$4,592.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: 3
Plan/BU: RC028
Bid ID#: CS3769

Under general direction, performs complex, specialized, paraprofessional and technical functions for Team E in Unit 3 of the Division of Child Support Enforcement's (CSE) Call Center: researches and resolves appointment issues; researches multiple case and docket issues via the Key Information Delivery System (KIDS) and the Cook County Circuit Clerk System (T-KIDS); resolves customer inquiries by serving Income Withholding Notices (IWNs) on the Department of Employment Security; explains the legal process to custodial parents (CPs) and non-custodial parents (NCPs) without giving legal advice; confirms if Voluntary Acknowledgement of Paternity (VAP) has been received; determines if modification is warranted and explains to CP and NCP reasons for denial and/or next steps in the modification process

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Division of Child Support Personnel
509 South 6th Street
Springfield, Illinois 62701

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12/21/2017



Job Title: Office Specialist - Opt 2 (Upward Mobility Target Title)
Agency: Healthcare & Family Services
Closing Date/Time: Thu. 01/04/18 11:59 PM Central Time
Salary: \$3,240.00 - \$4,592.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: 1
Plan/BU: RC028
Bid ID#: CS3770

Under general direction, performs complex, specialized, paraprofessional and technical functions for Team C in Unit 2 of the Division of Child Support Enforcement's (CSE) Call Center: researches and resolves appointment issues; researches multiple case and docket issues via the Key Information Delivery System (KIDS) and the Cook County Circuit Clerk System (T-KIDS); resolves customer inquiries by serving Income Withholding Notices (IWNs) on the Department of Employment Security; explains the legal process to custodial parents (CPs) and non-custodial parents (NCPs) without giving legal advice; confirms if Voluntary Acknowledgement of Paternity (VAP) has been received; determines if modification is warranted and explains to CP and NCP reasons for denial and/or next steps in the modification process

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12/21/2017



Job Title: **Educator Career & Technical**
Agency: Juvenile Justice
Closing Date/Time: Fri. 01/05/18 4:00 PM Central Time
Salary: \$3,020.00 - \$6,096.00 monthly
Job Type: Full-Time
Location: DuPage County, Illinois
Number of Vacancies: **1**
Bid ID#: **IDJJ-27-10-2017-9998**

Under general supervision of the Principal (Public Service Administrator), provides educational and occupational instruction in Computer Technology. Teaches vocational subject matter theory and information using standard professional educator skills; instructs students in areas of vocational and technical development; modifies methods according to student needs and abilities to promote the rehabilitation; daily living and prevocational skills of students with developmental an/or intellectual disabilities; prepares and maintains Individualized Educational Plans (IEP's) for assigned students; implements individualized vocational programs related to student needs; provides appropriate occupational instruction to develop marketable skills and knowledge to facilitate entry into a vocation and/or career; and evaluates student progress.

LOCATION/AGENCY CONTACT:

Illinois Youth Center Warrenville
30W200 Ferry Road
Warrenville, IL 60555

Kelly Meeks
(630) 983-6213 fax

12/21/2017



Job Title: **Registered Nurse II**
Agency: Human Services
Closing Date/Time: Fri. 01/05/18 4:30 PM Central Time
Salary: \$5,293.00 - \$7,303.00 monthly
Job Type: Full-Time
Location: Madison County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC023**
Bid ID#: **10-77-10-621-10-88-104013-4421**

Under direction of the Nurse Manager, serves as the Shift Charge Nurse over the day shift professional and non-professional direct care staff involved in recipient care for forensic mentally ill persons residing in the AFC -A Unit; ensures the safe environment to meet the physical, emotional, and psychological needs of the patients. Provides professional nursing services having responsibility over patient activities that involve medical care, programs, activities or behavior in intervention; provides nursing services such as medication transcription, administration, evaluation, documentation and observation of effectiveness of drugs. Serves as a member of the interdisciplinary treatment team.

Additional information may also be obtained from the Agency Contact listed above or by contacting CMS, Division of Examining and Counseling at Work4Illinois@Illinois.gov or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

12/21/2017



Job Title: **Educator Career & Technical**
Agency: Juvenile Justice
Closing Date/Time: Mon. 01/08/18 4:00 PM Central Time
Salary: \$3,020.00 - \$6,096.00 monthly
Job Type: Full-Time
Location: Cook County, Illinois
Number of Vacancies: **1**
Bid ID#: **IDJJ27-17-17-0005**

Under general supervision of the Principal (Public Service Administrator), provides educational and occupational instruction in Computer Technology. Teaches vocational subject matter theory and information using standard professional educator skills; instructs students in areas of vocational and technical development; implements individualized vocational programs related to student needs; provides appropriate occupational instruction to develop marketable skills and knowledge to facilitate entry into a vocation and/or career; and evaluates student progress.

CONTACT:

Olivia Robles
Illinois Youth Center - Chicago
100 North Western Avenue
Chicago, Illinois 60612
FAX - 312-633-5229

12/21/2017



Job Title: Medical Administrator II Option D - Opt 06
Agency: Human Services
Closing Date/Time: Mon. 01/08/18 5:59 PM Central Time
Salary: \$10,441.00 - \$20,722.00 monthly
Job Type: Full-Time
Location: Kankakee County, Illinois
Number of Vacancies: 1
Plan/BU: BBR
Bid ID#: 10-75-103860

Serves as the facility medical director with total responsibility for the planning, administration, direction and evaluation of all medical care, medical treatment regimens, and medical services at Shapiro Center. In addition, functions as the primary physician for an assigned caseload and for complex cases. Ensures that all medical services, policies, procedures, quality assurance and risk management processes are in compliance with Federal, Public Health, Illinois and, Shapiro Requirements. The Medical Director is responsible for being knowledgeable of CDC guidelines as it relates to a state operated center. Acts as the Chairperson of a peer review committee regarding complex medical issues with individuals served at the Center. Directs and supervises physicians at the Center and other subordinate staff.

Additional information may also be obtained from the Agency Contact listed above or by contacting CMS, Division of Examining and Counseling at Work4Illinois@Illinois.gov or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

12/21/2017



Job Title: **Human Resource Analyst**
Agency: Illinois Courts/Administrative Office of the Illinois Courts
Salary: \$57,998.00 / Year
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Bid ID#: **216**

The human resource analyst performs analytical and administrative work in one or more functional areas of the Human Resources Division.

Administrative Office of the Illinois Courts
3101 Old Jacksonville Road
Springfield, IL 62704

Barbara Black
(217) 524-6429

12/21/2017



Job Title: **Receptionist**
Agency: Commerce Commission
Closing Date/Time: Fri. 01/05/18 5:00 PM Central Time
Salary: \$2,355.00 - \$4,704.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Bid ID#: **31-17-0020**

Subject to management approval, performs highly responsible, complex, technical and confidential secretarial and clerical functions of an administrative nature relating to the operation of the Police Section. Types a variety of routine documents by using a personal computer; functions as the first point of contact for visitors and phone inquiries to the Police Section, providing information and assistance which may be of a technical nature; opens, date stamps, and distributes incoming mail related to formal proceedings and docketed matters, exercising discretion and judgment concerning sensitive and confidential information contained therein

Cheryl Barrett
HR Analyst
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701
Phone: 217-557-4206
Fax: 217-785-1770
Cheryl.Barrett@illinois.gov

12/21/2017



Job Title: **Business Manager**
Agency: Corrections
Closing Date/Time: Thu. 01/04/18 4:00 PM Central Time
Salary: \$4,377.00 - \$6,878.00 monthly
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC062**
Bid ID#: **IDOC29-40-0581**

Requires knowledge, skill and mental development equivalent to completion of four years of college with a major in business administration or a related field; requires two years of professional business experience such as might be obtained as a Business Administrative Specialist or successful completion of a training course approved by the Agency; requires extensive knowledge of the fundamental principles of modern business administration; requires extensive knowledge of the functions of state government and the employing agency.

Locations/Agency Contact:

PSSSC- IDOC
Lisa Devert, HR Specialist
1301 Concordia Ct.
Springfield, IL 62702
lisadevert@illinois.gov

12/21/2017



Job Title: **Security Therapy Aide I**
Agency: Human Services
Closing Date/Time: Wed. 01/03/18 4:30 PM Central Time
Salary: \$3,603.00 - \$5,212.00 monthly
Job Type: Full-Time
Location: Union County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC009**
Bid ID#: **10-80-17-154 / 104054**

Under direct supervision, performs routine tasks in dispensing therapeutic custodial care to adults in a secure residential housing forensic unit; monitors the movements, conduct, activities and basic care of residents; assists in the orientation of newly admitted patients; provides subprofessional counseling; prepares routine reports concerning observed patient behavior, progress and response to treatment of medications; confers with supervisors concerning special programs.

Contact: Allison Holshouser, Donna Patterson or Stacey Busby
Phone: 618/833-5161, Ext. 2486, 2222 or 2522
Fax: 618/833-1415

12/21/2017



Job Title: **Data Processing Specialist (Upward Mobility Target Title)**

Agency: Department of Innovation & Technology (DoIT)

Closing Date/Time: Wed. 01/03/18 5:00 PM Central Time

Salary: \$3,371.00 - \$4,826.00 monthly

Job Type: Full-Time

Location: Sangamon County, Illinois

Number of Vacancies: **1**

Plan/BU: **RC028**

Bid ID#: **DoIt 17047**

Under general supervision, performs advanced enterprise system and network operations control work; Monitors, operates and coordinates the enterprise computer systems to ensure systems, operating platforms, subsystems, applications, networks and peripheral hardware are operating to maximum throughput and performance. Researches, resolves and/or circumvents interruptions to processing components and network connectivity; monitors various systems and contacts on-call staff to solve any unresolved issues such as server failure. Maintains daily logs of all activities and forwards information as an agency report.

Agency Contact:

Dept. of Innovation & Technology, Human Resources/Office of Recruitment & Selection
120 W Jefferson St, 3rd floor
Springfield, IL 62702
DoIT.BidForms@illinois.gov
217-557-3337
217-524-6629 Fax

12/21/2017



Job Title: **Executive II - Opt H7**
Agency: Human Services
Closing Date/Time: Wed. 01/03/18 5:00 PM Central Time
Salary: \$4,873.00 - \$7,392.00 monthly
\$58,476.00 - \$88,704.00 annually
Job Type: Full-Time
Location: Sangamon County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC062**
Bid ID#: **10-76-103926**

Subject to administrative approval of the Division Director, serves as Director of Consumer Services Development for the Division of Mental Health (DMH); verifies the ongoing inclusion of the consumer/family perspective in the statewide planning, developing, implementing, monitoring and evaluating of statewide Mental health Services; facilitates the integration of Family Partnerships/Systems of care and the Recovery Vision/Principles with Evidence-Based Practices for both Adult Services and Child and Adolescent Services; provides leadership in all significant clinical and administrative DMH activities and direction for the actualization of Family Partnerships/Systems of Care and Recovery Vision/Principles; facilitates the growth and development of Region Consumer Services Specialist.

Contact Info:
Bureau of Employee Services
Andrew Reagan
100 South Grand Ave East, 3rd floor
Springfield, IL 62762
217-557-0347
FAX: 217-524-2116

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12/21/2017



Job Title: **Mental Health Technician III - Opt MC**
Agency: Human Services
Closing Date/Time: Wed. 01/03/18 4:00 PM Central Time
Salary: \$2,951.00 - \$4,124.00 monthly
Job Type: Full-Time
Location: Lee County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC009**
Bid ID#: **10-73-103835**

Under direct supervision, performs advanced level technical duties; serves as lead worker on multiple shifts in that days off of incumbents are opposite each other; participates in established programs geared toward the care, treatment, development and habilitation and/or rehabilitation of recipients who are dually diagnosed or have intellectual disabilities. Utilizes manual communication in the performance of duties involving direct contact with recipients who require such. Direct care responsibilities involve work hours and assignments to different shifts.

Jennifer Gunnon
Human Resources/Labor Relations Director
Mabley Developmental Center
1120 Washington Avenue
Dixon, IL 61021 815-288-8380
815-288-8321 (fax)

12/21/2017



Job Title: **Corrections Food Service Supervisor I (Upward Mobility Target Title)-DIXON CC**

Agency: Corrections

Closing Date/Time: Wed. 01/03/18 4:00 PM Central Time

Salary: \$3,994.00 - \$5,867.00 monthly

Job Type: Full-Time

Location: Lee County, Illinois

Number of Vacancies: **1**

Plan/BU: **RC006**

Bid ID#: **IDOC-29-93-17-0438**

Under direct supervision of the Corrections Food Service Supervisor III, performs beginning level functions guiding and directing inmates in the preparation and service of food and the cleaning of the officer and inmate kitchen and dining areas; enforces and maintains disciplinary, sanitary and custodial measures.

AGENCY CONTACT:

Kathy Newstrand, HRR (Ext. 2106) or Joyce Rogers, HRA (2108)
Dixon Correctional Center
2600 N. Brinton Ave.
Dixon, IL 61021
Phone: 815-288-5561

12/21/2017



Job Title: **Mental Health Technician III - Opt MC**
Agency: Human Services
Closing Date/Time: Wed. 01/03/18 4:00 PM Central Time
Salary: \$2,951.00 - \$4,124.00 monthly
Job Type: Full-Time
Location: Lee County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC009**
Bid ID#: **10-73-103835**

Under direct supervision, performs advanced level technical duties; serves as lead worker on multiple shifts in that days off of incumbents are opposite each other; participates in established programs geared toward the care, treatment, development and habilitation and/or rehabilitation of recipients who are dually diagnosed or have intellectual disabilities. Utilizes manual communication in the performance of duties involving direct contact with recipients who require such. Direct care responsibilities involve work hours and assignments to different shifts.

Jennifer Gunnon
Human Resources/Labor Relations Director
Mabley Developmental Center
1120 Washington Avenue
Dixon, IL 61021 815-288-8380
815-288-8321 (fax)

12/21/2017



Job Title: **Cook I (Upward Mobility Target Title)**
Agency: Human Services
Closing Date/Time: Wed. 01/03/18 4:59 PM Central Time
Salary: \$2,840.00 - \$3,879.00 monthly
Job Type: Full-Time
Location: Cook County, Illinois
Number of Vacancies: **1**
Plan/BU: **RC009**
Bid ID#: **10.79-103927**

Under direct supervision of the Dietary Manager, prepares and cooks on a quantity scale basis; assumes responsibility for the section of the meal preparation assigned. Batch cooks according to policies and procedures.

CONTACT INFORMATION:

Summer Doxie
Human Resource Office
Chicago Read Mental Health Center
4200 N. Oak Park Avenue Chicago, IL 60634
fax 773-794-5583

12/21/2017



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12/21/2017



CMS EMPLOYMENT

Testing is offered on easy to use touch screen computers. Applicants are allowed at least 90 minutes to answer the questions on automated tests. On tests with a larger number of questions or more complex questions (Human Resources Assistant & Associate; Data Processing Specialist & Administrative Specialist; Disability Claims Adjudicator Trainee; Insurance Analyst II; Revenue Tax Specialist Trainee; Social Services Career Trainee; Telecommunicate Trainee), more time is allowed to complete the exam.

Public use copiers are not available at the Assessment Centers. Therefore, it is important that applicants bring with them copies of their application for each title and test option for which they want to test.

Chicago Office:
James R. Thompson Center
100 W. Randolph, Suite 3-300
Chicago, IL 60601-3220
(312) 793-3565 (voice)
Illinois Relay Center 800) 526-0844

**MONDAY, TUESDAY, WEDNESDAY, THURSDAY ONLY -- Flexible
Schedule Testing Check in time for tests - clerical and non-clerical is anytime
between 8:00 a.m. - 1:30 p.m.**

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What is the CTA Second Chance Program?

The CTA Second Chance Program is an initiative offered in conjunction with the City of Chicago and social service agencies throughout the city. Working closely with the Department of Family and Support Services, hard-to-place individuals are given an opportunity to obtain full-time employment and training which may enable a start of a long-term, meaningful career.

How to apply

Jobseekers need to actively participate in one of the 13 designated agencies' work readiness programs. The CTA Second Chance program is in regular communication with the agencies listed below. The agencies' top participants are referred to CTA for the bus servicer and rail car servicer Second Chance positions.

[Click Here For the 13 Designated Agencies](#)

What are the eligibility requirements and qualifications?

- Job seekers interested in participating must:
 - Reside within the City of Chicago
 - Be 18 years or older
- Participate in 8-10 weeks of Job Readiness Training and obtain a certificate of completion from one of the 13 referring agencies.
- Second Chance participants that are referred are required to be released from the following:
 - House arrest (wearing metal band/bracelet)
 - Drug/alcohol program (i.e. Methadone treatment)
 - Work release center
 -



How many Second Chance positions are available?

Up to 265 Second Chance participants may be employed by CTA in one calendar year. Start and end dates per Second Chance participant are on a rolling basis.

How long does the program last?

Based on job performance and attendance, a participant may serve for 12 months or more.

How much does the program pay?

Participants are paid at a rate of \$10.00 per hour and may work up to 40 hours per week. Pay checks are issued on a bi-weekly pay period.

How is a participant selected?

As positions become available, CTA contacts the referring agencies. Referring agencies recommend applicants who they have screened and who have successfully completed the job readiness program.

Once the referring agency recommends an applicant, what happens?

- Applicants are fingerprinted for background processing.
 - Applicants complete a medical review.
- If the applicant passes background and medical what are the next steps?
 - Orientation/pre-hire
- Applicants attend a new employee orientation thoroughly outlining program guidelines, eligibility requirements, job functions, placements, and Union participation.
 - Completion of all hiring documentation and application inserts
 - Training
- Participants are required to complete a (paid) safety training prior to reporting to assigned work location.

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Jobs Found at: <https://www.illinois.gov/cms/Pages/default.aspx>

12/21/2017



- The overall performance and attendance/tardiness of each apprentice is scored.
- Supervisors and apprentices are required to review the scoring of the evaluations, solicit feedback and address any questions or concerns.
- Agencies provide individual case management on each apprentice and maintain periodic contact.

What happens when the participant successfully completes the program?

- Participants in good standing receive a certificate of completion and letter of reference from CTA.
- Providing there are no additional arrests or convictions on the participant's record, the Second Chance program participant is encouraged to apply for CTA vacancies.

Who can you call if you have questions?

If you still have questions about this program, you can contact the CTA Second Chance Hotline

- 312-681-2293.