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Case Study



CHICAGO URBAN LEAGUE



Amplifying Impact and Connecting Individuals to Opportunity



For over a century, the Chicago Urban League has been a beacon of hope and opportunity for individuals and communities in Chicago. Established in 1916, this historic organization has worked tirelessly to empower people through job training, career development, education, and advocacy. As one of the oldest and largest affiliates of the National Urban League, they promote strong, sustainable communities through collaborative partnerships and innovative programs.

At the heart of their mission is the Workforce Development Center, which provides a comprehensive suite of services designed to raise Black employment and income levels. This includes job training, placement services, career exposure, advancement support, and long-term retention strategies.

Candace Collins, Career Development Specialist Renewable Energy, and Pierre Evans, Sector Employment Specialist at the Chicago Urban League, are passionate about carrying this legacy forward. They guide individuals through training programs, provide support and resources, and help them find fulfilling careers. But they faced a common challenge:

Traditional methods of managing client information and communication were cumbersome and inefficient.

"We were relying on physical files and fragmented communication channels," Candace explains. "It was difficult to keep track of everything and ensure our clients were getting the timely support they needed."

Pierre faced a similar challenge. "I was struggling to organize and keep track of my clients," he recalls. "I needed a more efficient way to manage my caseload and communicate effectively."

That's where RiseKit stepped in, providing a much-needed solution to enhance their impact and connect individuals with opportunity.

RiseKit: Streamlining Workflows and Empowering Clients

With RiseKit, Candace and Pierre found the tools they needed to streamline their workflows and better serve their clients. The platform's centralized hub provided a secure and accessible location to manage client information, eliminating the reliance on paper files.

"RiseKit has significantly improved our client retention," Candace shares. "The ability to communicate with clients via text message has been a game-changer. It's a more immediate and convenient way to stay connected, especially for those who may not have regular access to email."

Pierre echoes this sentiment, adding, ***"RiseKit has made me more productive by grouping my clients together and allowing me to store all my case notes in one place. I estimate it saves me at least an hour per day."***

Beyond the efficiency gains, both Candace and Pierre appreciate how RiseKit empowers their clients to take ownership of their career journeys. The platform's resource hub provides easy access to valuable information, while the personalized guidance and support from their dedicated case managers help individuals navigate the complexities of the job search process.

"RiseKit has enabled me to be more proactive in supporting my clients," Candace explains. **"I can easily see what resources they're engaging with and offer relevant guidance."**

Pierre adds, **"The chat feature has been invaluable for engaging with clients and providing timely support. I can easily track their progress, share job leads, and celebrate their successes."**



A Collaborative Partnership for Greater Impact

Candace and Pierre are optimistic about the future of workforce development and the role technology can play in driving positive change. They value the collaborative partnership they've built with RiseKit and are eager to see how the platform continues to evolve to meet the needs of the workforce development community.

"I'm excited to see RiseKit incorporate features like talk-to-text for case notes and the ability to share client information with other organizations," Candace shares. "This would further streamline our workflows and enhance collaboration within the ecosystem."

Pierre adds, "I believe integrating AI technology and data visualization tools would be incredibly valuable for tracking progress and making data-driven decisions."

The Chicago Urban League's experience with RiseKit demonstrates the transformative power of technology in workforce development. By providing a centralized platform for communication, collaboration, and data-driven insights, RiseKit is empowering organizations to make a meaningful difference in the lives of the individuals they serve, amplifying their impact and creating more accessible pathways to opportunity.



ABOUT RISEKIT

Uniting Talent, Community, and Opportunity

We help untapped talent find jobs through job training programs to improve their economic opportunity.

Our software enhances workforce connectivity by enabling seamless pipeline building, allowing workforce staffers to efficiently connect job seekers to opportunities and enabling recruiters to fill positions from untapped talent pools.

We believe everyone deserves access to opportunities that lead to economic success, regardless of their background or barriers.

