



ILLINOIS
WORKFORCE
INNOVATION
BOARD



Illinois
Department of Commerce
& Economic Opportunity



PY 2019 WIOA
ANNUAL STATEWIDE
PERFORMANCE REPORT
NARRATIVE

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

In Illinois, Program Year 2019 began with the state's workforce system partners aligning multiple workforce and education planning efforts, including the 2020 Unified State Plan, Governor Pritzker's Economic Development Plan, the Governor's Executive Order 2019-03, the Perkins V State Plan, and the 2020-2022 IWIB Strategic Plan. It ended with these same partners aligning strategies to ensure Illinois' WIOA training system could continue to produce the educated, skilled workforce needed to fulfill employers' needs across the state, even amidst an unprecedented global pandemic.

As Co-Chairs of the Illinois Workforce Innovation Board (IWIB), we present Illinois' Program Year 2019 Annual Statewide Performance Report Narrative. This report outlines our workforce partner's vital role in leveraging resources and driving services where they were needed most.

The IWIB's vision, principles, and goals for Illinois' workforce system demonstrate their commitment to data-driven, demand-oriented strategies that collectively meet employer and job seeker needs. Through our stakeholders' collaborative efforts, this report highlights the state's efforts in creating career pathways and customized training solutions that supply businesses with the talent they need while providing an opportunity for those with barriers to employment or living in underrepresented communities.

Over the next year, our state will remain steadfast and diligent in our approaches to putting the economy back on track through proactive, targeted efforts for business and industry, current employees, and new job seekers that are the lifeblood of the Illinois economy. Most importantly, Illinois will remain a leader in implementing innovative solutions that develop an educated workforce ready to meet Illinois employers' needs, enabling Illinois to continue competing in the global economy.

John Rico, Rico Enterprises

Erin Guthrie, Illinois Department of Commerce and Economic Opportunity

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Introduction: Alignment of Economic Analysis Across Multiple Strategic Plans

In Program Year 2019, several planning efforts drove strategies to revitalize economic growth and opportunity by embracing innovative approaches that align workforce development resources across economic development, education, and workforce-based human services programs.

1. The Governor's Executive Order 2019-03 - collaboratively developed by partners across economic development, workforce, education, and human services agencies. While completed in April 2019, early implementation continued and influenced other planning efforts, including the three listed below.
2. The Governor's Economic Development Plan - developed by the Department of Commerce and Economic Opportunity (DCEO) Office of Program and Policy Development in consultation with the Governor's Office. The plan was released on October 9, 2019.
3. The Workforce Innovation and Opportunity Act (WIOA) - Unified State Plan jointly developed by the Illinois Workforce Innovation Board (IWIB); State agencies that administer the WIOA Core Partner programs in Illinois in conjunction with the Governor's Office; and with input from other federal workforce programs, business and industry, economic development, constituent population advocates and other interested stakeholders.
4. The Perkins V State Plan for Career and Technical Education - created by the Illinois Community College Board and the Illinois State Board of Education, developed in Program Year 2019 and submitted in April 2020.

The development of these plans focusing on workforce, economic development, education, and the IWIB Strategic Plan's continuous evolution contributed to this PY 2019 Annual Report's content and contextual backdrop. This report highlights Illinois' successes and challenges from July 1, 2019, through June 30, 2020, divided into six sections.

The first section describes the new 2020-2022 IWIB Strategic Plan and progress made in achieving the state's strategic vision and goals as described in Illinois' WIOA Unified State Plan and Modifications, including progress made in sector strategies. Section 2 (Planning and Service Integration) includes updates on system planning and service integration efforts in the Unified Plan and Modifications. This includes regional and local planning efforts. Section 3 (Performance and Evaluation) covers evaluation, customer satisfaction approaches, and performance indicators (Appendix 1), and includes Illinois' approaches to measuring Effectiveness in Serving Employers. Section 4 (Layoff Aversion and Dislocated Workers) details efforts supported by funds reserved by the Governor, rapid response and layoff aversion, and dislocated worker activities. Promising Practices, including the use of waivers, are described in Section 5. And finally, Section 6 is dedicated to exploring the state's workforce environment as affected by the COVID-19 pandemic and the state's response.

Section 1: Illinois' Vision and Goals in Workforce and Education

Subhead 1: 2020 – 2022 IWIB Strategic Plan

In PY 2019, the governor-appointed Illinois Workforce Innovation Board (IWIB) developed a new 2020-2022 Strategic Plan. This plan provides the vision and guidance of how the IWIB will fulfill their responsibility of overseeing the development, implementation, and modification of the Unified State Plan, convening all relevant programs, required partners, and stakeholders, providing oversight and strategic leadership for the state workforce development system.

A formal Vision and Mission for the IWIB and priority areas served as the board's framework to make strategic decisions to lead the workforce system. As a starting point, the IWIB identified five priority areas that focus on integrated and equitable service delivery design, business engagement through sector strategy framework, career pathway development, and metrics for measuring success.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Vision: Illinois will strive to be a national workforce development leader by creating a cohesive, business-led system that equally supports job seekers and businesses through regional economic prosperity and global markets.

Mission: “The Illinois workforce system’s purpose is to integrate education, workforce and economic development resources and services that support economic growth and job creation for individuals, businesses and communities in the state.”

Priority Areas and IWIB Goals

Priority areas include:

1. Integrate service delivery, improving access and opportunity for all populations.
2. Promote business demand-driven orientation through a sector strategy framework, grounded in strong partnerships within a business and among business at all levels of the system.
3. Grow career pathways to enhance opportunities for Illinoisans to stimulate the economy.
4. Monitor, track, and assess clear metrics for progress and success to inform continuous improvement and innovation efforts.
5. Ensure accountability as a board and as system partners for outcomes and transparency through marketing and outreach to the system.

IWIB Goals under this Strategic Plan include:

1. Equitable access
2. Business engagement
3. Customer-centered design
4. Technology Workforce Board development

The IWIB will leverage the role as conveners of the system to bring together employers and community partners at the state, regional, and local levels and require the active participation of all board members and close collaboration with partners – including public and private organizations – to realize the strategies within their Strategic Plan. In Illinois, this active participation occurs through a committee and task force structure, in which IWIB representatives from private/public partner programs implement policy recommendations to strengthen Illinois' workforce system. Please see Appendix 2 for a comprehensive overview of the 2020-2022 IWIB Strategic Plan, including more detail on the board's goals.

Subhead 2: Illinois' Strategic Vision, Principles and Goals for the Workforce System

Governor Pritzker took office in January 2019. One of his first acts as governor was to layout a vision for workforce development and job creation. In the months following, his administration worked with Illinois' core and required WIOA partners to review and update the vision, principles, and goals for the workforce system and create an action agenda to address them.

The updates represented the first phase of the planning process leading to the new WIOA Unified State Plan submitted to DOL/DOE in March 2020. The following was strongly influenced by the governor's vision and the IWIB Strategic Plan.

Illinois' Vision Statement: Foster a statewide workforce development system that supports the needs of individuals and businesses to ensure Illinois has a skilled workforce to effectively compete in the global economy.

Our Guiding Principles:

- Demand-Driven Orientation
- Strong Partnerships with Business at All Levels
- Pathways to Careers of Today and Tomorrow
- Cross-agency Collaboration and Connections
- Integrated Service Delivery

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

- Equitable Access and Opportunity for All Populations
- Clear Metrics for Progress and Success
- Focus on Continuous Improvement and Innovation

State Goals: As was detailed in the report responding to the Governor's Executive Order 3, charting a new course for Illinois' economic future requires that we learn from the past. We must scale up practices that have proven effective, re-engineer those that have not delivered on promised success, and abandon those with little to no return. The six lessons learned will help guide our path forward and form the basis for the statewide goals found in Appendix 3.

Goals for Achieving the State's Strategic Vision

1. *Unite workforce development partners around regional cluster strategies:* Regional cluster strategies will focus resources on the industries with the highest potential to add jobs and increase prosperity in regions across Illinois. These strategies bring together the public and private sectors in each region to build on their unique strengths.
2. *Prepare Illinois' workers for a career, not just their next job:* Regardless of background, life circumstances, or education level, Illinois workers can be prepared for high-demand careers by developing core academic, technical, and essential employability skills throughout their lifetimes.
3. *Connect job seekers with employers:* Assist Illinois businesses to find the productive workers they need, through more efficient training and better services for job seekers and employers.

State Strategies to Achieve These Goals: Six essential state strategies underpin Illinois' commitment to engage and support all parts of our education, workforce and economic development systems.

Strategy 1: Coordinate Demand-Driven Strategic Planning at the State and Regional Levels

Strategy 2: Support Employer-Driven Regional Sector Initiatives

Strategy 3: Provide Economic Advancement for All Populations through Career Pathways

Strategy 4: Expand Service Integration

Strategy 5: Promote Improved Data-Driven Decision Making

Strategy 6: Advance Public-Private Data Infrastructure

To ensure that the IWIB can lead the efforts of Illinois in these six strategic areas, it identified a need to strengthen its members' effectiveness and impact and local workforce boards' membership. During this reporting year, the IWIB began identifying appropriate outreach methods between the IWIB and local boards and the technical assistance and resource needs that will allow board members to better understand their functions and responsibilities in realizing the vision for Illinois' workforce system. These efforts also will promote greater accountability and continuous improvement for effectively conducting their business. Please see Appendix 3 for a more detailed description of the state's principles, goals, and strategies.

Subhead 3: Interagency Implementation Team

To operationalize the state's vision and strategies, an Interagency Implementation Team (IIT) was created in November 2019 to help align and support the implementation of Illinois' education and workforce initiatives. The Interagency Implementation Team is a cross-agency team representing education (both secondary and postsecondary), workforce, economic development, human services, and other stakeholders, overseeing and monitoring the implementation of plans and related initiatives that address the common threads found in education, economic development, and workforce development. State agencies involved in this team include the Governor's Office, the Illinois Community College Board, the Illinois State Board of Education, the Illinois Student Assistance Commission, the Departments of Commerce and Economic Opportunity, Children and Family Services, Corrections, and Employment Security.

The Interagency Implementation Team's main charge is to oversee the successful implementation of strategic education and workforce policies, and initiatives. The IIT achieves this by:

1. Clarifying a unifying vision, goals, strategies, and terminology across education and workforce initiatives, building on previous interagency alignment efforts.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

2. Establishing shared metrics across agencies to assess impact more effectively.
3. Providing a forum for collaboration and problem-solving to achieve the vision, goals, and strategies.
4. Ensuring alignment of staffing and budgetary resources in service of shared goals.

Seven areas were identified to help the IIT focus on priority issues and opportunities. These include:

1. Sector-specific strategies (e.g., in IT, energy, manufacturing, health science), including an overall methodology for identifying high priority sectors/occupations
2. College and career pathways
3. Equity and special populations (including re-entry)
4. Dual credit
5. Work-based learning (including apprenticeships)
6. Data, research, and evaluation
7. Customer relationship management

Subhead 4: Illinois Employment Business System (IEBS)

The Illinois Employment Business System (IEBS) is a new, cloud-based, agile software platform currently in development by ILDCEO-OET. The goal of IEBS is to provide a point of entry for workforce information and layoff tracking data from reliable quality sources that are easy to access, understand, retain, and extract to make data-driven decisions that facilitate state efforts for layoff aversion and promote economic and workforce advancement in Illinois (see State Strategies 5 & 6 above). Since IEBS is built in responsive design, a person can see full screens and data no matter what device they may be using - smartphone, tablet, or laptop. Having IEBS readily accessible 24/7 empowers state partner users to have the business intelligence they need to quickly search the economic landscape of Illinois utilizing Dunn & Bradstreet global business data, Illinois Dept. of Employment Security LMI data, and current state workforce layoff data to rapidly assess and respond to situations and make informed decisions. Providing government workforce and economic advocates with critical transparent business intelligence via on-the-fly dashboards, analytic tools, and industry cluster SWOT information will facilitate informed strategic decision-making and result in state leadership's ability to formulate evidence-based policymaking.

Subhead 5: Title III - Wagner-Peyser

Wagner-Peyser funds are used by the Illinois Department of Employment Security (IDES) to provide employment services to all job seekers and employers seeking qualified individuals. Those services include but are not limited to standard career services, job readiness, employer outreach, employer seminars, employment retention services, labor market information, career information, employment plans, and referrals to training, educational opportunities and supportive services.

During PY 2019, Hire-the-Future (HTF) provided individuals aged 16-24 with job readiness services to increase employability and career development to help make informed career decisions and job development to secure employment opportunities that will assist in building positive work skills and habits. A few service highlights include providing multiple pre-release job readiness workshops at juvenile justice institutions, such as Illinois Youth Center Pere Marquette in Grafton and the Juvenile Youth Center in Quincy. The Reentry Employment Services Program (RESP) served the employment needs of returning citizens. In response to the increasing number of returning citizen job seekers, activities under RESP have been increased to provide one-on-one job readiness assistance, job development workshops, make appropriate referrals for supportive services, and match qualified job seekers with employer needs, which encourages job retention. In addition to community outreach, job development, and standard workforce development services, IDES has increased employability efforts among the re-entry population by participating in alternatives to incarceration initiatives and collaborating with state and municipal agencies.

The IDES Business Services Team (BST) strives to meet Illinois' Vision Statement: *"Foster a statewide workforce development system that supports the needs of individuals and businesses to ensure Illinois has a skilled workforce to effectively compete in the global economy."* The BST designed initiatives that met

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

the guidance put forth in the Workforce Innovation and Opportunity Act (WIOA). During this reporting period, IDES continued to form strong alignments with partner agencies and any agency that provided value-added benefits to business engagement. This all-inclusive approach ensured the delivery of labor market solutions based on a need that was custom fit and more easily accessible to our business customers. This effort far out-measured the previous approach of implementing individual programs and services without integration advantages. According to WIOA Section 108(b)(4)(B), *"Business Services Teams are intended to promote, market, and connect to initiatives that give businesses and job seekers access to the full spectrum of workforce programs services offered by the collective four-core agencies."* For a description of further programmatic highlights focusing on PY 2019, please see Appendix 4.

Section 2: Planning and Service Integration

Subhead 1: Illinois Unified State Plans – Past and Present

In the fourth quarter of 2018, the Illinois Workforce Innovation Board (IWIB) charged a cross-agency State Planning Team to develop and submit a new WIOA Unified State Plan to the Departments of Labor Education. During this time, the team began preliminary planning, creating timelines, and data gathering, but paused substantive work until Governor Pritzker was sworn into office. As mentioned earlier in this report, in his first week in office Governor Pritzker issued Executive Order 2019-03, which required the agencies that played a prominent role in workforce development efforts to prepare an agenda that responded to better alignment of workforce resources to serve disenfranchised populations throughout the state. In April 2019, the response laid the groundwork for the State Planning Team to resume work on the Unified State Plan in July 2019.

The foundation set by Governor Pritzker through Executive Order 2019-03 led to the decision to ensure linkages between economic, workforce, and education-related planning efforts noted in the opening of this annual report. Members of each plan development team worked together to improve goals, objectives, and strategies. For example, WIOA Title II Adult Education programs must align Integrated Education and Training and Bridge programming with in-demand industries as identified through the regional and local plans. With the foundation set and the charge to ensure alignment across planning efforts, leaders in the new administration reviewed and updated the vision, principles, and strategies from the 2018 WIOA Unified State Plan. Leaders were briefed and offered concepts for updates that were refined by the State Plan Work Group in August 2019. With the refined vision and fundamental principles and strategies in place, the team continued drafting the plan. The team reviewed the 2018 WIOA Unified State Plan development process and made improvements leading to a more inclusive, open, and efficient effort to create the 2020 plan. For 2020, the team used a collaborative editing process that allowed for more efficient and compelling content creation, review, and refinement across the core partners.

Stakeholder engagement efforts for the 2020 WIOA Unified State Plan and the Perkins V plan were unprecedented in Illinois. A series of public forums, both in person and online, were held throughout the plan development process to gather stakeholder input earlier and incorporate it into the initial draft. Stakeholders, including program providers, were provided early drafts of both the strategic and operational elements, and submitted feedback that led to refinements incorporated into the document. The IWIB was briefed and offered feedback as each section was completed. The final draft was made available for public input through regional on-site and online stakeholder briefings in January 2020. Information was incorporated into the plan, and a final draft was sent to the IWIB for final approval. Following IWIB approval, the document was published online and distributed to stakeholders for a 30-day public comment period. Comments received were attached to the plan submitted to the Departments of Labor and Education in early March 2020. The state received approval in May 2020.

There are also institutional measures in place to ensure that outcomes of the components covered in the Unified State Plan and other state workforce-related efforts are tracked and reported on in the appropriate manner. The Illinois Workforce Innovation Board (IWIB) established an Evaluation and Accountability Committee (EAC) that was rebranded the Continuous Improvement Committee (CIC) in Program Year 2019. The committee recommends tools and measures to (a) determine whether the Illinois WIOA Unified

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

State Plan and other WIOA requirements are being carried out effectively and (b) identify opportunities to improve the effectiveness and efficiency of Illinois' workforce development system. This committee serves as a resource to other IWIB committees in establishing standards and metrics to evaluate and continuously improve performance.

A major function of the committee is to review evaluation elements of policies, programs and processes created or overseen by the IWIB to determine the appropriateness of their relationship to their expected outcomes and then provide feedback and recommendations. Evaluation outcomes are also reviewed to determine if results conform to intended outcomes before feedback and recommendations are provided (*more on this in the sections related to evaluation and continuous improvement that follow.*)

Subhead 2: Regional and Local Planning

The WIOA Regional and Local planning process is handled by the Interagency Technical Assistance Team (TA Team), and comprised of representatives of the WIOA Core Partners and one-stop Required Partners. The team meets at least monthly to address WIOA Core and one-stop Required Partner field implementation issues. The Interagency Technical Assistance Team was critical in creating updated resources and planning guidelines and provided technical assistance throughout the plan development or revision process in advance of and during 2020 regional and local plan development in PY 2019. The TA Team also reviewed and approved all WIOA regional and local plans. The TA Team makes all regional and local plans ~~available for online public access~~ at the [WIOAPlan/MOUDashboard](#). The latest Regional and Local Planning Guide, which lays out the required content for submittal for all regional and local plans, is on the [Regional Planning Materials page](#) on Illinois workNet. Illinois has a solid foundation of resources developed for the 2020 regional and local plans, including regional data packets of industry and occupational demand and pathway supply/demand analyses, key indicators of business growth and location, labor force participation, and unemployment rates. A cross-agency Data Team comprised of core partners used these projections to identify in-demand industries and occupations for consideration by regional planning teams to identify key sectors in their respective regions. The planning resources also utilized United States Census data to estimate the population and labor force's size and characteristics, including persons facing multiple employment barriers.

As evidenced in PY 2019 submitted plans (and MOUs), local areas are involving activities at the local level regarding customer satisfaction. For example, Local Workforce Innovation Area (LWIA) 10 gathers feedback from individuals, and businesses who utilize services through customer satisfaction surveys, follow-up services, and evaluations. In tandem with the local service integration process and action plan development, local partners review the information to identify and better understand any barriers to enrollment (*see Appendix 15 for a map of Economic Development Regions and Local Workforce Innovation Areas in Illinois.*)

Subhead 3: Service Integration in Illinois

The Illinois Workforce Innovation Board (IWIB) has increased focus on service integration as a driver of workforce system improvement since, in 2017, a 13-member one-stop Certification Project Team was formed to identify changes to the one-stop certification application process to ensure service integration is addressed by all one-stop centers. Service integration is a guiding principle and core strategy of the IWIB's strategic plan and related state-level workforce, adult education, and economic development plans and shapes one-stop center operations, technical assistance and capacity-building. This work began in August 2017 with the convening of a 30-member state-level Service Integration Policy Work Group. Their first action was to develop a statewide definition for service integration: "a combination of strategies to align and simplify access to one-stop center services and supports for employers, job seekers, and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs; across time as customer needs change; or both."

A key partner and resource in the policy development has been the Workforce Innovation and Technical Assistance Center (WINTAC), which supports State Vocational Rehabilitation Agencies to meet the

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

requirements of WIOA. Their involvement began with Illinois' adaptation of their integration continuum model and continues through their extensive technical assistance and capacity-building efforts. For a list of significant achievements in service integration in Illinois, please see Appendix 5. Illinois service integration information is available at <https://apps.il-work-net.com/WIOAPolicy/Policy/Home>.

Subhead 4: Illinois Service Integration Self-Assessments and Action Plans

Illinois WIOA partners in each LWIA recently undertook a Service Integration Self-Assessment process. The process involved each local partner being asked to individually undertake a self-assessment based on 16 service integration goals. The assessments involved selecting current and desired levels of integration on a continuum ranging from isolation to integration. After individually completing the assessments, each region's partners discussed the goals and reached a consensus on each goal's current and desired levels. The final step in the process was to generate action plans for achieving the desired level on three to five of the goals they viewed as having the highest priority.

The process resulted in three sets of documents that provide a wealth of information about service integration. One was the individual partner self-assessments, which requested why the current integration was selected, ideas or opportunities for advancing integration, and questions or concerns. The consensus assessment asked for similar information from the group discussions. Finally, Action Plans included strategies, expected outcomes, and considerations for advancing integration in priority goals. All local areas completed the steps in the process, including individual partner assessments and facilitated group assessments. Partner participation varied significantly among LWIAs. The number of individual partner self-assessments ranged from a low of 3 to a high of 17.

The statewide process resulted in nearly 300 pages of quantitative and qualitative data. Quantitative data includes the current and desired integration levels for each local partner and the priority (low, medium, or high) each partner gave to each goal. Qualitative data includes the descriptions of why each integration level was selected, opportunities for further integration, and questions or concerns about integration. This process resulted in each local area creating a service integration action plan. The goals that were cited most frequently in the action plans included:

- Communication across partners (20 local areas)
- Cross-training provided to staff (14 local areas)
- Business services (12 local areas)
- Use customer input to design and deliver services (9 local areas)
- Job expectations communicated to staff (7 local areas)
- Processes are streamlined and aligned (7 local areas)
- Access to services is timely and coordinated (7 local areas)
- Customer information is shared (7 local areas)

Service integration self-assessments submitted in September 2019 are available for public viewing here: <https://www.illinoisworknet.com/WIOA/Resources/Pages/LWIA-SI-Action-Plans.aspx>.

The vast majority of LWIAs selected current integration levels of either Communication (51% of local area goals) or Coordination (32%). Desired levels of integration were generally one level higher on the continuum. Communication was identified as the desired level for 56 % of local goals and Coordination for an additional 37 %. One local area (LWIA 20) chose full integration as the desired level for four goals. The final set of information that can be analyzed quantitatively is the priority rankings for each goal. Staff cross-training (Goal 3) and Communication (Goal 4) are rated with the highest priority levels. As a result, those goals were most frequently chosen as focus goals in local areas' action plans.

The local area action plans each identified 3-5 service integration goals to focus on in the coming year. The most frequently identified goal by a significant margin (20 LWIAs) was Goal 4, communication across one-stop partners. Goal 3, staff cross-training, was selected by 14 LWIAs, Goal 8A, business services by

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

12, and Goal 1, customer-centered design by 9 LWIAs. Of the remaining goals, all but three were the focus of multiple LWIAs. Sorting and analyzing the vast amount of quantitative data has begun. This process is framed by the local area action plans. It attempts to answer the following questions:

- What are the strategies identified in the action plans to move each goal forward on the integration continuum?
 - Immediate, intermediate, and long-term
- What are some effective practices identified in the self-assessments that can be documented and disseminated to move each goal forward?
- What barriers exist that complicate further integration at the local and state levels?
- What are the outputs, and outcomes identified in the action plans?
- What metrics can be used to track the implementation and effectiveness of the action plans?
- What professional development offerings can be developed to help local areas further integrate?
- How can local areas best incorporate their action plans into the regional and local plans?

Most applicable to the evaluation of customer satisfaction, seven local areas selected the policy goal of using customer input to design and deliver services in their action plan (e.g., LWIA 10). Examples of strategies for reaching this goal included continuing to share customer survey feedback (survey may be distributed by the one-stop operator to all partners) and reports on what services customers are requesting and utilizing. Expected outcomes included offering new services based on analyzed customer satisfaction data, as well as retaining a better understanding of what customers need and desire to achieve during the WIOA service experience.

Subhead 5: Incorporation of Service Integration Elements into MOU Template

In PY 2019, a new section of the PY 2020 MOU Template was developed and instituted to require a description of how local partners plan to operationalize goals resulting from the service integration self-assessment into an action plan within the one-stop system. The input was gathered from the Interagency Technical Assistance Team and IWIB Service Integration Workgroup to install service integration elements into the PY 2020 MOU Template and State guidance.

Subhead 6: ETPL (Eligible Training Provider Lists) and ProPath

ETPL

The Eligible Training Provider List (ETPL) Policy Workgroup has continued to drive efforts to update the State's Eligible Training Provider policy in response to federal regulations and alignment with broader State efforts to define, structure, and support high-quality career pathways. In addition to the WIOA-required data, the ETPL Policy Workgroup has refined a set of Common Program Information elements to collect from ETPs that will empower customers and policymakers with more robust information on program availability and quality to both enhance connectivity and articulation across programs in a career pathway, as well as informed customer choice. The Workgroup has been providing policy guidance and oversight guidance for the Workforce Data Quality Initiative Pro Path Illinois effort, which is a DOL-funded initiative to enhance our data efforts both through the implementation of the Common Program Information, as well as the expansion of the Illinois Administrative Data Research Facility (I-ADRF). This will enhance outcomes reporting capacity in alignment with expanded WIOA reporting requirements. Finally, the Workgroup generated an initial draft Demand Occupations framework circulated through the Illinois Workforce Partnership for feedback from LWIAs across Illinois.

ProPath Illinois

Progressive Pathways allow individuals to alternate between and combine periods of education/training and employment, thereby progressively building toward college and career success over an extended time. They can lead to career advancement and eventual college degree completion through both learning and work opportunities. ProPath Illinois is a statewide technological platform currently in development that can be

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

utilized by both education and workforce partners throughout the state that integrates existing educational and workforce training providers and program data. It allows for the ability of agile enhancement to that data. ProPath Illinois builds on the current state Educational PW20 system, the Longitudinal Data System (ILDS), the Centralized Demographics Dataset Administrator (CDDA), the Workforce Data Quality Initiative (WDQI), and the Workforce Innovation and Opportunity Act (WIOA) systems. It partners to advance the state into the next generation of transparency and accessibility of educational and workforce training information. Creating an interoperable training provider and program data directory, ProPath Illinois will establish a universal list of providers and programs connected via a standardized global schematic defined by the Credential Engine.

Subhead 7: Summary of the 8 WIOA Statewide Innovation Grants

Under the 2019 WIOA Statewide Innovation Program, the State of Illinois invested more than \$650,000 in grants to support the vision, principles, goals, and strategies articulated within the WIOA Unified State Plan. The 2019 grants below focus on developing WIOA regional and local plans and/or improved service integration between WIOA core partners, one-stop required program partners, and providers at the State, regional and local levels.

- LWIA 1 – Lake County
- LWIA 3 – Rockford Area
- LWIA 7 – Business and Career Services - Cook County
- LWIA 11 – Kankakee Area
- LWIA 14 – West Central Illinois
- LWIA 22 – Southwest
- LWIA 24 – Metro East St. Louis Area

Section 3: Performance and Evaluation

Subhead 1: Program Year 2019 Performance Outcomes

In Program Year (PY) 2019, Illinois' Title I Workforce Development program Exceeded its Negotiated Rates of Performance for all eleven WIOA performance measures for Title I Adult, Dislocated Worker, and Youth programs. In PY 2019, four of the fifteen WIOA primary indicators of performance measures remained in “baseline” status, so States were only held accountable for eleven of the fifteen measures.

The Adult Education and Family Literacy Act was unable to meet the Educational Functioning Level targets set with OCTAE for measurable skill gain. The target for this measure was 46%, but AEFL's performance for this measure was 33.9%. It is important to note that a significant number of individuals could not be post-tested to measure this metric due to COVID restrictions. Programs were required to end in-person instruction in mid-March and post-testing that would have normally occurred during the final quarter of the year wasn't possible. The performance metrics related to the follow-up measures were in baseline and did not have established targets for PY19. Targets for these measures were negotiated for the first time in Spring 2020 and appear in Appendix 1.

Illinois' Title III Wagner-Peyser program Exceeded its Negotiated Rates of Performance for all three WIOA performance measures in Program Year 2019. Overall, Illinois Exceeded its negotiated goals for all three performance measures. Illinois Jobs for Veterans State Grant (JVGS) program Exceeded all six of its Negotiated Rates of Performance. These primary indicators are three for the Disabled Veteran Outreach Program (DVOP) Specialist services to Veterans/Other Eligible and three for Wagner-Peyser services to Veterans/Other Eligible. All six of these primary indicators of performance measures remained in "baseline" for the Program Year.

Administered through the Illinois Department of Human Services – Division of Rehabilitation Services (DHS-DRS), the Title IV Vocational Rehabilitation program served 37,061 individuals with disabilities and continued setting baseline measures on all but one of its performance measures in PY 2019. Only the

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Measurable Skill Gains had a target, which Illinois fell short by less than 1.5 percent of having Met. It is likely our 3,848 post-secondary students that comprise the denominator for that measure felt some impact by the coronavirus (COVID-19) pandemic. DHS-VR has made Measurable Skill Gains a primary focus in training and data tracking and continues to anticipate growth in this area.

Subhead 2: Effectiveness in Serving Employers Performance Indicators

Effectiveness in Serving Employers began as a pilot program in PY2016 & PY2017. States were required to collect information on two of the three indicators or develop their own indicator. The two indicators chosen by Illinois were 1) Employer Penetration Rate and 2) Retention with the Same Employer. These performance goals (not yet defined by DOL and the US Department of Education) are to be based on indicators identified in the Workforce Innovation and Opportunity Act (WIOA) Section 116 (b)(2)(a)(4). Currently, baseline data is being reviewed to assist in determining performance goals. These outcomes are shared outcomes across WIOA Title I – IV core programs to create efficiencies, improve coordination, and reduce duplication. In Program Year 2019, Illinois achieved a 68.8% retention rate with the same employer in the 2nd and 4th quarters after exit for nearly 49,000 participants. During the same period, the penetration rate for more than 375,000 businesses was 4.2%. For additional information on Illinois' success with the two pilot approaches, see Appendix 6.

Subhead 3: WIOA Negotiated Performance Measures

In May 2020, Titles I and III of WIOA negotiated performance levels with the Department of Labor for Program Years 2020 and 2021. Appendix 1 outlines each of the negotiated rates for the applicable measures and programs. For the first time under WIOA, the state must negotiate performance goals with the twenty-two Local Workforce Innovation Boards and Chief Elected Officials. While Illinois was one of the few states to negotiate rates before implementing this requirement, the process was informal. Representatives from the Title I program developed a draft plan incorporating input from the Illinois Workforce Partnership (IWP) Performance Task Force for these required negotiations' conduct and timing to occur in the fall of 2020.

Negotiations for PY 2020 and PY 2021 were finalized with OCTAE and Title II Adult Education and Family Literacy program in May 2020. For performance associated with Measurable Skill Gain as well as the follow-up measures associated with 2nd and 4th Quarter Employment Post-exit, Median Earnings in 2nd Quarter Post-exit and Credential Attainment targets were established for PY20 and PY21 using a statistical adjustment policy and with targets that reflect continuous improvement. The specific targets for each measure are outlined in Appendix 1.

The Title IV, Vocational Rehabilitation Program, continues in a baseline status with all but its Measurable Skill Gains performance goal for PY 2020/21. Illinois will continue to use the rate of 62.2% to establish the PY 2020/21 expected level of performance for that measure. DHS-VR will continue collecting baseline data for all other indicators for PY 2020 and PY 2021 in coordination with the Rehabilitation Services Administration (RSA).

Subhead 4: Evaluation Peer Learning Cohort

Beginning in PY 2019, Illinois responded to a request by US DOL, Employment and Training Administration, to join the Evaluation Peer Learning Cohort (EvalPLC) to review the status of evaluations using the evaluation requirements in Section 682.220 of the WIOA regulations. With representation from the Department of Human Services, The Department of Rehabilitation Services, the Department of Commerce and Economic Opportunity, Illinois Department of Human Services, the Illinois Community College Board, and local representation from a local LWIB, the EvalPLC strove to identify how Illinois and its partners used methodologically-sound evaluations to improve its workforce development programs. Throughout ongoing and collaborative meetings and active discussions, the members of the EvalPLC concluded the year with recommendations and action items to ensure the yearlong project led to ongoing and sustainable outcomes.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

The conclusion of the EvalPLC in June of 2020 led to the development of a cross-agency subcommittee reporting to the Illinois Workforce Investment Board's Continuous Improvement Committee (mentioned above). The IWIB's CIC is charged with reviewing and examining the performance data and metrics of the WIOA core partners. With their oversight, the EvalPLC will continue their work and create an evaluation framework for the WIOA system, disseminate the evaluation framework to WIOA partners, review performance data provided by the CIC and adapt evaluation frameworks, and continue the work related to evaluation while remaining in step with the CIC.

Subhead 5: IWIB Continuous Improvement Committee

The Illinois Workforce Innovation Board established the Continuous Improvement Committee (CIC) in 2017 to address system evaluations and identify continuous improvement opportunities. Immediately the Executive Committee nominated a chair to lead its efforts and recruited five IWIB members from business and education to round out the team. The interagency committee's charges include evaluation design, evaluation outcome review, local level continuous improvement, benchmark evaluation, data recommendations, and managing priority activities – across agencies and WIOA partners. For a description of all the charges of the CIC – including examining and evaluating workforce quality and recommending changes, as well as providing data and technical assistance recommendations – please see pgs. 127-129 of the [2020 Unified State Plan](#). An example follows.

Charge 1 of the CIC requested that current and future policies provide a set of outcomes, the measures by which policy could be evaluated, including appropriate data and information necessary, and the process by which each measure would be evaluated or assessed. Two examples of this being immediately implemented were the current policy on Minimum Training Expenditure requirements and the new Service Integration policy. Charge 2 would require the committee to determine and compare the policy's effectiveness as written and implemented to meet the intended outcomes and make necessary recommendations for change or continuous improvement. The Minimum Training Expenditure policy was reviewed to expect that information and data be made available to measure the policy's effectiveness during PY 2019, followed by any necessary recommendations for policy revisions. Following a review of submitted Service Integration Self-Assessments from all Local Workforce Innovation Boards (LWIBs), a review occurred in PY 2019 to identify best practices and areas of success within the seven functional outcomes and fifteen goal areas. Through technical assistance, development of resources, and other outreach, these are shared across the state among all LWIBs to improve WIOA service delivery and integration across Illinois.

In June 2019, the CIC identified three priorities that are captured in one or more of the charges included in the 2020 Unified State Plan: 1) policy evaluation of, among others, the Minimum Training Expenditure and Service Integration policies; 2) continued development of an understanding of how WIOA programs are currently evaluated by partners, what continuous improvement processes are included, and what technical assistance is involved so that the IWIB can build upon what currently exists – especially in areas where it has led to a successful culture of improvement; and 3) more clearly defining these processes and communicating them to IWIB committees, and across partners, where appropriate.

Going forward, the committee is looking at broader questions related to evaluation and performance. It should be noted that the focus of the CIC is not to monitor local boards and one-stop systems, but to evaluate and assess outcomes to identify indicators of successful performance outcomes and make recommendations that can be implemented statewide. The committee will review the research agendas of various system components and identify opportunities to strengthen alignment and prioritization of research questions.

Subhead 6: Customer Satisfaction and Improving Service Integration

The State of Illinois used WIOA Statewide Workforce funds to support integrating services for job seekers and improving employer access to the skilled workforce they need through the systemwide adoption of best practices in WIOA regional and local planning and service integration. The projects focused on customer satisfaction and the other priorities identified in the local workforce area

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Service Integration Self-Assessment. The projects support efforts in the implementation of strategies that improve service integration between WIOA program partners and providers at the state, regional and local levels through such sustainable activities as:

- Developing replicable models for services that are shaped by either business and/or job seeker needs and are easily navigated so the individual can access different programs for which they are eligible;
- Providing cross-training and program information resources that address the role, services, and eligibility requirements for all WIOA partner programs offered in the one-stop;
- Developing replicable models that integrate services through common referral systems and coordinated career plans;
- Providing training to partners on the use of career pathways in employment plans and how one-stop services support career pathways;
- Providing technical assistance for the coordination of business services; and
- Providing technical assistance to partners and local boards on the alignment of funding resources.

Subhead 7: Research Project: Child Care Subsidy Study

IDES staff participated in a research study completed by the Administrative Data Research Facility (ADRF) to determine the change in the relationship between CCDF (Child Care and Development Fund) program participation and gainful employment as a result of extending eligibility and redetermination periods in the CCDF program from 6 to 12 months. See Appendix 7 for the full report. Findings were made available to senior management.

Subhead 8: IPATS (IL Performance and Accountability System)

The State of Illinois Dept. of Commerce and Economic Opportunity is developing and piloting a WIOA Performance and Data Validation system per Section 116 of WIOA. The Performance and Accountability System (IPATS) will establish performance accountability indicators and performance reporting requirements to assess the state and local areas' effectiveness in achieving positive outcomes for individuals served by the local workforce development areas. It will track participant activity and display dashboards and timing alerts based on customer service activity tracked to PIRL performance measures. The system is initially developed for the Title I Adult, Dislocated Worker, and Youth programs, but it has the flexibility and integration capacity to utilize the WIOA six core programs.

Subhead 9: Program Evaluation

The State of Illinois remains available to participate in federal evaluations and site visits as appropriate and will provide applicable value-added data, including survey data if needed. The State of Illinois is administering several non-formula awards, including the Apprenticeship Expansion Program, Workforce Data Quality Initiative, and National Dislocated Worker Grants, that may also provide opportunities to evaluate the program implementation and outcomes. The Department of Commerce and Economic Opportunity is currently analyzing quarterly participation and outcomes data for various types of work-based training, commercial truck-driver training and sector-based training. An analysis of post-incumbent worker training worker wages is planned for the coming year.

Subhead 10: Title IV - Division of Rehabilitation Services (DRS)

IDHS-DRS developed a multi-pronged approach to improving the effectiveness in serving employers. With the creation of the Planning and Business Development Unit (PBDU), the Division has taken great strides in engaging businesses and supporting that success by implementing innovative data collection and analysis. The PBDU engaged 1,801 new companies in PY 2019, enhancing the Division's capability to place customers in successful positions. The Unit also led unique initiatives, such as reverse job fairs and best practice awards, to further engage our community partners. To support the Illinois Department of Vocational Rehabilitation goals, the Division broadened its data collection and reporting systems to appropriately track many factors that led to successful training and placement. With innovative analysis of the Division's service, improvements have been made to service delivery that have propelled customers toward fulfilling careers and full community participation.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

To further improve services, DRS entered into cooperative discussions and pursued data sharing agreements with workforce partners and sister agencies to better ensure Illinoisans are provided the best and most appropriate service.

Due to the COVID-19 pandemic and the resulting office closures, IDHS-DRS sought to innovate wherever possible to reach customers in a virtual atmosphere. Staff were provided the means to work remotely while ensuring quality sustained service delivery. In addition, the Division provided customer status report payments to community providers. Initially done weekly, these contacts provided weekly check-ins with customers to assess their adjustment to changes in their employment, training programs, and educational endeavors during the initial phases of COVID-19. As the state originally moved to Phase 4, the weekly check-ins transitioned to monthly engagements to aid in the transition back to employment, school, or a training program. We also partnered with a non-profit to mass communicate via text with all customers in our programs. This has allowed us to disseminate needed information instantly during an unpredictable time.

Subhead 11: Business Perceptions of the Workforce System

Following the employer-driven approach to workforce development, the Integrated Business Services Team (IBST), comprised of WIOA core partner staff and interested IWIB members, researched how state agencies can better serve the needs of the state's employers. The team examined: 1) businesses' interest in collaborating with public and private partners to address their talent challenges; 2) what changes would make companies more likely to use the state's workforce system; 3) employers' willingness to hire individuals with persistent barriers to employment; and 4) employers' awareness, interest in and use of work-based learning (WBL) programs to meet their human resources needs. The final report was issued in October 2019.

Findings

Using data collected from over 200 surveys and two focus groups with manufacturing and healthcare employers, we learned:

1. Partnerships: Employers are open to partnerships with other employers and public sector stakeholders, with over 60% of employers either currently partnering or interested in working with similar companies to address shared challenges
2. Improvements to the workforce system: Employers demand a simplified workforce system, with a single point of contact and quicker reaction times that provides job-ready talent
3. Interest in WBL: Employers are interested in WBL but need more support to bridge their interest and use
4. Hiring job seekers with multiple barriers to employment: Employers are generally willing to employ populations with persistent barriers to employment

Recommendations

Based on the findings, the team recommended the following action items:

1. Streamline how businesses connect with the workforce system through improved cross-agency collaboration and explore the creation of a single business hotline and/or online solutions for easier access to workforce services
2. Improve candidate quality by prioritizing training that leads to industry-recognized credentials
3. Provide talent retention case management and supportive services to help newly hired at-risk workers retain employment
4. Expand the use of local subject matter experts to help businesses connect and utilize the workforce system, particularly for work-based learning, such as apprenticeships, on-the-job training, internships, and incumbent worker training

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Business Engagement Committee

As one result of its strategic planning effort, the employer-led Illinois Workforce Innovation Board (IWIB) determined that businesses need to be made more aware of the services, programs, and opportunities available to them through the WIOA partners' programs. They also need to be included in the discussion and development of industry-led partnerships to address employers' needs within key sectors. In response, the IWIB has established an employer-focused standing committee, known as the IWIB Business Engagement Committee (BEC). Through this committee, the IWIB seeks to focus Illinois' workforce development system on businesses' needs and to hear their needs in discussions on workforce skills and education priorities. The first meeting of this newly developed committee was held on May 27, 2020.

The BEC mission will provide guidance and direction to bridge the gap between Illinois' important business sectors and employers and the Illinois workforce development system. The BEC has three main priorities in the fulfillment of this mission:

1. To engage Illinois' business community in the development and direction of regional industry-led sector partnerships that will convene employers, workforce development professionals and other regional institutions and partners. These partnerships will seek to coordinate investments, align workforce and education systems and promote economic growth across the state
2. To develop and improve communication mechanisms between employers and the workforce development system to increase employers' awareness of the services designed to provide them with the skilled workforce they require
3. To assist the IWIB with outreach and recruitment to the board of business representatives from across the state and to assist Local Workforce Innovation Boards (LWIBs) with recruitment to those boards as well

The BEC consists of 16 members, including the two co-chairs – IWIB members Tom Hacker and Tom Wendorf. Five members represent individual businesses, 5 represent business associations, 4 represent WIOA core partner agencies, 1 represents the Illinois Workforce Partnership, and 1 is a retired businessperson. As planned for in PY 2019, in July 2020, the committee established work groups that would be charged with developing policies and procedures towards each of the three major committee themes described above. Those work groups -- which will meet monthly -- are the Engagement Work Group, tasked with Priority 1 above; the Communication Work Group, assigned with Priority 2; and the Board Recruitment Work Group, charged with Priority 3. The Committee Work Plan mirrors these themes and adds Priority Areas regarding the operation of the BEC and communication and coordination between the BEC and the IWIB, its other committees, and other workforce-related activities across the state.

Subhead 12: Workforce Data Quality Initiative – Longitudinal Analysis

Commerce was awarded the WDQI Grant from USDOL, designed to improve workforce data availability and impact as part of the State's P-20W longitudinal data system. Strategic objectives of the WDQI Grant address significantly improving the quality and breadth of workforce training program data via the ProPath Illinois initiative, which is a statewide technological platform that can be utilized by both education and workforce partners throughout the state to integrate existing educational and workforce training provider and program data and allows for the agile enhancement of that data. Further objectives of the WDQI Grant include creating a secure cloud-based environment that links program data with workforce outcomes data; deepening research capacity and longitudinal performance evaluation for system effectiveness via the Illinois Administrative Data Research Facility ("I-ADRF"), and generating user-friendly information for authorized policymakers that are required to make evidence-based education and workforce decisions.

Since April 2020, IDES has been working with New York University and Chapin Hall at the University of Chicago on the Coleridge Initiative to develop an "Unemployment to Reemployment" portal. The portal is built as a pipeline. The initial modules focus on geographic (counties and county-aggregations) and demographic (gender, educational attainment, age, race and ethnicity) hotspots for individuals who apply and receive unemployment benefits by industry and occupation. The middle modules center on individuals who persist in collecting unemployment benefits and their co-enrollment either local training programs or other benefit programs, such as SNAP/TANF. The final modules capture the reemployment dynamics of the unemployed.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

New York University and its subcontractors will work directly with IDES and DCEO staff to augment the middle and final modules' capabilities in the "Unemployment to Reemployment" portal. First, the project team will research, develop, and implement standardized metrics on wage replacement. This portal will compare pre-separation earnings with UI benefits, determine a net loss methodology, and then the "aggregate economic impact" by geography, industry, and demographic group. The economic impact will be adjusted with each week of persistence in collecting unemployment benefits.

Second, the project team will research, develop, and implement standardized metrics on the unemployed's reemployment. Illinois is the only state in the nation to collect monthly UI wage records inclusive of all employers with more than 25 employees. We propose using this unique data asset to capture timely information on the unemployed's unemployment dynamics by geography, industry, and demographic group. We will measure the reattachment flow of the unemployed to the labor market, such as 1. Reemployment with the same employer; 2. Reemployment with a different employer and the same industry; and 3. Reemployment in a different industry. These measures will be made available by geography and demographic group. Also, these measures will be augmented by local training program evaluation criteria. See Appendix 8 for an overview of "Unemployment to Reemployment: Using Data to Drive Local Workforce Decision Making" – a project to determine the best way to try to provide Local Workforce Boards timely and relevant information that would help them better understand mass layoff data and its impact on the economy.

Subhead 13: Interagency Technical Assistance Team

The Interagency Technical Assistance Team is made up of representatives of WIOA Core Partners and one-stop Required Partners. As affirmed in PY 2019, the team's main purpose is to provide technical assistance to required partners and local areas to operationalize policy and guidance and resolve local implementation issues through direct intervention and support. The team meets monthly to address WIOA Core and one-stop Required Partner field implementation issues.

Key activities and deliverables of the team are to develop the Governor's Guidelines To State and Local Program Partners Negotiating Costs and Services Under WIOA, which includes guidance on negotiating one-stop Memoranda of Understanding (MOU); and assist with cost-share infrastructure funding decisions. The team reviews and approves all one-stop MOUs, including annual shared funding agreements, manages MOU remediation efforts if local partners cannot reach an agreement, and provides regional and local WIOA planning guidance on appropriate utilization of templates and forms. As it became clear that guidance development and decisions related to the state workforce system's COVID-19 response would need to be made on a quicker timeline at the end of PY 2019, the team decided to meet twice monthly and continues to do so through the fall of 2020.

Section 4: Layoff Aversion and Dislocated Workers

Subhead 1: Expanding Rapid Response with Virtual Tools

The COVID-19 pandemic has created unprecedented challenges for the planning and delivery of Rapid Response services. Due to the pandemic and implementation of public health safety measures, Illinois quickly adapted a virtual service delivery model to safely and effectively disseminate program and benefits information to dislocated workers at a time when the need for services is greatest. A Rapid Response Workgroup, comprised of State and Local staff, has been assembled to review current operating processes and develop innovative strategies and recommendations to improve Illinois' delivery of the Rapid Response program within the new virtual environment.

By coordinating efforts through the Rapid Response team approach, affected workers are immediately linked to their local American Job Center and the Dislocated Worker and Trade services. The local staff at the American Job Center administered both the Dislocated Worker and Trade programs, allowing for all activities to be represented and appropriately budgeted to local areas. Illinois has implemented a dual application process to expedite co-enrollment. Local staff has access to updated program forms and information on Illinois workNet, and ongoing support and technical assistance from the Department of

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Commerce and Economic Opportunity (DCEO) and the Department of Employment Security Unemployment Insurance (UI) and Trade program staff.

Subhead 2: Enhanced Business Services through Get Hired Illinois and Illinois workNet Virtual Job Fairs

As part of a response to the COVID-19 pandemic, Governor Pritzker announced the GetHired Illinois (www.illinois.gov/gethired) initiative. This initiative can connect workers with available job and career training opportunities across the state. The Get Hired Illinois portal blends Illinois Department of Commerce and Economic Opportunity and the Department of Employment Security resources to provide a central location for both job seekers and employers—providing information on job and training opportunities and unemployment resources. The Get Hired Illinois initiative's core component is the Illinois workNet Virtual Job Fair (VJF) platform, designed in the spring of 2020 by the Illinois workNet team under the direction of DCEO, virtually bridges recruiting and hiring between job seekers and employers.

Through the Illinois workNet VJF platform, job seekers have the opportunity to explore employer information and find job opportunities while employers may host informational VJF sessions and recruit potential candidates for their job openings. Employers who have submitted an employer booth may add their own events or request assistance in hosting a VJF event, including registration, marketing on social media, a zoom room to host their event, and technical assistance from an Illinois workNet staff member for the live event. Job seekers can see which employers are hiring in Illinois, the number of open positions, how to apply, and view previously recorded VJF events or register for upcoming job fairs. Both employer and job seeker participants receive follow-up surveys to collect generalizable (questions have been standard for all VJF events for all audiences, which use the same workNet VJF platform) feedback from their VJF experience to continuously improve both the tools and user experience. IDES is provided the contact information for employers indicated in their survey they were interested in receiving additional services. Local Workforce Innovation Area

(LWIA) staff receive training and instructional materials to manage, plan, and hold VJF events with employers in their region. Additionally, questions regarding coordinating larger VJF events in their region, and additional technical assistance provided as needed. Flyers, social media samples, and other outreach materials are available so they may encourage and assist with employers and job seekers in their area.

From May 15 through June 30, 2020, 156 employers created VJF booths on Illinois workNet that provided 5,696 job openings across all employer booths. Twelve live VJF events included 16 businesses and 299 participants. To evaluate the customer experience and identify possible enhancements to the Virtual Job Fair tool, the Illinois workNet team created a survey sent to job fair attendees and participating employers. Additional questions were included for employers asking if they would be interested in learning about available services at no cost. Those responding "yes" are connected with an IDES Business Service Team (BST) manager for follow-up or referral to field staff for action. During PY 2019, 4 employers and 25 attendees completed the surveys. Given the survey response rate of around 11 percent, the Illinois workNet team is looking at improving the process to elicit the most meaningful feedback from participants. To improve the response rate, follow-up surveys are planned in the hope that allowing more time to elapse after the event will create a greater opportunity for audiences to reflect on their experience.

Regarding the State's response to participant feedback, employer feedback from surveys indicated a desire for breakout rooms to conduct one-on-one discussions with attendees. In response, the SIU Team will develop a process to accommodate a more streamlined process for such discussions in PY20

Subhead 3: Illinois workNet Standard Approach and Local Workforce Innovation Area Approach for Collecting Customer/User Feedback

Illinois workNet Approach

16

Illinois workNet provided customer feedback opportunities through surveys and webinars. Illinois workNet uses a standard approach to collect feedback on new and existing tools and resources.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

- Users are surveyed to identify areas for enhancements.
- A proposal is developed and presented to a subject matter/user group.
- Once updates are available, webinars are used to present the enhancements and collect user feedback.

This approach was used for Employment 101 redesign. Twenty partners provided feedback on the existing content, navigation, and opportunities for enhancement. One hundred fifty-one partners/users attended three webinars to collect their comments on Employment 101 content, navigation, and new features.

Local Workforce Innovation Area (LWIA) Approach Example: LWIA 10

Consistent with the local area's service integration action plan, in PY 2019 the Workforce Center of Will County (WCWC) used a swipe card tracking system to record all visits to the center and what services were utilized on each visit. At the beginning of every month a customer satisfaction survey is emailed to every customer who received a service at the WCWC the previous month (this survey is included as Appendix 16.) Between July 2019 and December 2019, customer feedback surveys were provided to 4,027 WIOA service customers in LWIA 10 with 478 responses. This results in an 11.4% response rate. To render an improved response rate, WIOA staff distribute reminders as customers leave the WIOA service center and are informed that all who complete the survey are entered into a monthly drawing for a gas card (paid for with non-WIOA funds). This drawing has increased the response rate over time. Survey results are generalizable to the local area's customers and are reviewed at monthly staff meetings so staff can be kept abreast of challenges customers may face, as well as recognize team members who provided great service to customers during their visit. Regarding continuous improvement, the feedback the local area receives from the surveys enables them to do several things, including:

1. change/eliminate processes that are identified by customers as unnecessary or duplicative;
2. recognize staff who have provided outstanding service to our customers; and
3. add services requested by customers (e.g., PowerPoint workshop) that assist them in their job search.

Subhead 4: Layoff Aversion and Dislocated Worker Funding

Illinois recognizes that the best layoff aversion strategy is prevention. Layoff aversion begins as soon as a company realizes it must adjust to remain competitive in its market. Commerce is investing in projects that specifically identify employers that serve WIOA-eligible dislocated workers from layoff events; focus on recently separated veterans; connect employers and WIOA eligible dislocated workers with short-term, on-the-job, and customized training programs; and provide registered apprenticeships before or after a layoff and before new employment.

The State of Illinois considers a layoff averted when a worker's job is saved with an existing employer that is at risk of downsizing or closing, or a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences no or minimal unemployment. To enhance layoff aversion efforts during COVID-19 and match job seekers with hiring, Illinois implemented the Virtual Job Fair tool (VJF) available on [Illinois WorkNet](#). As mentioned above, the VJF tool is introduced to workers who are impacted by layoffs during Rapid Response. To support small businesses facing financial impacts from the COVID-19 emergency, Illinois committed more than \$3.5 million in Statewide WIOA Rapid Response funds for layoff aversion activities. These funds were committed to mitigate layoffs and adhere to social distancing measures established by state and federal public health entities.

Subhead 5: Incumbent Worker Training

Layoff aversion begins when a business realizes its workers need upgrading and/or new skills to remain competitive in the global economy. Incumbent Worker Training (IWT) is a vital and significant workforce strategy to ensure Illinois companies and their workers stay competitive. Businesses use IWT to create new revenue streams, maintain current customers, attract new customers, retain valued workers, and improve productivity through increased efficiency and effectiveness. IWT is supported by local workforce area WIOA formula funds and DCEO Statewide Activities and Dislocated Worker Grant 17 funds in Illinois. For PY 2019, IWT activity included:

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Type	Employers	Projects	WIOA Funding	Enrolled	Completed	Percent Completed
Formula	171	222	\$2.62 M	1,599	1,335	84%
Non-Formula	131	146	\$3.37 M	3,726	3,537	95%
Total	302	368	\$5.99 M	5,325	4,872	92%

Source: Illinois Incumbent Worker Tracking System

All these data points were adversely impacted by COVID-19, with nearly two dozen projects with nearly 200 workers either paused or canceled due to the pandemic. There were dozens of more projects in the works either delayed or canceled due to economic uncertainty. The 368 PY 2019 projects were with companies in the following sectors: see Appendix 9 for an IWT Activity by Sector table.

IWT projects covered ten economic sectors in PY 2019; however, most activity was in Manufacturing, Transportation, Distribution & Logistics, Healthcare, Wholesale, Trade, and Architecture and Construction. The number of projects is greater than the number of employers because several companies conducted multiple projects during PY 2019. A pie chart illustrating IWT projects by sector and another bar graph illustrating IWT projects and employers by sector are also included in Appendix 9.

Section 5: Promising Practices, Statutory and/or Regulatory Requirements Waiver

Subhead 1: Waivers

1. Unified State Plan Waivers

- a. Out-of-School Youth expenditures up to 75% of Youth allocation
- Approved June 28, 2018
- b. Allow eligible training providers to not collect performance data on all student in a training program
- Approved June 28, 2018

2. Standalone Waivers

- a. Allow a local workforce area to be included in more than one planning region
- Approved January 8, 2019
- b. Allow ITAs for In-School Youth
- Approved May 17, 2019

Out of School Youth Expenditures up to 75%

Illinois' performance data indicate that the percentage of WIOA Youth that has earned a credential has increased since PY 2017. The data also indicate a decrease in youth that have “disconnected” from the education system, particularly those transitioning out of foster care or those with a disability transitioning from high school. There is an annual increase in Out-of-School Youth enrolled in secondary education or training. See Appendix 10 for a data table displaying Out-Of-School Youth expenditures and a table describing Out-Of-School Youth enrollment. Finally, the data demonstrate state and local strategies that address student retention by increasing the number of students in occupational training are working. Enrollment in occupational training for years PY 2017 - 2019 was 1,594, 1,638, and 1,155, respectively. Similarly, Out-Of-School Youth enrolled in pre-apprenticeships was 41, 61 and 53, respectively, for program years 2017 - 2019. PY19 enrollment for occupational training and pre-apprenticeships was strong for the first three quarters, but ultimately diminished due to COVID19.

Allow eligible training providers to not collect performance data on all students in a training program.

Illinois is a diverse state with ten economic development regions that can be generally categorized as rural, suburban, and urban city centers. Although there may be a sufficient number of training providers in Illinois' urban and suburban regions, several rural areas do not have sufficient training providers to provide the performance data on all students in a training program. This situation would dramatically impact customer choice and limit training options for WIOA participants. Under the current waiver, Illinois has improved

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

consumer choice by increasing the number of reportable training providers over the past 3 program years by 20% annually and the number of training programs by 10% annually.

Allow a local workforce area to be included in more than one planning region.

The IWIB Continuous Improvement Committee will be responsible for ensuring the waiver's specific goals and outcomes are realized. Outcomes of the waiver will be reported in the WIOA Annual Report. The waiver's intent is not to impose an unviable mandate on local CEOs and workforce boards not able to restructure their county alignment currently. The waiver's projected outcome is to avoid creating a dysfunctional and disorganized environment that would ultimately negatively impact service delivery and customer outcomes if realignment were forced on local CEOs.

Allow ITAs for In-School Youth

Through PY 2019, 12 of the state's 22 local workforce areas, spread across 8 of our 10 Economic Development Regions, have enrolled In-School Youth into Individual Training Accounts (ITAs), indicating a broad geographic reach the first academic year following the approval of the waiver. The number of students enrolled in ITAs is 56, which accounts for 6% of all youth ITAs. Of these 56, 8 successfully exited the program with the following characteristics:

- Target Sectors: 4 Healthcare / 1 Transportation / 1 Construction / 1 Finance & Banking / 1 Services (Automotive Tech)
- Measurable Skill Gains: 7
- Completed Training: 8
- Earned Industry-Recognized Credential: 7
- Entered employment: 8

Subhead 2: Professional Development

The Illinois Workforce Innovation Board (IWIB) stressed the need to provide professional development in the original 2018-2020 Strategic Plan, which was reinforced in multiple areas of Illinois' Unified State Plan and 2020 updates and modifications to the strategic plan. Illinois' response is the development of a comprehensive Illinois Workforce Academy (IWA). The purpose of the IWA is to support the WIOA system in pursuit of continuous improvement through education. The Academy will provide professional development that develops foundational knowledge for all partners to help WIOA personnel have the knowledge, skills, and capacity to effectively serve our customers.

Professional development opportunities are coordinated by the WIOA Professional Development Committee, acting as a representative from the WIOA partners and business. As the committee works to develop the IWA, they implemented a three-pronged approach to professional development to ensure all the system levels were supported. WIOA Wednesday weekly webinars, regional fall workshops, and the spring WIOA Summit provide year-round support for the WIOA system. Also, guidance through policy, supported by question and answer documents and newsletters (related to the IWIB, workforce, adult education, and career and technical education), are available on the [Illinois workNet website](#) and recordings of each of the webinars are available to the system.

WIOA Wednesday webinars are utilized to focus on program access, case management, and thriving in a virtual workplace. Training sessions on WIOA implementation, service integration, and business engagement were provided covering general WIOA topics, responding to the field's needs created by the COVID-19 pandemic, and components of Illinois' Unified State Plan. Every Monday, an announcement is shared with the WIOA system (645 participants) on upcoming WIOA Professional Development. All webinars are archived on Illinois workNet and shared with registrants. The evaluations from each of the webinars are reviewed quarterly by the WIOA Professional Development Committee to ensure the system's needs are being met. Regional Fall Professional Development in the fall of 2019 focused on service integration, the implementation of the Service Integration Self-Assessment, and Group Discovery. The

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

WIOA Professional Development Committee hosted four training sessions in the fall of 2019 to support the system as they navigated the completion of the Service Integration Self-Assessment.

The WIOA Summit was planned for April of 2020. The Summit reflected the commitment to collaboration and the unified mission fostered by WIOA. The WIOA Summit was intentionally designed to assist local WIOA partner staff and IWIB and LWIB members by providing practical guidance on service integration. The summit's overarching goals were to deepen collaboration among workforce development, education, economic development, and other partners, as well as foster the development of integrated, multi-partner service delivery. Due to the COVID-19 situation throughout the country, ICSPS, under the direction from DCEO, IDHS, ICCB, and IDHS, canceled the 2020 WIOA Summit. The environment at that time permitted no plans to reschedule the event. Illinois' Governor Pritzker was extremely proactive in ensuring the safety of Illinois' citizens and following his recommendations for public events, and after careful consideration, the decision was the safest choice for all attendees, partners and employees. At the time of cancellation, all 390 registrants were personally emailed, a notice went out to the system, and this information was shared with the WIOA Professional Development Committee to share on their partner agency listservs.

As a responsibility of the IWIB Executive Committee, a professional development plan is also being developed for all state workforce board members to better prepare them in executing their functions and roles. For the past five years, the IWIB has held a board retreat that expands board members' opportunity to come together and discuss their functions and roles, receive guidance on executing those roles, and continue to grow their knowledge of WIOA and the workforce and education systems in Illinois. A manual is being developed to capture this information into a useful resource for new and long-time members. The goal is that state and local boards are provided the information and resources necessary to fulfill their statutory obligations.

Subhead 3: Tools for Partners and Helping Individuals' Success - Customer Support Center

The Customer Support Center (CSC) on Illinois workNet (IwN) offers workforce and education partners to facilitate programs using implementation tools to help their customers reach training and employment goals. The CSC (<https://www.illinoisworknet.com/csc>) provides a common system where partners can work together to streamline services for individuals and employers. Using a combination of role and access management allows appropriate staff to access their customers' workforce readiness information. This suite of tools includes online intake applications, eligibility and suitability determination, assessments, outcome documentation tools, a career plan builder, worksite placement, account management, referral/scheduling, dashboards, notifications, case notes/messages, and reporting. The implementation tools are available at no cost to state and local partners. Tools are customized and used to implement special state and local programs, including Apprenticeship Illinois, Youth Career Pathways (YCP), and the Illinois Department of Human Services Community Youth Employment Program (CYEP). Additional enhancements during this program year included updating the Career Plan to integrate existing provider searches; allowing partners to add and update services for multiple customers simultaneously using the new services report; updating online Observational and Worksite Evaluations; updating services based on partner feedback; creating a quick start guide, partner guide, and tutorials for CSC tools; and providing a professional development webinar series covering each of the tools.

Subhead 4: Youth Career Pathway

The Youth Career Pathways Program provided grants to serve youth with barriers that prevented continued education and employment opportunities. The programs integrated workforce, education, and economic development services to serve WIOA eligible youth in the Cook and Peoria counties. These grants directly supported the Governor's priority of addressing barriers to employment for youth in Illinois.

There were seven providers in the Cook and Peoria areas that enrolled 216 youth in their various programs. The grants started on October 1, 2018, and concluded on May 31, 2020 (All grants were extended due to the COVID-19 pandemic). By extending the grant period, grantees could continue to provide critical

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

support for participants by maintaining their training programs, employment, and education opportunities. During this time, 127 participants were able to obtain industry-recognized credentials in various career sectors. The total grant amount for our 2019 Youth Career Pathway program was \$1,759,216 for training, education, and employment in the following sectors: Health Science (1 provider), Manufacturing (3 providers), Business (1 provider), and Construction (2 providers). Please see Appendix 11 for a table displaying industry-recognized credentials and the number of agency and industry participants.

Subhead 5: Sector Strategies

Illinois continued to promote the use of Sector Strategies to create regional sector-based public/private partnerships to address common concerns and take advantage of common opportunities for businesses. We will continue to promote the US Chamber of Commerce Talent Pipeline Management initiative (TPM), which is now active in over 25 states. TPM is a framework for similar businesses to better understand their talent needs and work collectively in a region to improve the talent pipeline, partially through better communication of their needs to the workforce and education systems. In 2019, Commerce embedded the six Talent Pipeline Management strategies – the first of which is regional sector-based employer collaboratives – into apprenticeship expansion grants. All grantees sent a team to a US Chamber Academy for training in implementing the strategies, and we anticipate requesting an in-state academy to bring US Chamber faculty to Illinois for training leaders in interested communities.

Subhead 6: Reverse Job Fair

The Division of Rehabilitation Services continues to seek innovative ways to meet their customers' employment needs. In the past year, the Workforce Development Unit has assisted in virtual job fairs and hiring events (necessitated by COVID-19) and explored activities such as reverse job fairs. Research with other states shows that the reverse job fairs effectively match vocational rehabilitation customers with employers. One such reverse job fair in Hannibal, Missouri, had 15 of 16 participants hired due to their efforts. The concept is that the customers prepare a booth/table and remain stationary throughout the event. The table features information and skills about the customer, including resumes that are shared with employers. DRS and partner staff work with the customers to create their booth materials, interact with employees, and personalize the booth or table display to showcase their skills and talents. The employers then move from booth to booth, talking with participants about their skills and sharing job opportunities with their companies. The booths are often color-coded to designate the industry or career field the DRS customer targets employment in.

The Accommodation for Success event was held in Illinois on August 8, 2019, for the first time in its five-year history. Accommodations for Success is a group that was first formed by six Metro East Workforce Development Boards (St. Clair and Madison Counties in Illinois, St. Louis County, Jefferson-Franklin, St. Louis City, and St. Charles County in Missouri) to provide more services to business and employees with disabilities. The group has grown to include Illinois and Missouri Vocational Rehabilitation, Departments of Mental Health and Developmental Disabilities, St. Louis City and County Schools, local Community Rehabilitation Agencies, and Centers for Independent Living, just to name a few. Approximately 100 of the region's top employers participated in workshops designed to help them be more aware of hiring individuals with disabilities. Multiple hires resulted from the event, which boasted approximately 50 potential employees.

Subhead 7: Apprenticeships in Illinois

The State of Illinois leveraged WIOA statewide activities funds to create the Apprenticeship and Work-Based Learning in the Illinois report around the data and survey results provided by Kim Jones' DOL Office of Apprenticeship and via a survey. This report was requested by the General Assembly through Public Act 101-364. The intention of the Apprenticeship Study Act (PA 101-364) was to (a) provide an inventory of apprenticeship programs within the state; (b) provide a better understanding of those programs; and (c) provide useful information to expand registered apprenticeship opportunities for employers and potential apprentices, especially those from underserved populations.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

The study used two data sources: (1) data collected from the US DOL RAPIDS database on registered apprenticeship programs and (2) data collected from a survey on non-registered apprenticeships, youth apprenticeships, pre-apprenticeships, and other work-based learning programs. The report was delivered to the Governor and General Assembly in June 2020 and is posted on www.ApprenticeshipIllinois.com under "Latest Information." The appendix is an excellent resource for Apprenticeship Navigators to see what exists and can be expanded, elevated to a Registered Apprenticeship Program (RAP), and what is lacking in their areas. The study includes pre-apprenticeships, youth apprenticeships, non-registered apprenticeships, bridge programs, as well as Registered Apprenticeship programs. According to the US Department of Labor RAPIDS database, there are nearly 17,000 registered apprentices in Illinois as of June 30, 2020. Many of these apprentices are in the construction industry. Manufacturing also has significant numbers of apprentices, primarily in the production and industrial maintenance occupations. Apprenticeship is beginning to become more prevalent in wholesale trade, utilities, finance, professional services, etc. The distribution of apprentices across economic development regions (EDRs) is not significantly different from the distribution of overall employment. Nearly 94% of registered apprentices operate under a group, joint agreement. Please see Appendix 12 for a table of Registered Apprenticeships by Industry Sector.

Subhead 8: Agreement on PY 2019 MOUs

As during the development of PY 2018 MOUs, in PY 2019, the Interagency Technical Assistance Team worked proactively with local workforce boards, chief elected officials and required partners to identify local areas at risk of impasse during cost-sharing negotiations. An agreement was facilitated in these local areas before issues could arise (including the institution of an interim one-stop operating budget), significantly reducing the number of local areas needing State-level remediation teams to address areas of a potential impasse. An agreement was reached in all 22 local areas for MOUs that took effect July 1, 2019, avoiding the need to declare an impasse and activate a series of restrictive provisions to cost-sharing.

**Subhead 9: Points of Intersection Between WIOA Activities **

As several WIOA activities converged during PY 2019 leading into PY 2020, required partners at the State and local levels were required to undertake significant planning and other activities. These activities included developing the new 2020-2024 Unified State Plan, regional and local plans, and local Memoranda of Understanding with Infrastructure Funding Agreements, one-stop certification for all designated workNet centers, and completion of self-assessments with action plans for improving service integration. These activities were mapped into a WIOA Integrated Timeline developed by the IWIB and interagency teams. The timeline was utilized to find intersection points in WIOA activities to better plan and integrate activities and guidance throughout the Illinois workforce system for regional and local implementation. This concept will continue to help improve coordination of the various guidance and planning activities in future program years.

Subhead 10: Coursera

The State of Illinois partnered with Coursera to offer free online courses that lead to Information Technology (IT) professional courses and certificates, such as the Google IT Support Professional Certificate. These courses and certifications make Illinois residents more competitive in the IT field where job openings exist in Illinois. Additional courses were also available that cover topics such as digital literacy, job readiness, and more.

This opportunity was made available through Get Hired Illinois and Illinois workNet landing pages. Illinois residents were invited to access these free Coursera online Information Technology (IT) and Job Readiness courses through outreach such as social media, news items, emails and more. Open enrollment started in June 2020, and participants who enroll by October 31, 2020, can access their free courses through December 2020. During June 2020, 1,869 Illinois residents requested invitations to access the free online courses through Illinois workNet, which resulted in 1,171 learners joining Coursera. Of those learners, 837 enrolled in at least one course, and 132 learners completed at least one course.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

Section 6: Actions in Response to COVID-19

Subhead 1: Updates to the Illinois workNet Website

In response to COVID-19, beginning in March 2020, the Illinois workNet online portal was modified to provide a clearinghouse of relevant information tailored to workers, jobseekers, businesses, and workforce system professionals. Ongoing updates include audience-specific pages with links to information for the specific needs of each.

The WIOA Professionals COVID-19 page included the following sections:

- FAQs – for the State TA Team to respond to questions from local WIOA core and required partner workforce professionals.
- Reopening American Job Centers (AJCs) – with guidance on procurement of protective equipment, security issues, handling workers exposed to COVID-19, and a reopening checklist (see below)
- AJC Ongoing Operations Guidance – a collection of guidance documents including the Governor's Restore Illinois Plan, with industry-specific guidance for each phase of reopening, and documents from the Departments of Public Health and Human Rights
- Services to Business – resources to assist ongoing service delivery to businesses
- Service to Job Seekers – resources to assist ongoing service delivery to individuals

Subhead 2: Reopening Checklist

In PY 2019, the WIOA Interagency Teams developed and refined a checklist (Appendix 13) to identify necessary requirements and offer additional guidance to support Local Workforce Innovation Boards (LWIBs) in making decisions about when to reopen centers with the appropriate safety measures in place. The checklist has continued to evolve as additional information becomes known, and LWIBs share their insights about best practices. Requirements, recommendations, and other considerations are categorized into Center Services, Procedures, and Staffing. Each was identified as appropriate for each phase of the Governor's "Restore Illinois: A Public Health Approach to Safely Reopen Our State."

While the checklist is not mandatory, three requirements have had to be met before centers can reopen to the public in any region of the state. They are:

1. Ensure adequate Personal Protection Equipment (PPE) is available for all staff and customers through Phases 3 and 4.
2. Ensure the safety of staff and customers, including through designated on-site security personnel.
3. Establish an agreed-upon process for making decisions for a practical reopening that includes conversations between the leaseholder, one-stop operator, and required partners before deciding or announcing that an American Job Center will reopen to the public.

Due to an unprecedented spike in demand, the national rollout of a new unemployment benefits program, and ongoing security concerns, IDES-administered Unemployment Insurance services were not available through direct linkage or in-person at American Job Centers in the fourth quarter of PY 2019. Customers seeking Unemployment Insurance services were directed to the IDES call center at 800-244-5631 or the website at www.ides.illinois.gov. The attached checklist's remaining items are guidelines and considerations for determining what fits best in each local workforce area.

Subhead 3: Work Group to Address COVID-Related Issues

In response to the COVID-19 pandemic and the Governor's Restore Illinois initiative, the WIOA Interagency Technical Assistance Team created a separate meeting scheduled for COVID-19 issues of the LWIAs and partners:

- The committee developed a checklist for the LWIAs to use when considering reopening and updates the checklist as appropriate based on reopening status.
- The committee tracks the one-stop centers' reopening status and updates the list and shares with partners and agencies as the reopening statuses change.
- Additionally, the committee prepared guidance for the field. The committee continues working, revising, and updating guidance as conditions change.

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

- The committee has provided additional guidance that focuses on steps that required partners can take to discuss service delivery in AJCs where IDES is the leaseholder and does not plan to reopen the center to the public until further notice.
- The committee works with the Illinois Workforce Partnership (IWP), gathering data about how partners handle fixed and variable costs in the MOU budget while AJCs are closed.

Subhead 4: National Dislocated Worker Grants (Disaster Recovery / Employment Recovery)

To bolster COVID-19 recovery efforts, Illinois applied for and was awarded two National Dislocated Worker Grants. The Disaster Recovery Program is an initial response to address communities' humanitarian and clean-up assistance needs and workforce-related impacts of the COVID-19 national health emergency. Communities in need of temporary workers to assist with humanitarian assistance and COVID-19 mitigation efforts will partner with their Local Workforce Development Board to identify disaster relief employment opportunities for project participants who will also receive employment and training assistance to obtain permanent employment following their temporary job. The Employment Recovery Program will provide training services to dislocated workers from hard-hit industries, including but not limited to hospitality and restaurants, where low-skilled and low-wage workers have been disproportionately impacted by this crisis. Illinois will provide employment and training services to dislocated workers to help them obtain unsubsidized employment, adapt the types of services, and deliver services to meet the changing economy and changing customer needs while following health emergency safety practices requirements, including abiding by Illinois' Stay-at-Home orders.

As mentioned earlier in this report, Illinois is developing the Illinois Employment Business System (IEBS), a layoff and business intelligence platform to improve responsiveness. The new system is designed to serve users in two ways: develop a new approach to serving Illinois' businesses and employees, create an innovative system solution that leverages real-time global business information, and empowers business and economic developers to proactively identify and target businesses of interest. IEBS will have state-of-the-art dashboards, scorecards, and extractable reports to display and track layoff activity in the state. It is a built-in responsive design, and therefore, it is available on desktop computers, tablets, or smartphones. IEBS is wholly integrated with the Illinois Workforce Development System, which is the Illinois WIOA Title I system of record. IEBS is scheduled to go "live" in Fall 2020.

An additional strategy included working within the DCEO Office of Employment and Training (OET), as their staff developed and delivered workforce system training sessions to the Illinois Small Business Development Center (SBDC) network and the DCEO's Regional Economic Development field staff to leverage connections and interactions with businesses to identify opportunities for early intervention. Helping companies remain competitive is a high return-on-investment activity that directly impacts WIOA participants' ability to obtain sustainable employment with options for upward mobility. To that end, our mutual goal is to help businesses access WIOA services and skilled workers to improve their competitive position and avoid layoffs. Based on strategies and programs, the state will continue to use the information developed by interagency teams, feedback from regional sector partnerships, and intelligence from economic development officials to expand layoff aversion efforts and respond to businesses' needs before layoffs occur.

Subhead 5: Pandemic-Related Workforce Challenges

The overriding challenge through the end of PY 2019 is the impact of the COVID-19 pandemic. Due to social distancing requirements, American Job Center offices were forced to close suddenly in March. The state provided intensive technical assistance to help local boards and one-stop partners adopt new service delivery strategies and access personal protective equipment. The state also developed a checklist of items to consider assisting with an orderly reopening of one-stop centers. The full extent of the pandemic's impact is not yet known. However, we know that training was disrupted for many WIOA participants, and dozens of incumbent worker training projects were delayed or outright canceled, which will affect expenditure and obligation rates and participant performance. The latter will also be impacted by the sudden surge in unemployment as participants completing training are entering an uncertain economy and competing for

PY 2019 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

jobs with the many newly unemployed. Defining and responding to structural changes in employment caused by this pandemic and its implications (which may be irreversible) will necessitate a continuous workforce system response over the next several years.

APPENDIX 1

Illinois – Workforce Innovation Opportunity Act (WIOA) PY2020 and PY 2021 Illinois Negotiated Levels of Performance Goals

UNIFIED STATE PLATAB

Illinois WIOA Performance Title I, II, III, IV	PY 2020 Final Negotiated Goal	PY2021 Final Negotiated Goal
Employment Rate – 2nd Quarter After Exit		
Title I – Adults	77.0	77.0
Title I – Dislocated Worker	81.0	81.0
Title I – Youth	73.5	73.5
Title II – Adult Education	27.6*	27.7*
Title III- Wagner – Peyser	68.0	68.0
Title IV – Vocational Rehabilitation	Baseline	Baseline
Employment Rate – 4th Quarter After Exit		
Title I – Adults	75.5	75.5
Title I – Dislocated Worker	81.0	81.0
Title I – Youth	73.0	73.0
Title II – Adult Education	28.3*	28.4*
Title III- Wagner – Peyser	69.0	69.0
Title IV – Vocational Rehabilitation	Baseline	Baseline
Median Earnings – 2nd Quarter After Exit		
Title I – Adults	\$6,500	\$6,500
Title I – Dislocated Worker	\$9,600	\$9,600
Title I – Youth	\$3,275	\$3,275
Title II – Adult Education	4,650*	4,651*
Title III- Wagner – Peyser	\$5,800	\$5,800
Title IV – Vocational Rehabilitation	Baseline	Baseline
Credential Attainment		
Title I – Adults	70.0	70.0
Title I – Dislocated Worker	71.0	71.0
Title I – Youth	65.0	65.0
Title II – Adult Education	27.0	27.1
Title III- Wagner – Peyser	N/A	N/A
Title IV – Vocational Rehabilitation	Baseline	Baseline
Measurable Skill Gains		
Title I – Adults	39.0	39.0
Title I – Dislocated Worker	43.5	43.5
Title I – Youth	31.0	31.0
Title II – Adult Education	44.7	44.8
Title III- Wagner – Peyser	N/A	N/A
Title IV – Vocational Rehabilitation	62.2	62.2
Effectiveness in Serving Employers		
Title I – Adults	Baseline	Baseline
Title I – Dislocated Worker	Baseline	Baseline
Title I – Youth	Baseline	Baseline
Title II – Adult Education	Baseline	Baseline
Title III- Wagner – Peyser	Baseline	Baseline
Title IV – Vocational Rehabilitation	Baseline	Baseline

The data and information that currently are available for each primary performance indicator vary across indicators, and across the core programs. The Departments will continue to use the transition authority under 503(a) of WIOA to designate certain primary indicators of performance as “baseline” indicators in the State Plan.

Illinois – Workforce Innovation Opportunity Act (WIOA)
PY2020 and PY 2021 Illinois Performance Expected Levels of Performance Prior to Negotiations

**Title II*

Adult Education Employment Rate 2nd Quarter and 4th Quarter after exit and Median Earnings indicators require a file submittal to the state wage agency in order obtain wages on the individuals. The matching algorithm requires to match with SSN. Not all Adult Education individuals provide their SSN. Therefore, these performance indicators will be diminished by the amount of those individuals whose wages cannot be matched. Those without SSN are included in the tracking cohort denominator but will not be included in the numerator. This results in undercounting for successful employment. No self-reported or survey data from programs on successful employment of students are included in these rates but Illinois is investigating the feasibility of such processes.

PY2020 and PY2021 WIOA Expected Levels of Performance for Illinois - NARRATIVE

TITLE I ADULT	<p>Non-baseline measures - Employment Rate 2nd and 4th Quarter After Exit, Median Earnings, and Credential Attainment were negotiated in PY2018 and PY2019. Based on a full year of actual outcomes in PY2018, Illinois' expected outcomes in these measures for PY20/21 will remain the same as the negotiated measures in PY18/19 with the exception of Median Earnings that will increase from \$5,460 to \$5,700 and Adult Credential Attainment that will increase from 63.0 to 67.0 in PY20/21.</p> <p>Measurable Skill Gains was a baseline measure in PY18/19. It will be negotiated in PY2020 and PY2021. Based on PY2018 data that was collected, there were 6,392 participants that received 3,243 MSG for a rate of 50.6. Illinois will use this rate to establish the PY20/21 expected level of performance for that measure.</p>
TITLE I DISLOCATED WORKER	<p>Non-baseline measures - Employment Rate 2nd and 4th Quarter After Exit, Median Earnings, and Credential Attainment were negotiated in PY2018 and PY2019. Based on a full year of actual outcomes in PY2018, Illinois' expected outcomes in these measures for PY20/21 will remain the same as the negotiated measures in PY18/19 with the exception of Median Earnings that will increase from \$7,600 to \$7,700 in PY20/21.</p> <p>Measurable Skill Gains was a baseline measure in PY18/19. It will be negotiated in PY2020 and PY2021. Based on PY2018 data that was collected, there were 4,191 participants that received 1,995 MSG for a rate of 47.6. Illinois will use this rate to establish the PY20/21 expected level of performance for that measure.</p>
TITLE I YOUTH	<p>Non-baseline measures - Employment Rate 2nd and 4th Quarter After Exit, and Credential Attainment were negotiated in PY2018 and PY2019. Based on a full year of actual outcomes in PY2018, Illinois' expected outcomes in these measures for PY20/21 will remain the same as the negotiated measures in PY18/19 with the exception of Employment Rate 4th Quarter After Exit which will increase from 62.0 to 65.0 in PY20/21.</p> <p>Measurable Skill Gains was a baseline measure in PY18/19. It will be negotiated in PY2020 and PY2021. Based on PY2018 data that was collected, there were 4,487 participants that received 2,005 MSG for a rate of 44.7. Illinois will use this rate to establish the PY20/21 expected level of performance for that measure in PY20/21. Youth Median Earnings was a baseline measure in PY18/19. It will be negotiated in PY2020 and PY2021. Based on PY2018 data that was collected, the Median wage was \$3,600. Illinois will use this rate to establish the PY20/21 expected level of performance for that measure.</p>

Illinois – Workforce Innovation Opportunity Act (WIOA)**PY2020 and PY 2021 Illinois Performance Expected Levels of Performance Prior to Negotiations**

TITLE II ADULT EDUCATION	<p>Title II Adult Education previously negotiated targets for Measurable Skill Gain performance for PY2018 and PY2019. In PY2018 Adult Education met the state negotiated target of 44%, meeting 10 of 11 EFL targets as established under National Reporting System (NRS) guidelines. Based on PY2018 data collected 24,825 out of 55,405 participants (44.8%) earned a MSG. MSG through improvement of basic academic skills is essential on the pathway toward earning credentials.</p> <p>In PY2019 AEFL failed to meet the state negotiated target of 46%. It is important to note that a significant number of individuals could not be post-tested to measure this metric due to COVID restrictions. Programs were required to end in-person instruction in mid-March and post-testing that would have normally occurred during the final quarter of the year wasn't possible. Adult education's overall performance was 33.9% for this measure in PY2019.</p> <p>Employment, credential attainment and MSG targets were negotiated for PY2020 and PY2021 in early spring using the Statistical Adjustment Model and required to show Continuous Improvement. Targets for PY2020 and 2021 are indicated above for all measures, except Effectiveness in Serving Employers (which remains in baseline).</p> <p>*It's important to note that current matching algorithms to track individuals into employment require an SSN. While students without an SSN are included in the tracking cohort (i.e. denominator), only students with a valid SSN are able to be successfully tracked and positively counted for employment. This results in undercounting for successful employment. No self-reported or survey data from programs on successful employment of students are included in these rates but ICCB will be investigating the feasibility of such processes.</p>
TITLE III WAGNER- PEYSNER	<p>Non-baseline measures - Employment Rate 2nd and 4th Quarter After Exit and Median Earnings were negotiated in PY2018 and PY2019. Based on a full year of actual outcomes in PY2018, Illinois' expected outcomes in these measures for PY20/21 will remain the same as the negotiated measures in PY18/19 with the exception of Employment Rate 4th Quarter After Exit that will increase from 60.0 to 61.0 in PY20/21. Credential Attainment and Measurable Skill Gains do not apply and will never be reportable for WIOA Title III Wagner-Peyser.</p>
TITLE IV VOCATIONAL REHABILITATION	<p>All measures were Non-baseline measures in PY18/19. The Department of Human Services- Vocational Rehabilitation Services (DHS-VR) has been collecting data for the baseline Measurable Skill Gains indicator per the Department of Education's requirements. After analyzing the data collected, planning and operations team have decided that the most conclusive and predictive information can be obtained from the PY2018 data. In PY2018, there was a total of 3,564 post-secondary participants, 2,217 achieved Measurable Skill Gains to achieve a rate of 62.2. DHS-VR has been conducting intensive training and implementing new and innovative methods to improve MSG attainment rate. For the PY2020 and PY2021 Expected Levels of Performance, and first year of negotiation on this measure for DHS-VR, the agency is proposing to set the expected level of MSG at 62.2.</p>

APPENDIX 2

2020 – 2022 IWIB Strategic Plan

The Governor-appointed Illinois Workforce Innovation Board (IWIB), mandated by the Workforce Innovation and Opportunity Act (WIOA), includes leaders from business, industry, state agencies, education, labor, and community-based organizations with the goal of evaluating and meeting the workforce needs of Illinois' employers and workers. WIOA requires that state workforce boards take a leadership role in guiding the workforce system through policies, strategies, and performance that address the needs of businesses, consumers, employees, community members, and partners. These boards have the responsibility of overseeing the development, implementation, and modification of the Unified State Plan, convening all relevant programs, required partners and stakeholders, and providing oversight and strategic leadership for the state workforce development system.

Furthermore, boards are to act as conveners of the system bringing together employers and community partners at the state, regional, and local levels to promote economic growth through these partnerships and ensure alignment between education and workforce services. Active participation of all board members and close collaboration with partners, including public and private organizations, is vital to this success.

In Illinois, this active participation occurs through a committee and task force structure, in which IWIB representatives from private/public partner programs implement policy recommendations to strengthen Illinois' workforce system.

A formal Vision and Mission for the IWIB, along with the priority areas, served as the framework for the board to make strategic decisions to lead the workforce system. As a starting point, the IWIB identified five priority areas that focus on integrated and equitable service delivery design, business engagement through sector strategy framework, career pathway development, and metrics for measuring success.

VISION

Illinois will strive to be a national workforce development leader by creating a cohesive, business-led system that equally supports job seekers and businesses through regional economic prosperity and global markets.

MISSION

"The Illinois workforce system's purpose is to integrate education, workforce, and economic development resources and services that support economic growth and job creation for individuals, businesses, and communities in the State."

PRIORITY AREAS

1. Integrate service delivery, improving access and opportunity for all populations.
2. Promote business demand-driven orientation through a sector strategy framework, grounded in strong partnerships within business and among business at all levels of the system.
3. Grow career pathways to enhance opportunities for Illinoisans to stimulate the economy.
4. Monitor, track, and assess clear metrics for progress and success to inform continuous improvement and innovation efforts.
5. Ensure accountability as a board and as system partners for outcomes and transparency through marketing and outreach to the system.

IWIB GOALS

Equitable access is a fundamental principle within WIOA, the Illinois WIOA Unified Plan, as well as a high priority of the Governor. The work of the IWIB is to establish goals to improve inequities for the populations we serve, create accessible career pathways for all customers that address barriers to employment, and enhance equality among partners.

Business Engagement:

The IWIB will engage the business community through sector strategies and career pathways that strengthen and expand the building and sustainability of business-led partnerships. Engagement will be targeted through industry sectors and emerging pathways by promoting work-based learning, seeking out minority-owned businesses, and developing innovative approaches to improve competitiveness and equity among partners.

Customer-Centered Design:

Executing a customer-centered service delivery model has the intended outcome of utilizing approaches that produce equitable outcomes and result in higher customer satisfaction for both businesses and jobseekers. This will be accomplished by addressing

challenges to employment and creating career pathway approaches for all clients that lead to industry-recognized credentials and ultimately sustainable employment.

Technology:

Deploying user-friendly accessible technology to maximize the efficiency and effectiveness of the system provides for coordinated service delivery which is a foundational approach under WIOA.

Workforce Board Impact:

Strengthening state and local workforce board effectiveness moves these boards into a strategic position to set priorities and garner a better understanding of roles and responsibilities.

APPENDIX 3

Illinois' Vision Statement: Foster a statewide workforce development system that supports the needs of individuals and businesses to ensure Illinois has a skilled workforce to effectively compete in the global economy.

Our Guiding Principles:

- Demand-Driven Orientation - Through a sector strategy framework, the state will support the system assessment of business needs for talent across local, regional and state levels.
- Strong Partnerships with Business at All Levels - Strong partnerships with business will assist employers to define in-demand skills and articulate those needs to education and training providers.
- Pathways to Careers of Today and Tomorrow - The development of career pathways that meet employers' skill needs today, while offering individuals clear opportunities to build and upgrade their skills, earn industry-recognized credentials, and advance their career over time.
- Cross-agency Collaboration and Connections - There will be a focus on improving strategic connections across all components and levels of the education and workforce systems.
- Integrated Service Delivery - Illinois will more effectively serve business and individual customers by implementing service integration strategies.
- Equitable Access and Opportunity for All Populations - Connecting individuals with relevant supports, such as transportation, childcare and transition services will help targeted populations prepare for and advance along a career pathway.
- Clear Metrics for Progress and Success - Illinois will develop or adopt metrics that will monitor for progress and success informing continuous improvement and innovation efforts.
- Focus on Continuous Improvement and Innovation - Illinois will advance systemic and sustainable change that drives us to be prompt, agile and responsive to changing economic conditions.

State Goals:

As was detailed in the report responding to the Governor's EO 3, charting a new course for Illinois' economic future requires that we learn from the past. We must scale up practices that have proven effective, re-engineer those that have not delivered on promised success, and abandon those with little to no return. Six lessons learned will help guide our path forward and form the basis for the statewide goals that follow:

- Workforce development efforts must support the industries and occupations targeted at the state and regional levels while responding to the needs of local employers.
- The skills gap is arguably Illinois' most serious barrier to economic prosperity. Building a pool of job seekers and workers with the right skills at the right time is essential.
- Our job creation efforts must be statewide and extend to employers of all sizes. Effective economic development strategies are needed in urban and rural areas alike. Also, two-thirds of the nation's private-sector workforce is employed by small business. Strategies to stabilize, retain, and grow this bedrock of our economy are urgently needed throughout Illinois.
- All of our investments must generate an acceptable return on investment. These returns must be measured in terms of the outcomes most meaningful to Illinois residents – such as jobs, earnings, and long-term career prospects.

- Programs to prepare individuals for the workplace too often ignore the harsh economic realities of low-income populations. Education and training models that offer an “earn as you learn” component enable economically at-risk populations to acquire new skills while supporting themselves and their families. For others, support for childcare and transportation can mean the difference between advancing on a career pathway and remaining in poverty.
- The system-level change we envision will require that all State agencies with a stake in education, job creation, or workforce development support each other.

Goals for Achieving the State’s Strategic Vision

1. Unite workforce development partners around regional cluster strategies: Regional cluster strategies will focus resources on the industries with the highest potential to add jobs and increase prosperity in regions across Illinois. These strategies bring together the public and private sectors in each region to build on their unique strengths.
2. Prepare Illinois’ workers for a career, not just their next job: Regardless of background, life circumstances, or education level, Illinois workers can be prepared for high-demand careers by developing core academic, technical, and essential employability skills throughout their lifetimes.
3. Connect job seekers with employers: Assist Illinois businesses to find the productive workers they need, through more efficient training and better services for job seekers and employers.

State Strategies to Achieve These Goals:

Six essential state strategies underpin Illinois’ commitment to engage and support all parts of our education, workforce, and economic development systems.

Strategy 1: Coordinate Demand-Driven Strategic Planning at the State and Regional Levels

The IWIB has a demand-driven strategic planning process grounded in strong partnerships across education (secondary and postsecondary), workforce and economic development at the State, regional and local levels.

Strategy 2: Support Employer-Driven Regional Sector Initiatives

The IWIB continues to guide this important work to ensure investment in resources and promotion of skills and careers in targeted industry and high demand occupations.

Strategy 3: Provide Economic Advancement for All Populations through Career Pathways

State and regional sector initiatives will provide the foundation for sector-based career pathway initiatives that expand career and educational opportunities for students and workers, including those facing multiple barriers to employment to achieve economic advancement.

Strategy 4: Expand Service Integration

Defined as “a combination of strategies to align and simplify access to one-stop center services and supports for employers, job seekers, and workforce professionals within the system,” the goal of service integration in Illinois is to provide the best experience possible for all WIOA customers.

Strategy 5: Promote Improved Data-Driven Decision Making

Partner agencies will design, develop and use the statewide public-private data infrastructure (see Strategy 6, below) to provide both employers and job seekers with information and tools to promote and access job openings, review changing labor market trends and opportunities, identify funding opportunities and fund education, training and support services.

Strategy 6: Advance Public-Private Data Infrastructure

Focusing on the IWIB Vision, the board will ensure measures are implemented that will guide Illinois through sustainable, systemic change. It will expand and improve the Illinois public-private data infrastructure to support the five strategies described above. This requires the integration of labor market information with State education and workforce longitudinal data systems, as well as program and case management systems. To assure that the IWIB can lead the efforts of Illinois in these six strategic areas, it has identified a need to strengthen the effectiveness and impact of its members and the membership of local workforce boards. Strategies will be developed to identify appropriate methods of outreach between the IWIB and local boards, as well as the technical assistance and resource needs that will allow board members to better understand their functions and responsibilities and ensure accountability in effectively conducting their business.

APPENDIX 4

Title III Highlights During PY19 include:

Cook County Court Domestic Division

To reduce possible legal consequences (including incarceration), judges at the Markham Courthouse in Cook County referred non-custodial, financially delinquent parents to IDES for workforce development services. Staff assessed individuals to determine if they were job-ready or if they needed supportive services. From there either employment assistance was provided or a referral to workforce partners for supportive services. This effort was preparing to expand to the Cook County Chicago courthouse in Spring 2020.

Cook County Jail Bootcamp

In Fall 2019, IDES worked with Cook County Jail to develop a program to assist incarcerated individuals in the jail's boot camp program with pre-release workforce development services and referrals for supportive services. The initiative was just starting before quarantine.

Safer Foundation/IDOC

A collaborative effort began in Winter 2020 with the Safer Foundation to provide reentry workshops at the IDOC Adult Transitional Centers in Chicago. Workshops highlighted employment resources and incentives offered through IDES such as Illinois Job Link, tax credits, and fidelity bonds. Wagner-Peyser – Business Services

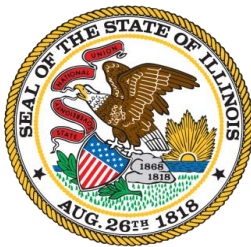
Bonding

IDES issued 134 Fidelity Bonds between July 2019-June 2020 which helped secure a \$100,000 grant from The US Department of Labor (USDOL). USDOL created the Federal Bonding Program (FBP) in 1966. The bonds cover the first six months of employment at no cost to the job applicant or the employer. The FBP has been successfully providing fidelity bonds to employers, giving them access to job seekers and opening doors of opportunity. The Federal Bonding Program has improved hiring practices – industries that support our state's economy – hospitality, retail, construction, transportation, auto repair, manufacturing, healthcare, non-profits, banking, tourism and more. This USDOL program is a great success, with over 52,000 job placements nation-wide for at-risk job seekers who were automatically made bondable. IDES issued 114 Fidelity Bonds in 2019 alone, which allowed IDES to secure a \$100,000 Demonstration Grant provided by USDOL with the signing of First Step Act in Dec 2018. This Act aims to reduce recidivism and ensure successful reentry of ex-offenders back into their communities. These bonds, created by the Act, can only be used to help persons with criminal records, including ex-offenders recovering from opioid and other drug addictions, obtain employment.

Success Stories

In order to address the need to replace an aging workplace at Peoples Gas, a program was created to train Veterans as Utility Workers. The Utility Workers Military Assistance Program has trained Veterans utilizing funding from the Chicago Federation of Labor (Title I, LWIA 7 – Chicago Cook Workforce Partner). Veterans complete a 4-months intense training program through Chicago City College (WIOA Title II). During 2019, forty Veterans were placed into the UMAP Training directly from IDES referrals. Upon employment with Peoples Gas veterans enter the apprenticeship program. In 2019, Peoples Gas reported approximately one-third of their current utility workers completed the UMAP Training. IDES presented a full presentation to the IWIB in December of 2019.

In the Chicago metro area IDES has developed a strong collaboration with their Title 1 Chicago Cook Workforce Partnership staff. One of these examples was the Chicago Wolves Illinois Hires Heroes Consortium (IHHC) Expo and Hiring Event. The IHHC Veteran's Expo was a casual hiring event with seminars and workshops designed by industry professionals to assist veterans, military and military spouses with workforce readiness guidance, opportunities and resources. Twenty-eight participating employers and state agencies were in attendance offering services and employment opportunities. IDES also partnered with Military Stand Downs, The United Center hiring events and Jesse Brown hiring events. IDES' tireless connection with National Able, the directors of both the Chicago Cook Partnership and America Works were just a few examples of the overall effort executed during this reporting period.



Illinois Workforce Innovation Board

Service Integration in Illinois

The Illinois Workforce Innovation Board (IWIB) has focused on service integration as a driver of workforce system improvement. Service integration is a guiding principle and core strategy of the IWIB's strategic plan and related state-level workforce, adult education, and economic development plans and is shaping one-stop center operations, technical assistance, and capacity-building. This work began in August 2017 with the convening of a 30-member state-level Service Integration Policy Work Group. Their first action was to develop a statewide definition for service integration:

"a combination of strategies to align and simplify access to one-stop center services and supports for employers, job-seekers and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs; across time as customer needs change; or both."^{1*}

A key partner and resource in the development of the policy has been the Workforce Innovation and Technical Assistance Center (WINTAC) which provides support to State Vocational Rehabilitation Agencies to meet the requirements of WIOA. Their involvement began with Illinois' adaptation of their integration continuum model and continues through their extensive technical assistance and capacity-building efforts.

Major achievements in service integration in Illinois have included:

- Adoption of a service integration policy based on seven core one-stop functions and 15 goals.
- Embedding service integration in Illinois' WIOA Unified State Plan, the State's Five-Year Economic Development Plan, the Workforce Education Strategic Plan, and the Adult Education Plan.
- Surveying front-line one-stop staff to understand from their point of view the challenges, potential solutions, and promising service integration practices occurring in their one-stops.
- Revising the one-stop certification process to align with service integration policy. More than one-half of the criteria for local boards to consider when designating their one-stops speak to service integration.
- Designing and implementing a service integration self-assessment process to identify implementation priorities for WIOA local and regional planning. A "Service Integration Overview and Self-Assessment Guide" and "Facilitator's Guide" were developed to assist in this process and build local capacity.
- Forming a cohort of eight Local Workforce Innovation Areas to pilot the service integration self-assessment.
- Focusing on service integration for the 2019 and 2020 statewide WIOA professional development summits and providing a range of integration-focused webinars.
- Issuing a funding opportunity to provide local workforce areas with additional resources to implement service integration priorities aligned with their service integration self-assessments.
- Designing an evaluation approach to identify continuous improvement opportunities in service integration.
- Developing a web presence (www.illinoisworknet.com/si) that contains all relevant service integration forms and guidance, archived webinars, frequently asked questions, and other useful information.

^{1*} Illinois service integration information is available at <https://apps.il-work-net.com/WIOAPolicy/Policy/Home>

APPENDIX 6

Illinois's Effectiveness in Serving Employers

Effectiveness in Servicing Employer Data Program Year 2019					
Employer Services					
Category of Services	DCEO Title I	ICCB Title II	IDES Title III	IDHS Title IV	Total Reported
Employer Information and Services	295	720	4,318	0	5,333
Workforce Recruitment Assistance	349	0	6,836	0	7,185
Engaged in Strategic Planning/Economic Development	45	0	335	0	380
Accessing Untapped Labor Pools	209	0	145	0	354
Training Services	894	321	76	660	1,951
Incumbent Worker Training Services	233	0	6	0	239
Rapid Response/Business Downsizing Assistance	396	0	0	0	396
Planning Layoff Response	319	0	0	0	319

PY 2019 Pilot Approaches	Numerator	Rate
	Denominator	
Retention with The Same Employer in the 2 nd and 4 th Quarter After Exit Rate	32,705	66.8%
	48,969	
Employer Penetration Rate	15,940	4.2%
	376,667	

Footnote: The Category of Services table displays the data for all services provided to employers across the four Core Programs. The Employer Penetration Rate Numerator data reflects the removal of duplicate services between the Core Programs.

Effectiveness in Serving Employers Definition of Services

Employer Information Services

Total unduplicated number of establishments that, during the reporting period, received staff assisted series designed to educate them about and engage them in the local job market/economy and the range of services available through the local One-Stop delivery system. Establishment information services may be provided in a variety of service interventions including orientation sessions, workshops, or other business consultations. Information and support services that are delivered to establishment newsletters, brochures, or publications are not reportable services under this category

Workforce Recruitment Assistance

Enter the total number of unduplicated establishments that, during the reporting period, received workforce recruitment assistance from staff or remotely through electronic technologies.

Engaged in Strategic Planning/Economic Development

Enter total number of unduplicated establishments that, during the reporting period, were engaged in either workforce investment strategic planning or business growth and economic development strategic planning.

Assessing Untapped Labor Pools

Enter the total number of unduplicated establishments that, during the reporting period, established pipeline activities in partnership with the public workforce system.

Training Services

Enter the total number of unduplicated establishments that, during the reporting period, received publicly funded training assistance, including customized training, OJT, and incumbent worker training.

Incumbent Worker Training Services

Enter the total number of unduplicated establishments that, during the reporting period, received publicly funded incumbent worker training assistance.

Rapid Response/ Business Downsizing Assistance

Enter total number of unduplicated establishments that, during the reporting period, received an initial on-site visit or contact regarding one of two conditions.

Planning Layoff Response

Enter the total number of unduplicated establishments that received an initial on-site visit or contact, as required by WIOA section 3(51)(A), to plan a layoff response following notification of current or projected permanent closure of mass layoff, including natural or other disasters.

APPENDIX 7

The Impact of Changes in the Eligibility Redetermination Policies of the Child Care and Development Fund (CCDF) Program on Gainful Employment

Boldmaa Batbold

Michele Carter

Candace Flatt

Jeff Mays

Introduction

Over the last five years the State of Illinois has spent nearly \$1 billion annually to provide child care assistance to 132,000 low-income families, enrolling nearly 233,000 children in child care settings.

One of the two primary goals of the program is “to support qualifying low-income families by providing child care subsidies to allow parents to maintain employment or further their education, thereby decreasing dependence on public assistance.”

Given the significance of the spend and the mounting political pressure to increase resources for this purpose even as Illinois struggles financially, a number of policy makers have questioned whether this initiative has met the above-stated goal of decreasing dependence on public assistance.

That big-picture question needs to be answered, and no doubt, as the ADRF matures and policy researchers become more familiar with the potential the ADRF framework offers, it will be. But that is well beyond the scope of the research we have done.

In its effort to incrementally improve the Child Care Assistance Program, the federal government recently increased the child care subsidy recertification period from six months to twelve months (DHS, 2019). Our research seeks to determine whether/how this change impacted the employment and income outcomes of the program recipients.

Problem Statement

Previous studies have demonstrated the positive relationship between child care subsidies and employment (Ha, 2015; Ahn, 2011; Michalopoulos, Lundquist, & Castells, N., 2010; Herbst, 2009; Crawford, 2006). Further, studies have also examined the relationship between child care subsidies and income (Ha, 2015; Michalopoulos, Lundquist, & Castells, N.,

2010). Yet, no studies have captured the impact of the eligibility and redetermination policy changes on the relationship between CCDF program participation and gainful employment. The purpose of this study is to determine the change in the relationship between CCDF program participation and gainful employment as a result of extending the eligibility and redetermination periods in the CCDF program from 6 months to 12 months.

Literature Review

The initial query of literature began with sources found in the Academic Search Complete PLUS (EBSCO) database with keywords associated with the topic. These words and combinations included child care subsidy, child care and development block grant, child care development fund, employment, and income. The search was limited to articles published between 2010 through 2019 to represent the current environment. The references in the initial round of literature were also reviewed for relevant sources.

Child Care Subsidies and Gainful Employment

Gainful employment is comprised of both active employment and the capacity to earn an adequate wage. The first part of this section examines the literature focused on the relationship between child care subsidies and employment status. The second part presents the literature on the relationship between child care subsidies and income. Finally, the covariates used in previous studies are examined.

Employment outcomes. Several studies have found that child care studies increase the likelihood of employment. Ha and Miller (2015) found that child care subsidies increase the probability of quarters employed and a decrease in the probability of quarters unemployed. However, these findings were only significant for mothers receiving a subsidy for a year or

more. Ahn (2012) found that subsidy receipt resulted in a 6.7% higher probability of employment for low-income single mothers.

Tekin (2006) examined the relationship between the net child care price (child care less subsidies) and employment. He found that a decrease in the net child care price increases employment. A one-dollar decrease in the price of net child care resulted in a 6.1 increase in employment for full-time employees and 2.7% increase in employment for part-time employees. In the same year, Crawford found that single mothers receiving a child care subsidy worked 9.4 hours more per week, on average, compared to their non-recipient counterparts. For the full sample, the probability of working increased from .63 to .79 and the probability of working full-time increased from .46 to .60.

According to Herbst (2010), "Child care subsidies create an unambiguous positive incentive to enter the labor force, but the program's non-linearities may lead workers to reduce their labor supply in order to qualify for a larger subsidy" (p. 202). The author notes that the benefits structure of child care subsidies varies greatly across and within states. Both the child care subsidy and an interaction term of child care price and child care subsidy were included in the model to explain a binary employment status. The coefficient of the interaction term suggests that the influence of child care subsidies is greater for mothers with higher child care costs.

Ha and Miller (2015) found that child care subsidy increased income more than 10% for individuals receiving more than 6 months of the subsidy. Appendix A provides a summary of the results from the literature review.

Covariates. The covariates included in previous studies include characteristics on the individual, household, and regional levels. Appendix B provides a summary of the statistically significant covariates by study.

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

Ha and Miller (2015) used individual characteristics of the mother, family characteristics, and location characteristics. The individual characteristics included age, education, race, marital status, welfare history and work history prior to applying for child care subsidies. The family characteristics included the number of children, age of youngest child, and a non-parental adult in the household. The location characteristics included the rural/urban status of the county of residence and county unemployment rate was included. The significant covariates in the income model included prior welfare receipt, education, age of youngest child, age of mother, age of mother squared, non-parental adult in household, race, and marital status. In terms of employment, the significant covariates were prior welfare receipt, number of children, non-parental adult in household, age of mother, age of mother squared, and marital status.

Ahn (2012) used similar covariates to examine the relationship between child care subsidy and employment status. The statistically significant covariates included age, age squared, education, number of children in family, region, and mother was the only adult in the household.

The statistically significant covariates found by Tekin (2006) included age, region, race, education, non-wage income, non-parent adult in household, and log of wages. Finally, Crawford (2006) found age, gender, marital status, welfare receipt, work requirement for TANF, and welfare plan sophistication to be statistically significant.

Synthesis

A thorough literature review on child care subsidies and employment outcomes provides insight on the relationships. The two hypotheses in this study are:

HYPOTHESIS 1: Extending the redetermination of the CCDF program eligibility from 6 months to 12 months is positively related to employment.

HYPOTHESIS 2: Extending the redetermination of the CCDF program eligibility from 6 months to 12 months is positively related to income.

Methodology

Description of Natural Experiment

We exploit a natural experiment that took place in Illinois between January 2014 and December 2014. During this time period, the Illinois Department of Human Services implemented a new computer system to support the Child Care Assistance Program (CCAP). CCAP participants were supposed to receive eligibility redetermination reviews every 6 months during their child care subsidy spells. However, technical difficulties during the implementation of the new computer system made it difficult for IDHS officials to conduct these reviews. As a result, CCAP participants whose recertifications came due during the implementation of the new computer system faced no eligibility redetermination review, and instead received an automatic 6-month extension of eligibility. In other words, these CCAP participants were randomized to receive an unexpectedly long 12-month recertification period, instead of the standard 6-month recertification period. In our analysis, CCAP participants whose recertifications came due in 2014 form our treatment group, while CCAP participants whose recertifications came due in 2013 form our control group.

Data Sources and Sample Description

This study used administrative data from the Illinois Department of Human Services and the Illinois Department of Employment Security.

Our baseline sample consists of the set of child care subsidy spells that are due to receive their first eligibility redetermination review between January 2013 and December 2013 (control group), or between January 2014 and December 2014 (treatment group). In our setting, treatment

(i.e., receipt of a 12-month recertification period, instead of the standard 6-month recertification period) is assigned to child care spells, not to individuals. As a result, it is possible for an individual to appear in both the treatment and control groups, or to appear in either the treatment or control group more than once. We impose the following sample restrictions:

- (1) We drop individuals who appear in both the treatment and control groups.
- (2) We keep each individual's first spell in the baseline sample only.

Statistical Method

In our analysis, we use a balanced panel that contains observations for the 12 quarters before and after the quarter in which the eligibility redetermination review is due. We define an individual as being employed in calendar quarter t if the individual received non-zero earnings from any employer in calendar quarters $t-1$, t , and $t+1$. We define an individual's full quarter earnings in quarter t as total earnings across all employers in calendar quarter t , given that the individual is employed in calendar quarter t .

For table estimates, we estimate the following empirical specification (1):

$$y_{it} = \beta_0 + \beta_1 Treatment_i + \beta_2 Post_t + \beta_3 Treatment_i \times Post_t \\ + \beta_4 Pre0_t + \beta_5 Treatment_i \times Pre0_t + \beta_6 X_{i,t} + \epsilon_{i,t}$$

where $Treatment_i$ is an indicator variable that equals one if individual i belongs to the treatment group, and 0 otherwise; $Post_t$ is an indicator variable that equals one in the twelve quarters after the eligibility redetermination review is due, and 0 otherwise; $Pre0_t$ is an indicator variable that equals one in the quarter that the eligibility redetermination review is due, and 0 otherwise; and X_{it} is a vector of control variables that includes age and sex. The coefficient of interest β_3 is the difference-in-differences estimate of the effect on outcome y of being due for

the eligibility redetermination review in 2014 (i.e., receiving the 12-month recertification period), instead of in 2013 (i.e., receiving the standard 6-month recertification period).

We consider three outcome variables in our analysis—subsidy receipt, employment, and income. Subsidy receipt is equal to the share of the period under consideration for which the individual receives the child care subsidy. Employment is equal to the share of the period under consideration for which the individual is employed. Income is measured as the log of (average full quarter earnings in the period under consideration plus 1).

For event study estimates, we estimate the following empirical specification (2):

$$y_{it} = \beta_0 + \gamma_t + \beta_1 Treatment_i + \sum_{\tau=-12}^{\tau=12} \beta_{2\tau} D_{it}^{\tau} + \sum_{\tau=-12}^{\tau=12} \beta_{3\tau} Treatment_i \times D_{it}^{\tau} + \beta_4 X_{i,t} + \epsilon_{i,t}$$

where D_{it}^{τ} is an indicator variable that equals one if quarter t occurs τ quarter after (or before, if negative) the quarter in which individual i is due for the eligibility redetermination review, and 0 otherwise; γ_t is a set of calendar quarter fixed effects; and event quarter τ equals calendar quarter t minus the quarter in which the eligibility review comes due. $\beta_{3\tau}$ is the difference-in-differences estimate of the effect on outcome y in event quarter τ of being due for the eligibility redetermination review in 2014, instead of in 2013.

Results

Subsidy Receipt

Figure (1) plots the event study estimates ($\beta_{3\tau}$ from empirical specification (2)) for the effect of extending the recertification period from 6 to 12 months on subsidy receipt by event quarter. Twelve quarters after the initial eligibility redetermination review came due, extending the recertification period from 6 to 12 months increased the probability of subsidy receipt by between 15 and 20 percentage points. The results in Figure (1) show that, after an initial spike in

the probability of subsidy receipt among recipients of the extended 12-month recertification period, the probability of subsidy receipt declined slightly. One possible explanation for this pattern is that individuals who received the extended 12-month recertification period eventually lost eligibility for the subsidy as their earnings rose above the maximum allowable threshold for the program.

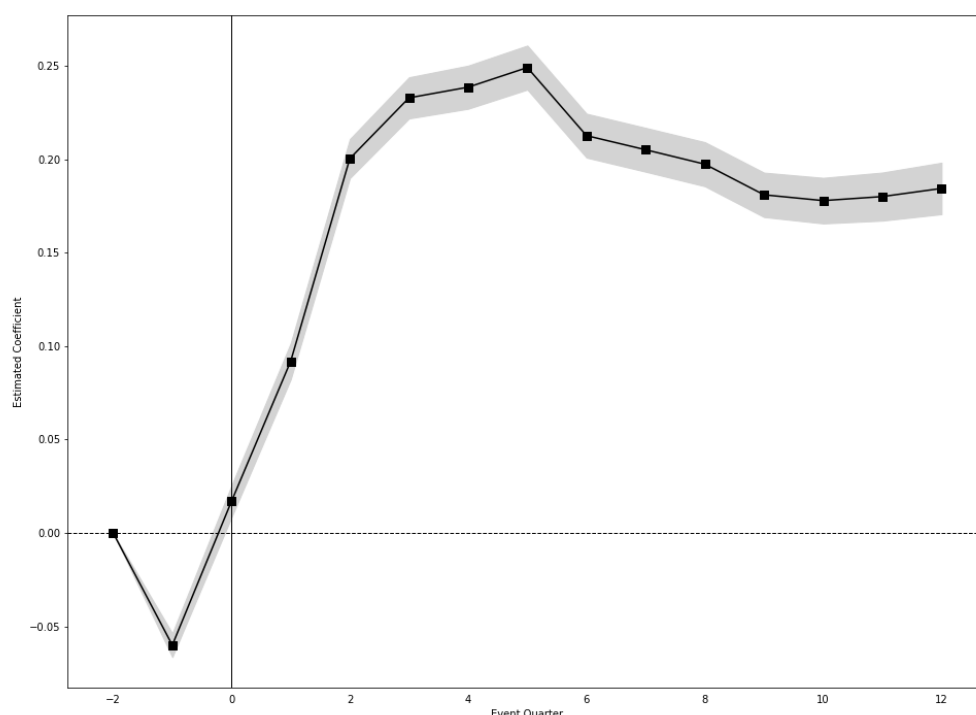


Figure 1: Event Study Estimates for Subsidy Receipt

Note: Shaded region represents 95% confidence intervals for the point estimates.

The event study estimates shown in Figure (2) find that twelve quarters after the eligibility redetermination review came due, receipt of the extended 12-month recertification period increased the probability of employment by 1 to 3 percentage points (for context, the

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

mean probability of employment among the control group in the pre-period was 37 percentage points).

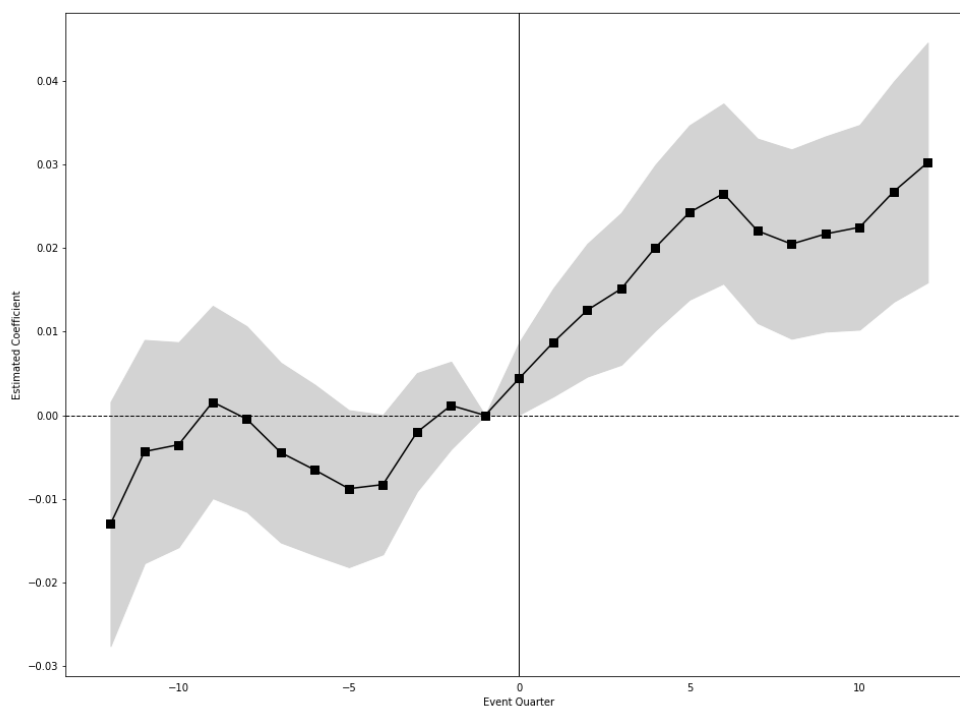


Figure 2: Event Study Estimates for Employment

Note: Shaded region represents 95% confidence intervals for the point estimates.

The results reported in Column (1) of Table (2) indicate that extending the recertification period from 6 to 12 months increased earnings in the 12 quarters after the eligibility redetermination review came due by 24 percent. The event study estimates in Figure (3) show a similar result: twelve quarters after the eligibility redetermination review came due, earnings were 10 to 30 percent higher among individuals who received the extended 12-month recertification period, compared to individuals who received the standard 6-month recertification

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

period (for reference, mean quarterly earnings among the control group in the pre-period were \$1968 [in \$2018]).

Table 2: Ordinary Least Squares Regression Results

	Log Average Earnings in Post Period
Treatment X Post	0.2426*** (0.035)
Treatment	0.0404 (0.025)
Post	0.3962*** (0.026)
Intercept	4.6887*** (0.055)
Number of Observations	294879

Notes: The post period consists of the twelve quarters subsequent to the quarter in which the eligibility redetermination review is due. Standard errors are in parentheses.

*** Significant at the 1 percent level.

** Significant at the 5 percent level.

* Significant at the 10 percent level.

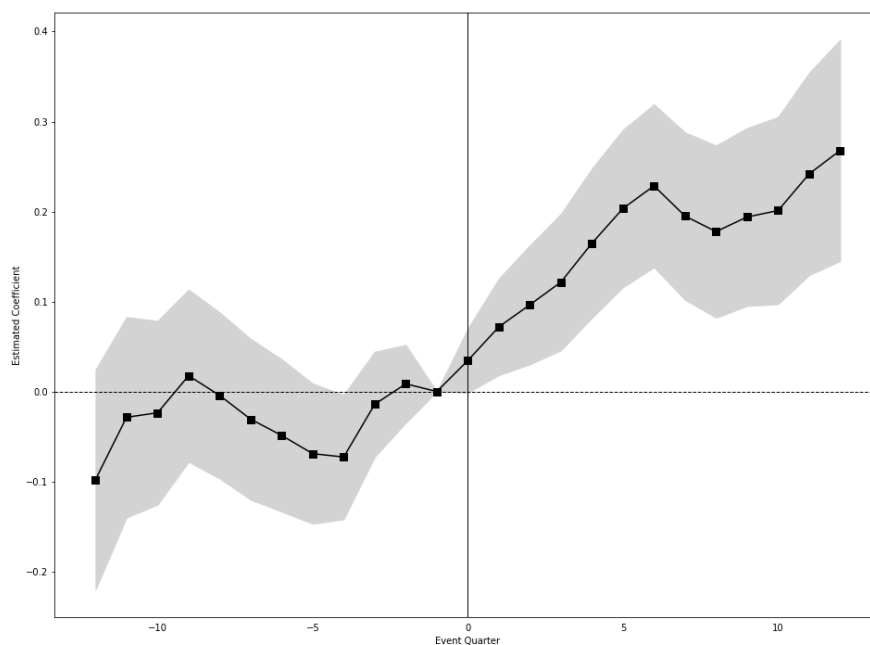


Figure 3: Event Study for Log Earnings

Note: Shaded region represents 95% confidence intervals for the point estimates.

Discussion

We find that extending the eligibility redetermination period increases the probability of child care subsidy usage by 15 - 20% for the treatment group. Previous research has found that child care subsidy usage is related to an increase in employment and income. This study finds that the policy change increased the probability of employment by 1 - 3%. Comparatively, Ahn (2011) found that child care subsidies increased the probability of employment by 6.7%. Similarly, this study found that the policy change resulted in an increase of income by 24%. Although Ha (2015) also found child care subsidy usage increases income, the increase was only 10% for individuals receiving more than 6 months of a child care subsidy.

Limitations

There are several noteworthy limitations to this study. First, we assume that a worker's earnings equal zero in any quarter where no earnings are reported in the Illinois Department of Employment Security (IDES) wage data. This approach will incorrectly impute zero earnings to any worker who receives earnings that are not reported to the IDES (e.g., earnings received for military, farmers, and self employed, etc). Roughly 93% of wage earners are reflected in the IDES data. Second, we assign child care subsidy spells to the treatment or control group based on the date that the child care subsidy spell began. We deduce this date from monthly child care subsidy payment data provided by the Illinois Department of Human Services. This approach could lead some subsidy spells to be incorrectly assigned to either the treatment or control group if, for example, child care subsidy payments are missing or delayed for some months in the child care subsidy payment data. In future work, we will correct this potential source of measurement

error by using administrative data that contains the exact date that each child care subsidy spell began.

Conclusion

Implications for Public Policy

It seems incongruous that a public assistance program ostensibly created to decrease dependence on public assistance is more effective when the eligibility of its recipients is questioned less frequently. Using the ADRF framework, however, we have preliminarily established that the extended recertification period had a positive effect on both employment prospects and incomes of program recipients in the aggregate.

If the question is whether to invest more in this program, what's the answer? Was the increase in employment and income significant enough to remove them from program eligibility after the 12-month period? With an expectation of more recipients extending for an additional six months due to the non-review, will fewer families and children will be served if resources are not increased.

Future Research on Child Care Subsidies

There are ample research opportunities that exist surrounding participation in child care subsidies and gainful employment. First, the number of covariates in the model should be expanded to include additional individual covariates as well as household and regional covariates. Second, random effects should be included in the regression models. Including random effects addresses the time series aspect of the data set. In addition, the random effects would allow policy makers to assess the impact of the policy change on an individual level. An individual-level analysis would be helpful to identify target populations. Finally, the ultimate

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

goal of the child care subsidy program is a decrease in the use of public assistance. The relationship between the policy change and public assistance usage remains unclear.

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CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

Appendix A: Literature Review

Economic Outcome	Childcare Subsidy Measurement	Study	Finding
Employment status – number of weeks at the job	Two stage: Log (annual child care costs) = f(child care subsidy use, a time dummy variable for before and after welfare reform, welfare receipt, demographic characteristics, family characteristics)	Ahn, 2011	Child care subsidy results in 6.7% higher probability of employment for low-income single mothers
Binary measurement of employment	(a) CCDF subsidies (b) CCDF subsidies x hourly child care expenditures	Herbst, 2009	The coefficient of the interaction term suggests that the influence of child care subsidies is greater for mothers with higher child care costs.
Employment status (a) Working over 15 hours per week (b) Working over 35 hours per week	Child care subsidy receipt (binary)	Crawford, 2006	Single mothers receiving a child care subsidy worked 9.4 hours more per week, on average, compared to their non-recipient counterparts
Categories of changes in earnings (a) Increase more than 10% (b) Little or no change (within 10% change) (c) Decrease of more than 10%	Categories of cumulative months of subsidy receipt (a) 1-6 months (b) 7-12 months (c) 13-24 months (d) 25 months or more	Ha, 2015	Increased income more than 10% for individuals receiving more than 6 months of the subsidy
Number of quarters worked within a given period (a) Increase if the number of quarters worked post-subsidy was greater than the number of quarters worked pre-subsidy (b) No change if the number of quarters	Categories of cumulative months of subsidy receipt (a) 1-6 months (b) 7-12 months (c) 13-24 months (d) 25 months or more	Ha, 2015	Child care subsidies increase the probability of quarters employed and a decrease in the probability of quarters employed. However, these findings were only significant for mothers receiving a subsidy for a year or more.

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

<p>worked post-subsidy was the same as the number of quarters worked pre-subsidy</p> <p>(c) Decrease if the number of quarters worked post-subsidy was lower than the number of quarters worked pre-subsidy</p>			
<p>Overall economic success</p> <p>-Definition based on a matrix of increase/no change / decrease in earnings and quarterly employment</p>	<p>Categories of cumulative months of subsidy receipt</p> <p>(a) 1-6 months</p> <p>(b) 7-12 months</p> <p>(c) 13-24 months</p> <p>(d) 25 months or more</p>	<p>Ha, 2015</p>	<p>Child care subsidies are related to economic success. However, these findings were only significant for mothers receiving a subsidy for a year or more.</p>
<p>Child quality production function</p>	<p>Employment status matrix</p> <p>(a) No work</p> <p>(b) Part-time</p> <p>(c) Full-time</p> <p>Each of these categories are further broken down by childcare payment status and childcare subsidy status resulting in 7 alternatives</p>	<p>Tekin, 2007</p>	<p>Decrease in the net child care price increases employment</p>

CCDF PROGRAM POLICY CHANGES AND GAINFUL EMPLOYMENT

Appendix B: Covariates used in Previous Studies

Level	Covariate	Study
Individual	Race	Ha, 2015; Tekin, 2006
	Education	Ahn, 2012; Crawford, 2006; Ha, 2015; Tekin, 2006
	Age	Ahn, 2012; Ha, 2015; Tekin, 2006
	Age squared	Ahn, 2012; Ha, 2015
	Marital status	Crawford, 2006; Ha, 2015
	Gender	Crawford, 2006
Household	Number of children	Ahn, 2012; Ha, 2015;
	Age of youngest child	Ha, 2015;
	Welfare receipt	Crawford, 2006; Ha, 2015; Tekin, 2006
	Non-parent adult in household	Ha, 2015; Tekin, 2006
	Mother only adult in household	Ahn, 2012
	Log (wages)	Tekin, 2006
Regional	Region or county	Ahn, 2012; Tekin, 2006
	Work requirement for TANF	Crawford, 2006
	Sophistication of welfare plan	Crawford, 2006

Appendix C: Covariate Balance Table

Statistic	Control Group	Treatment Group	P-Value for Difference
Share Female	0.969	0.967	0.0950
Average Age	28.65	28.71	0.1396
Share of Pre-Period Employed	0.374	0.379	0.0371
Average Quarterly Earnings in Pre-Period	1968.35	1997.43	0.0898
Number of Observations	53216	45077	

APPENDIX 8

Unemployment to Reemployment: Using Data to Drive Local Workforce Decision Making

IL Dept. of Employment Security, the IL Dept. of Commerce and Economic Opportunity, and IL Dept. of Human Services have been involved with researching and establishing the infrastructure to answer pressing state economic and workforce questions by sharing and utilizing available data in innovative methods to produce results that enlighten policy makers and stakeholders in making evidenced based policy decisions. The work is focused on “Unemployment to Reemployment: Using Data to Drive Local Workforce Decision Making”.

Before Covid-19, work had begun on this project to determine the best way to try to provide Local Workforce Boards timely and relevant information that would help them better understand mass layoff data and its impact on the economy. One of the goals was to have better data on layoffs in an effort to address the hardest hit industries and be able to rebound more quickly from substantial layoffs. With the onset and effort to understand the impact of the Covid-19 dislocation, LMI shops were challenged even more by Local Workforce Boards to produce timely and relevant information to address the following gaps: Which local labor markets have been hit the hardest by layoffs? What has been/will be the economic impact of unemployment on the local economy? What is the demographic, industry and occupation composition of the unemployed as Local Boards gear up local training programs for their reemployment? What does reemployment look like in the local labor market (same employer, different employer/same industry or different industry)?

In PY19, Illinois initiated a working group within the MidWest Collaborative (membership states include Iowa, Indiana, Kentucky, Michigan, Missouri, New Jersey, Ohio, and Tennessee) that started the work on addressing these information gaps. Using the production-level technical capacity of the Administrative Data Research Facility, the MidWest Collaborative developed and implemented the “Unemployment to Reemployment” portal, a longitudinal linkage of UI claimant records starting with the application for unemployment and benefit certification and extending to reemployment.

Leveraging its Workforce Data Quality Initiative (WDQI) grant, Illinois is extending the record linkage to enrollment/completion in local WIOA training programs, RESEA services and benefit programs (such as SNAP/TANF). This portal is designed to display weekly tracking of claimant behavior by county, demographic group, industry and occupation. Within this analytic framework, we have been able to analyze the economic impact of wage replacement on the local economy and the persistence of UI benefit certification by claimant cohort. Illinois will continue to combine additional WIOA Title I Adult, Dislocated Worker, and Youth participant data in order to analyze the data and provide guidance on recovery from the impact of the pandemic.

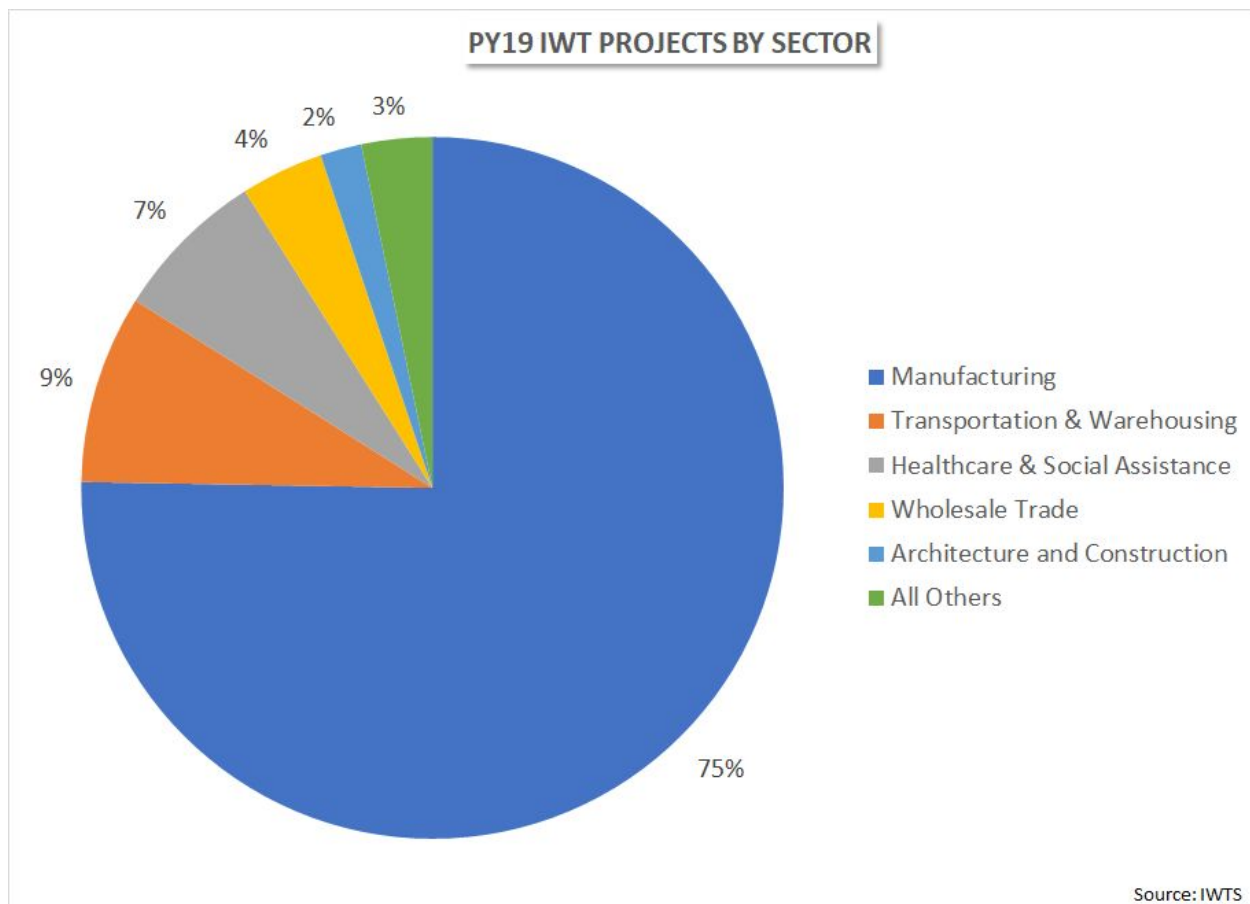
APPENDIX 9

Incumbent Worker Training - PY 2019 Activity by Sector

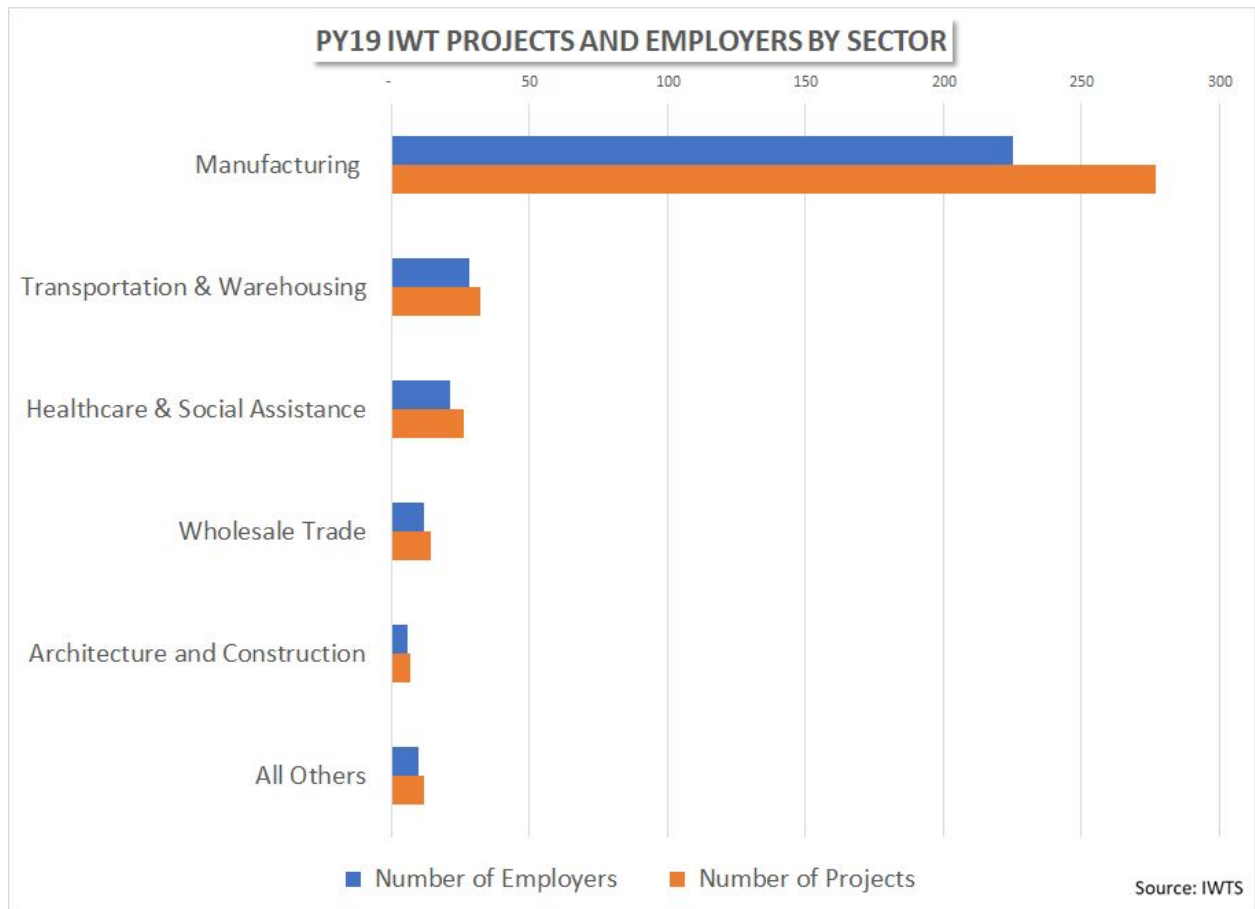
PY19 IWT ACTIVITY BY SECTOR

Sector	Number of Employers	% of Total	Number of Projects	% of Total	Employees Enrolled	% of Total	Invested	% of Total
Manufacturing	225	74.5%	277	75.3%	3,972	74.6%	\$ 4,680,658	78.2%
Transportation & Warehousing	28	9.3%	32	8.7%	97	1.8%	\$ 217,371	3.6%
Healthcare & Social Assistance	21	7.0%	26	7.1%	963	18.1%	\$ 725,169	12.1%
Wholesale Trade	12	4.0%	14	3.8%	198	3.7%	\$ 162,493	2.7%
Architecture and Construction	6	2.0%	7	1.9%	6	0.1%	\$ 22,495	0.4%
Other Services (Not Public Admin)	3	1.0%	4	1.1%	10	0.2%	\$ 41,988	0.7%
Prof., Scientific, & Technical Services	2	0.7%	3	0.8%	12	0.2%	\$ 9,417	0.2%
Finance & Insurance	2	0.7%	2	0.5%	55	1.0%	\$ 94,728	1.6%
Information	2	0.7%	2	0.5%	12	0.2%	\$ 27,140	0.5%
Real Estate, Rental, and Leasing	1	0.3%	1	0.3%	-	0.0%	\$ 5,500	0.1%
Total	302	100%	368	100%	5,325	100%	\$ 5,986,959	100%

Incumbent Worker Training - PY 2019 Projects by Sector



Incumbent Worker Training - PY 2019 Projects and Employers by Sector



APPENDIX 10

Out of School Youth Expenditures PY17-PY19

PY17			PY18			PY19 Q4 Preliminary Outcome		
Outcome	Numerator	Denominator	Outcome	Numerator	Denominator	Outcome	Numerator	Denominator
62.36%	1,864	2,983	68.3%	1,461	2,139	70.5%	1,674	2,374

Out of School Youth Enrollment PY17-PY19

Out of School Youth – Enrolled in Secondary Education or Training							
	PY2017		PY2018		PY2019 YTD		
Numerator	4,707	70.7%	4,977	73.8%	3,688	67.3%	
Denominator	6,662		6,746		5,481		
Out of School Youth Foster Care – Enrolled in Secondary Education or Training							
	PY2017		PY2018		PY2019 YTD		
Numerator	23	71.9%	19	76.0%	13	68.4%	
Denominator	32		25		19		
Out of School Youth Disability – Enrolled in Secondary Education or Training							
	PY2017		PY2018		PY2019 YTD		
Numerator	545	60.6%	586	63.1%	486	60.9%	
Denominator	899		929		798		

APPENDIX 11

Industry-recognized Credentials and Agency and Industry Participants

Agency	Industry	Participant #	Industry-Recognized Credential Attainment
Asian Human Services	Health Science	30	9
Business and Career Services, Inc.	Manufacturing	50	38
Erie Neighborhood House	Manufacturing	11	6
Metropolitan Family Services	Construction	29	15
OAI	Manufacturing	36	32
Peoria Public Schools	Construction	28	27
Skills for Chicagoland's Future	Business	32	0

APPENDIX 12

Registered Apprenticeships by Industry Sector

NAICS	Industry		
23	Construction	14,212	85.6%
31-33	Manufacturing	1,407	8.5%
42	Wholesale Trade	500	3.0%
22	Utilities	141	0.9%
92	Public Administration	121	0.7%
61	Educational Services	47	0.3%
81	Other Services (except Public Administration)	52	0.3%
62	Health Care and Social Assistance	37	0.2%
56	Administrative, Support, Waste Mgmt and Remediation Svcs	30	0.2%
54	Professional, Scientific, and Technical Services	31	0.2%
48	Transportation and Warehousing	13	0.1%
53	Real Estate and Rental and Leasing	2	0.0%
	Total	16,593	

Source: U.S. Department of Labor, RAPIDS

APPENDIX 13

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS IN ACCORDANCE WITH THE GOVERNOR’S “RESTORE ILLINOIS” PLAN

The WIOA Interagency Teams developed the following checklist to identify a few requirements and to offer additional guidance to support Local Workforce Innovation Boards (LWIBs) in making decisions about when to reopen centers with the appropriate safety measures in place. The checklist may evolve as additional information is known and as LWIBs share their insights about best practices.

Requirements, recommendations and other considerations are categorized into the following: Center Services, Procedures, and Staffing. Each was identified as appropriate for each phase of the Governor’s [“Restore Illinois: A Public Health Approach to Safely Reopen Our State.”](#)

Three requirements must be met before an American Job Center can safely offer in-person services in any capacity. They are:

1. Ensure adequate Personal Protection Equipment (PPE) is available for all staff and customers through Phases 3 and 4 and adhere to all mandatory requirements in the Restore Illinois Plan¹.
2. Ensure the safety of staff and customers, including ongoing assessments for additional and/or designated onsite security personnel. The need for an increased security presence must be assessed prior to reopening and should be reassessed as needed. The security assessment shall at minimum, consider the following factors: a) traffic and occupancy levels; b) whether opening for appointments only, limited hours of open door services, or a full reopening; c) the presence of other required partners; d) the overall community environment; and e) availability and capacity of existing security measures. Note that where IDHS has a contract for security services in an American Job Center, additional or separate security contracts are prohibited.
3. Establish an agreed-upon process for making decisions for a practical reopening that includes conversations between the leaseholder, one-stop operator and required partners before deciding or announcing that an American Job Center will reopen to the public.

After meeting the requirements above, the remaining elements of the “Checklist for Reopening American Job Centers in Illinois” are not mandatory and offer examples of best practices to consider in determining what works best in each local workforce area.

Under the current environment, onsite security is required for some program partners to operate within an AJC for the safety of their staff. Routine assessments of safety conditions are necessary to inform partner negotiations as conditions evolve over the term of the MOU.

¹ The Governor’s Restore Illinois Plan sets mandates as well as identifies Phases and a Mitigation Plan that can be found at: <https://coronavirus.illinois.gov/s/restore-illinois-introduction>

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

IDES-administered Unemployment Insurance services will not be available through in-person at American Job Centers through Phase 4 and until further notice. Also, centers where IDES is the leaseholder will not reopen to the public during Phase 4 and until further notice. If customers require Unemployment Insurance services, please direct customers to the IDES call center at 800-244-5631 or the website at www.ides.illinois.gov.

The remaining checklist items are guidelines and considerations for determining what fits best in each local workforce area.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
SERVICE DELIVERY				
1. Center Services <i>This category offers guidelines in accordance with the Governor’s “Restore Illinois” Plan for service delivery within American Job Centers.</i>				
	In-person service delivery	If a center is open to the public, appointments are required for all services; walk-ins are not permitted. (Sample dialogue is included as Attachment 1 if customers must be turned away for services.) If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Appointments are still the standard practice; walk-in services are allowed only if PPE is readily available in the center for customers and only if staffing capacity allows. Face coverings and social distancing are mandatory. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Centers may fully reopen to in-person service delivery. Additional safety precautions remain in place. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.
	Customer/Staff screening	If a center is open to the public, screen customers and staff via phone to assess illness or exposure when scheduling appointments or re-entering the center; upon entrance, staff verifies screening questions. (Sample screening procedures and questions are included in the procedures section below and	Screen customers and staff upon entrance. Face coverings and social distancing are mandatory for anyone entering the center.	Centers may fully reopen and screening is not mandatory. Additional safety precautions remain in place.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
		in Attachment 2.) Additional guidance can be accessed through the IDPH ² . Face coverings ³ and social distancing are mandatory for anyone entering the center.		
	Orientations, workshops and hiring events	If a center is open to the public, virtual group meetings are required, unless by appointment; groups must be limited to 10 total persons (Centers must confirm, in their reopening plans to be available for leaseholder review, whether they plan for individual or group appointments). Face coverings and social distancing are mandatory.	Group meetings may resume and must be limited based on center occupancy limits or 50 people (including all staff), whichever is less. Face coverings and social distancing are mandatory.	Centers may fully reopen and group meetings may resume but are limited to center occupancy levels (including all staff).
PROCEDURES				
2. Procedures				
<i>This category suggests procedures in accordance with the Governor’s “Restore Illinois” Plan within American Job Centers.</i>				
	Safety Protocol	Partners should agree to a communications protocol to ensure that staff who are onsite at the American Job	Safety protocol continues to be developed and updated based on current security risk and/or evolving guidance	Safety protocol continues to be developed and updated based on current security risk and/or evolving guidance

² The Illinois Department of Public Health’s Coronavirus webpage contains guidance for staff and customer screening and can be visited at <http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance>.

³ The Illinois Department of Public Health released guidance including a frequently asked questions list which can be visited at: [FAQ for Businesses Concerning Use of Face-Coverings During COVID 19](#).

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
		Center or remotely providing services are aware of safety concerns and the current response protocol in public health or public safety emergencies.	issued by the Illinois Department of Public Health (IDPH), the Centers for Disease Control and Prevention (CDC) and Central Management Services (CMS)	issued by the Illinois Department of Public Health (IDPH), the Centers for Disease Control and Prevention (CDC) and Central Management Services (CMS)
	Personal Protective Equipment (PPE)	If a center is open to the public, face coverings must be worn by all staff and customers entering the center. Social distancing is enforced to 6 feet between customers and staffing. Installation of barriers at reception areas is recommended.	Face coverings and social distancing remain mandatory.	Centers may fully reopen. Additional safety precautions remain in place.
	COVID-19 cases	The one-stop operator must develop procedures and train staff on how to respond if a staff member or customer becomes ill or tests positive for COVID-19. The one-stop operator must contact their local health facility if a known risk or infection occurs.	Procedures remain in place to respond to cases and are updated as needed.	Centers may fully reopen. Procedures remain in place to respond to cases and are updated as needed.
	Limited Occupancy	If a center is open to the public, the center occupancy is limited to appointments only. Common areas and resource rooms are closed to	Center occupancy is limited to 50% (including customers and staff), per Phase 4	Centers may fully reopen. Service delivery and occupancy levels resume to regular procedures. Additional

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
		prevent gathering. If applicable, group appointments, training and meetings are limited to 10 persons (Centers must confirm, in their reopening plans to be available for leaseholder review, whether they plan for individual or group appointments), service counter areas are limited to 5 customers per 1000 square feet and maximum occupancy is limited to 50% of office capacity as described in Phase 3 and 4 Guidelines ⁴ .	Guidelines . ⁵ Appointments and virtual services are recommended. Face coverings and social distancing remain mandatory.	safety precautions remain in place.
	Sanitation and Cleaning	If the center is open to the public, centers must be adequately equipped with hand and surface sanitizers. All areas must make these sanitizers available for staff and customers. Centers are thoroughly cleaned and	Centers must be adequately equipped with hand and surface sanitizer. All areas must make these sanitizers available for staff and customers. Public work areas and equipment should be sanitized after each use ⁷ .	Centers may fully reopen. Cleaning and sanitizing remain the norm after each day.

⁴ The Illinois Department of Commerce and Economic Opportunity released guidance on Restore Illinois Guidelines for reopening business and returning people to work safely; which included industry specific toolkits and guidance and can be visited at <https://dceocovid19resources.com/restore-illinois>.

⁵ The State of Illinois Coronavirus (COVID-19) Response to Phase 4: Revitalization, can be visited at <https://coronavirus.illinois.gov/s/restore-illinois-phase-4>.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
		sanitized each day ⁶ . Areas where customers are served are cleaned and sanitized after each appointment.	Centers should be thoroughly cleaned and sanitized each day.	
	Signage	If the center is open to the public, highly visible signage must be posted at entrances and reception areas notifying the public of social distancing and PPE requirements, as well as the risks associated with crowded spaces. (Sample signage is included in Attachment 1 and in Phase 3 Guidelines .)	Signage must be updated to adhere to Phase 4 guidelines .	Signage must continue to be updated as guidelines are issued.
STAFFING				
3. Staffing <i>This category suggests staffing practices in accordance with the Governor’s “Restore Illinois” Plan within American Job Centers.</i>				
	Training	Prior to reopening, all staff must be trained on protocols that include staff roles and responsibilities, safety procedures, sanitation practices, CDC guidelines and service availability and procedures for customers.	Staff must be trained on any new protocols that have been issued.	Staff continues to be trained on any new protocols and procedures.

⁶The Illinois Department of Public Health has released industry-specific sanitation guidance for Phase 3 and 4 which can be accessed at <https://dceocovid19resources.com/restore-illinois>.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
	Personnel	Staff is increased as needed based on volume of service needs. Centers must designate trained staff to facilitate safety procedures and protocols that are in place to assist with the safety of the staff, customers and center. Staffing must include the designation of a Safety Officer and a Supervisor with specific duties and responsibilities (Sample job duties provided as Attachment 3).	Increase staffing levels as needed to ensure service demands are met. Staff continues to be designated to facilitate safety practices and procedures.	Centers fully reopen and staffing levels and responsibilities resume as normal.
	Security	See Item 2 on page 1. Consider arranging a dedicated entrance for center staff and customers who have appointments.” Note that where IDES has a contract for security services in an American Job Center, additional or separate security contracts are prohibited. Consider arranging a dedicated entrance for center staff and customers who have appointments.	A new assessment is recommended as a first step in planning operational changes based on the state transitioning to a new reopening phase with increased public mobility.	A new assessment is recommended as a first step in planning operational changes based on the state transitioning to a new reopening phase with increased public mobility.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

In addition to the guidelines and considerations listed above, it is important to ensure the safety of vulnerable populations that utilize center services or are American Job Center staff. According to the CDC, people who are over age 60, who have severe chronic health conditions or who are immuno-compromised face a higher risk of critical illness if they contract the coronavirus. The CDC recommends these populations stay home as much as possible and avoid crowds and travel.

American Job Centers may take the following precautions to help best serve these vulnerable populations:

- Post a highly visible sign at the entrance of the American Job Center informing vulnerable populations about risk of crowded spaces.
- Ensure these individuals that they can be served remotely.
- Station staff at entrances to collect these individuals' contact information to provide remote services.
- If vulnerable populations choose to stay, establish a safe area where these customers can be served.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

Resources

- WIOA Implementation during COVID-19 - State of Illinois Coronavirus Web Page: <https://www.illinoisworknet.com/WIOA/Pages/covid.aspx>
- Guidance on the use of masks – Illinois Department of Public Health: [http://www -
dph.illinois.gov/sites/default/files/SIREN%20Memo%20-
%20IDPH%20Guidance%20for%20the%20Use%20of%20Masks%20by%20the%20General%20Public%2004.06.2020.pdf](http://www-dph.illinois.gov/sites/default/files/SIREN%20Memo%20-%20IDPH%20Guidance%20for%20the%20Use%20of%20Masks%20by%20the%20General%20Public%2004.06.2020.pdf)
- FAQ for Businesses Concerning Use of Face-Coverings During COVID-19: https://www2.illinois.gov/dhr/Documents/IDHR_FAQ_for_Businesses_Concerning_Use_of_Face-Coverings_During_COVID-19_Ver_2020511b%20copy.pdf
- United States Centers for Disease Control and Prevention:
 - <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html>
- Illinois Coronavirus Resources: <https://coronavirus.illinois.gov/s/>
- Restore Illinois: A Public Health Approach to Safely Reopen Our State:
 - Website: <https://coronavirus.illinois.gov/s/restore-illinois-introduction>
 - PDF: <https://coronavirus.illinois.gov/sfc/servlet.shepherd/document/download/069t000000BadS0AAJ?operationContext=S1>
 - Phase 3 Business Toolkit – The State of Illinois has developed this business toolkit complete with signage, training checklists, and other resources to ensure business and activities are conducted in accordance with the latest and greatest public. <https://dceocovid19resources.com/assets/Restore-Illinois/businesstoolkits/all.pdf>
- Illinois Community College Board Guidance for the return to Campus for Illinois Community Colleges in response to the COVID-19 Pandemic: https://www.iccb.org/iccb/wp-content/uploads/2020/06/ICCB_Return_to_Campus_Guidance.pdf

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

- Occupational Safety and Health Administration (OSHA) Guidance on preparing workplaces for COVID-19:
<https://www.osha.gov/Publications/OSHA3990.pdf>

ATTACHMENTS:

1. Sample Signage and Customer Interaction, page 12
2. Sample Screening Procedures and Questions, pages 13-14
3. Sample of Designated Staff for Safety When Reopening: Job Duties and Responsibilities, pages 15-16

ATTACHMENT 1 – SIGNAGE AND CUSTOMER INTERACTION

SAMPLE SIGNAGE FOR COMMUNICATING EXPECTATIONS

- Social distancing signage must be placed at entrances, lobbies, and other public areas.
 - Industry-specific posters and signage can be accessed through [Phase 3 & 4 Guidelines](#).⁸
- Utilize highly visible messages in the American Job Center to communicate expectations to those who may feel ill. Examples include:
 - “In our effort to keep everyone healthy, if you are not feeling well or are experiencing any cold or flu-like symptoms, we kindly ask that you excuse yourself from this session. This will not affect your program requirements or continued participation in the program. Someone from our team will contact you to be rescheduled.”⁹

SAMPLE CUSTOMER INTERACTION

- If a customer appears to be ill and did not excuse themselves from the session, they should be taken aside and respectfully asked to be rescheduled. Staff may utilize the following statement:
 - “You appear to be under the weather. In our effort to keep everyone healthy, would you mind excusing yourself from this session? This will not affect your program requirements or continued participation in the program. Someone from our team will contact you to be rescheduled.”
- If you are nearby or in an office where you hear an encounter with a customer escalating and you feel the associate is unable to react with a call for a supervisor, place the call on their behalf, using your name, and be prepared to brief the arriving manager(s) as to the situation. In all instances, if you feel the situation is past being resolved by a management intervention, **CALL 911** immediately. Staff not involved in the situation should make note of what was said, a description of the customer and time and place of the incident. Further incident reports should be completed by following the center’s protocol.¹⁰

⁸ The Illinois Department of Commerce and Economic Opportunity released guidance on Restore Illinois Phase 3-Guidelines for reopening business and returning people to work safely; which included industry specific toolkits and guidance and can be visited at <https://dceocovid19resources.com/restore-illinois>

⁹ Signage example and communication to customers appearing ill was adapted from Detroit Employment Solutions Corporation.

¹⁰ Protocol for reporting an escalated situation with a customer was adapted from the Northern Middle Tennessee Local Workforce Development Board.

ATTACHMENT 2 – SAMPLE SCREENING PROCEDURES AND QUESTIONS

SAMPLE CUSTOMER SCREENING FOR APPOINTMENTS

- Screen customers via phone to assess illness or exposure when scheduling appointments in addition to displaying the CDC standard protocol questions on prior exposure to COVID-19 and current health on the entrance doors. Upon entry, identified welcome staff must verify or conduct screening questions¹¹ upon entry to the building. Masks will be offered to customers for their use at this time. The questions should include but are not limited to:
 1. Have you been in close contact with a confirmed case of COVID-19 within the past 14 days?
 2. Are you experiencing a cough, shortness of breath, or sore throat?
 3. Have you had a fever in the last 48 hours?
 4. Have you had new loss of taste or smell?
- If any questions result in a Yes, the customer will be asked to leave and be rescheduled for a future appointment. The customer should be informed that this will not affect their program requirements or continued participation in the program. Someone from the team will contact them to be rescheduled or virtual services will be offered.

SAMPLE STAFF SCREENING AND PROTOCOLS

- All American Job Center staff and partners will be screened by their designated supervisors using the same above questions. If an employee answers yes to any of the above questions, they must immediately inform their supervisor, supervisors will notify the one-stop operator and be informed they should seek medical attention and not be allowed in the center until cleared by a medical professional.
 - The one-stop operator shall then follow CDC guidelines concerning future operations of that center. All health information collected must remain confidential.
- In the case of a positive COVID-19 diagnosis, the following CDC protocol should be followed.
 - The affected center will close for 24 hours or the length of time it takes to deep clean and disinfect all areas.

¹¹ A checklist for wellness screenings under Phase 3 of the Restore Illinois plan can be viewed at <https://dceocovid19resources.com/assets/Restore-Illinois/checklists3/screening.pdf>. A checklist for wellness screenings under Phase 4 can be viewed at <https://dceocovid19resources.com/assets/Restore-Illinois/checklists4/screening.pdf>.

Attachment 2 – Customer and Staff Screening

- Once the center has been disinfected, it will re-open (all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards and remote controls must be disinfected).
- If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary; however, regular cleaning protocols must resume to maintain a healthy environment.

ATTACHMENT 3 – SAMPLE OF DESIGNATED STAFF FOR SAFETY WHEN REOPENING

American Job Center staff shall be trained and prepared to ensure safety measures are implemented within the center. In many workforce centers, the one-stop operator is best suited to work with partners to identify staff that will fill roles to enforce safety protocols, whether these are new or current positions. Examples follow.

SAMPLE JOB DUTIES AND RESPONSIBILITIES¹²

- **One-Stop Operator or Designee serves as the Supervisor(s):** Oversee all operations, including:
 - Oversee and coordinate policies and procedures with the Safety Officer.
 - Oversee the physical building and conduct readiness assessments of all agency office spaces and safety protocols such as:
 - Ensure that office and workspace configurations meet the social distancing guidelines.
 - Post and update signage related to social distancing and other procedures or regulations.
 - Ensure the physical security of staff and the public at the American Job Center.
 - Ensure physical barriers are installed where appropriate.
 - Ensure appropriate professional cleaning is done regularly and as needed following IDPH guidelines.
 - Develop protocols with required partners for communicating a possible or known risk of infection in the center.
 - Implement an agency contact tracing plan based on IDPH guidance¹³.
 - Follow IDPH protocol if a known risk arises or if an individual tests positive for infection.
 - Guide the completion of safety forms and reviewing forms with affected employees.
 - Guide the Safety Officer in implementing social distancing measures in accordance with this plan and any applicable safety forms.
 - Review and address incidents of non-compliance in coordination with the Safety Officer.
 - Review and approve social distancing exceptions with the Safety Officer and employees.
 - Develop and update as needed a telework/work remote policy.
 - Review technology and equipment needs and verify access to the local network.
 - Determine who needs to physically be at the center pending any office reconfigurations.
 - Develop or update a flexible work schedule policy as needed.
- **Safety Officer:** Ensure social distancing and personal protection measures are followed. Coordinate with the Supervisor to develop and implement safety policies and procedures in the local social distancing plan. Specific responsibilities of the Safety Officer include:

¹² Sample job duties were adapted from the City of Chicago's plan for reopening city buildings as well as CMS' COVID-19 Safety Coordinator Checklist.

¹³ The Illinois Department of Public Health has released a Contact Tracing Interest Form that can be accessed at <https://redcap.dph.illinois.gov/surveys/?s=KWKJL93TM7>

Attachment 3 – Sample of Designated Staff for Safety When Reopening (Continued)

- Report to and coordinate with the One-Stop Operator or designated Supervisor to implement safety policies and procedures.
- Assist in completing any applicable forms related to safety and implement social distancing guidance recommendations.
- Where social distancing is not possible, review and approve social distancing exceptions on a case-by-case basis.
- Conduct daily walkthroughs of the facility and/or interview employees to ensure social distancing guidelines are maintained. Make immediate corrections if possible.
- Document instances of non-compliance for resolution with the One-Stop Operator or designated Supervisor.
- Prepare and distribute training materials to employees on social distancing guidelines.

APPENDIX 14

Nondiscrimination & Equal Opportunity

The Illinois Department of Commerce and Economic Opportunity's (DCEO) Office of EO Monitoring & Compliance (EOMC) oversees the implementation of the nondiscrimination and equal opportunity (EO) provisions of WIOA. Per the Nondiscrimination Plan, EOMC's Deputy Director reports directly to the Governor's Office on all EO and nondiscrimination matters. Using this direct report method, the Governor's Office takes appropriate action to comply with WIOA Section 188, as applicable, and all other applicable federal and state, laws, rules, and regulations.

The Nondiscrimination Plan also serves as assurance for the United States Department of Labor Civil Rights Center (USDOL CRC), that the State of Illinois has appropriate and meaningful measures in place to comply with the requirements set forth in the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act, as detailed in 29 Code of Federal Regulations (CFR) Part 38. DCEO, along with the other "core" WIOA partners, work to ensure that the Nondiscrimination Regulations are complied with on behalf of Governor J.B. Pritzker and the State of Illinois. As the major backbone of Illinois' workNet system, the Department of Employment Security (IDES), the Department of Human Services and Rehabilitative Services (DRS), and the Community Colleges Board (ICCB), effectively collaborate to provide equal and meaningful access to all WIOA benefits, services, and programs.

The State of Illinois prohibits discrimination against individuals in any WIOA Title I—financially assisted program or activity. This includes job training for adults and youth programs, employment services, workshops, job fairs, or any other activity provided by recipients at American Job Centers (AJCs). EOMC coordinates with LWIA staff to provide comprehensive employment information and referral resources to job seekers with disabilities, as well as employers looking to hire a more diverse workforce.

Both DCEO and IDES ensure compliance with the USDOL Nondiscrimination Regulations in 29 CFR 38 by monitoring all local offices to ensure that they are administering WIOA benefits, services, and programs in a nondiscriminatory manner. As will be discussed later, IDES and DCEO and its workNet partners by furthering compliance with USDOL Nondiscrimination Regulations ensuring equal and meaningful access to all non-English speaking minority populations. In addition, DCEO and IDES work with community-based organizations and workNet partners to reach out to residents with Limited English Proficiency (LEP). LWIAs strive to promote diversity by working with community-based organizations that serve minority populations as well as populations with disabilities to promote WIOA programs.

Some workNet community-advocacy groups that have historically partnered with DCEO and IDES include:

- Central State SERS;
- Instituto Progreso;
- National Latino Education Institute;
- Illinois Hispanic Advisory Council;
- Centro de Información;
- Mi Raza;
- Mexican Hometown Associations;
- Illinois Migrant Council;
- Governor's Office of New Americans (GONA);
- Korean American Association;
- Vietnamese Association;
- Lao American Organization of Elgin;
- Chinese American Service League;

- Illinois Asian American Advisory Council;
- African American Advisory Council;
- Polish American Association;
- Illinois Economic and Employment Opportunity for Persons with Disabilities Taskforce;
- Illinois Department of Human Services Office of Rehabilitation Services;
- Women in the Trades;
- Statewide Independent Living Council (SILC);
- Access Living;
- Equip for Equality's Disability Rights Consortium; and,
- Equip for Equality's ADA Project.

Using these community-advocacy groups to help foster cooperation between local agencies, businesses, industries, service providers, educational institutions, and disability advocacy organizations is one of DCEO's primary goals. These relationships form the backbone that help enhance the diversity in employment and training opportunities throughout Illinois. Unfortunately, due to the corona virus pandemic, many of the day to day interactions between these groups became interrupted as the demand for social distancing increased.

The health and safety of DCEO's employees and program participants quickly became Governor Pritzker's highest priority, and therefore, as of March 18, 2020, American Job Centers closed to the public, and Illinois' network of agencies adjusted operations to accommodate customers through virtual services. Alternative means such as in-person appointments, conference calls, electronic referrals, and video conferencing allowed for a continuance of service with workNet partners. Based local pandemic conditions, LWIAs collaborated with DCEO on best practice initiatives that allowed flexibility with health and safety guidelines to best implement workforce services.

Both EOMC and IDES responded to the pandemic by suspending its on-site monitoring to prevent putting some members of racial and ethnic minority groups and staff at increased risk of getting COVID-19 or experiencing severe illness. In lieu of the annual comprehensive on-site reviews, DCEO and IDES created and administered self-assessment tools that provide assurances to DCEO and the USDOL for managing the nondiscrimination provisions for all WIOA funded programs. This included the corresponding rules and regulations for participant accessibility, both programmatic and physical, for both Illinois' AJCs and contracted service providers. Using demographic statistics, the self-assessment attestations also will include a quantitative analysis showing the significance of service delivery to minority groups and LEP individuals.

One of the primary goals of Illinois workNet is to improve its program accessibility to all non-English speaking minority populations. By taking a proactive stance and requiring registrants to record their preferred language, DCEO and IDES strive to foster equality of services so that non-English speaking participants have a more meaningful access to aid, benefits, services, and training by utilizing their language of choice. DCEO and IDES continue to make modifications their programs to increase the capture of LEP data for recipients, especially when new LEP populations request services. EOMC continues to work LWIA support staff to clarify vital documentation to be translated into languages spoken by a significant portion of the population eligible to be served, or likely to be encountered.

In much the same way, IDES implemented a variety of LEP focused initiatives to ensure LEP community has access to our services, benefits, and programs. For instance, IDES developed a web-based translation services to ensure that its internet presence is accessible to those who speak another language. IDES employs a telephony and web-based "bot" program that is multilingual to ensure equal access via the telephone and web. Additionally, IDES works with a variety of vendors to ensure in-person translation of services and documents and has created a roundtable of community advocates which discusses and receives LEP services feedback. Lastly, IDES completes an annual assessment on its workforce based on its annual monitoring to determine whether it needs to hire

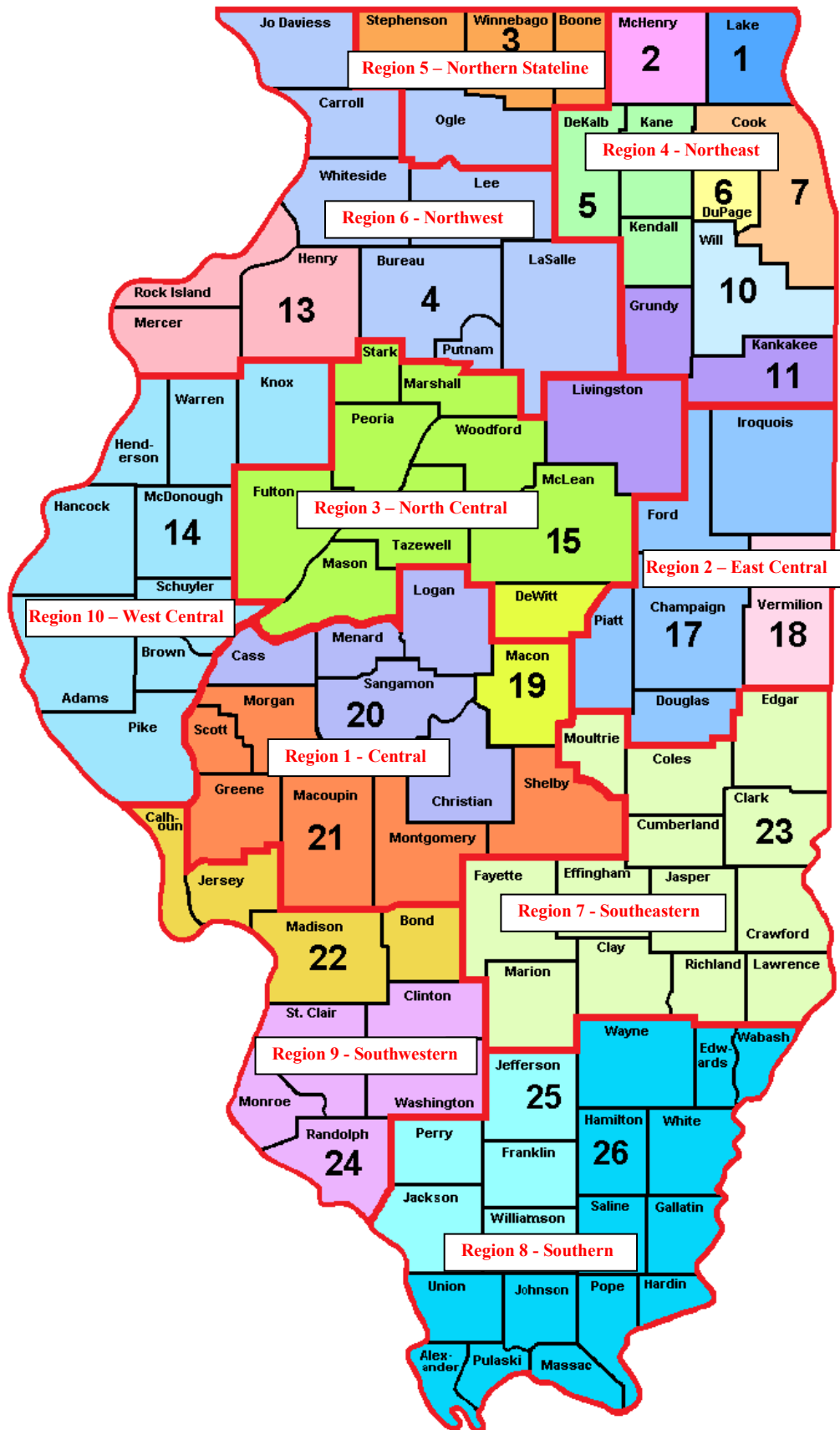
more bilingual employees to sufficiently serve the community. This assessment is done geographically after analyzing community demographics of the surrounding local offices, translation call center data, and other means to ensure appropriate staffing of bilingual employees.

DCEO maintains the lead on all Statewide EO monitoring in every co-housed AJC and affiliate/satellite centers. After EOMC analyzes the comparisons of previous on-site compliance reviews to that of the current self-assessments completed by the LWIAs, DCEO issues its findings to all applicable LWIA parties, including the CEO(s), Local Workforce Innovation Board Chairperson, and the WIOA Program Services Administrator. To ensure that recipients of WIOA funding adhere to the nondiscrimination assurance clauses, final document findings are also shared with IDES and CMS per an intergovernmental agreement fostered this past fiscal year. This best practice fosters information sharing and helps collaborate corrective actions for the entire workNet system without duplication as many of the accessible properties are either leased or owned by IDES and/or CMS by State approved master contracts.

By utilizing these practices and implementing innovative strategies, DCEO and IDES have worked in partnership to assist persons in need of critical WIOA funded services and have provided a reasonable guarantee towards equality and nondiscrimination throughout the Illinois workNet system.

APPENDIX 15

LWIA and Regional Map



APPENDIX 16

Workforce Services Division of Will County Customer Satisfaction Survey Questions

- 1) Overall, how satisfied were you with the services you received at the Workforce Center of Will County?

Very Satisfied Neutral Very Dissatisfied

☐ ☐ ☐ ☐ ☐ ☐ ☐

Comments

- 2) How likely would you be to use our services again if you needed them?

Very Likely Neutral Very Unlikely

☐ ☐ ☐ ☐ ☐ ☐ ☐

Comments

- 3) How likely are you to recommend our services to a friend or relative?

Very Likely Neutral Very Unlikely

☐ ☐ ☐ ☐ ☐ ☐ ☐

Comments

- 4) Are there any other services we could provide that would be helpful to your job search?

- ☐ No
- ☐ Yes (please list below)

Comments

- 5) Is there anyone at the Workforce Center of Will County who provided exceptional service to you, and can you share your experience with us?

- ☐ No
- ☐ Yes (please share below)

Comments

Illinois workNet Service Report

July 1, 2019 – June 30, 2020

Illinois workNet General Updates:

- **Illinois workNet Home Page** – Illinois workNet’s homepage (<https://www.illinoisworknet.com/>) was updated to display quick access to resources for employers, job seekers, and training opportunities. This includes quick start guides for job seekers and employers to connect with virtual and local resources available through Illinois workNet.
 - Employer – Explore resources, connect to job seekers, and register to receive personalized services to help businesses recover, expand, and grow.
 - Job Seeker – Explore virtual job fairs, resources, available services, and register to receive alerts.
 - Training & Services – Find community college classes, access free Coursera online training, as well as work support services to develop skills for high demand roles. These opportunities include free Coursera online learning opportunities, listings of affordable and transferable courses from community colleges, TechReady Illinois courses, and other training searches and programs. Coursera open enrollment started in June 2020 and participants who enroll by October 31, 2020 can access free courses through December 2020. During the month of June 2020, 1,869 Illinois residents requested invitations for access to free online courses through Illinois workNet which resulted in 1,171 learners joining Coursera. Of those learners, 837 enrolled in at least one course and 132 learners completed at least one course.
- **Virtual Job Fair (VJF)** – VJF tools offer employers an opportunity to share information about available positions within their company by submitting an employer booth page. Additionally, employers can provide a live VJF session with interested job seekers. Job seekers may search for employers who are hiring, register for upcoming informational VJF sessions, and view recorded informational sessions. From May 15, 2020 through June 30, 2020, there were 156 employer VJF booths making a total of 5,696 job openings across all employer booths. There were 12 live VJF events that included 16 employers and 299 participants.
- **COVID-19 Information** – In response to the COVID-19 pandemic, resource pages for individuals, employers, and workforce partners were created. These pages are updated as needed and provides users with local, state, and national resources, in addition to organizations who may be able to assist in relief based on their needs or the needs of their customers:
 - Individuals (<https://www.illinoisworknet.com/pages/article.aspx?articleID=363>)
 - Businesses (<https://www.illinoisworknet.com/pages/article.aspx?articleID=364>)
 - Workforce Partners (<https://www.illinoisworknet.com/WIOA/Pages/covid.aspx>)
- **Guides** – Guide pages were added to the main workNet menu to provide an overview on different aspects of the job search process such as:
 - Explore Careers Guide (<https://www.illinoisworknet.com/explore/Pages/ExploreCareersGuide.aspx>)

- Training & Credentials Guide (<https://www.illinoisworknet.com/Training/Pages/TrainingandCredentialsGuide.aspx>)
- Qualify for Job Skills Guide (<https://www.illinoisworknet.com/Qualify/Pages/FindJobs.aspx>)
- Jobs Skill Guide was updated to include relevant videos and resources for each identified skill (<https://www.illinoisworknet.com/Qualify/Pages/JobSkillsGuides.aspx>)

Users can navigate through these guides to learn more, read articles, and use tools available on Illinois workNet.

Illinois workNet Program Updates:

- **Apprenticeship Illinois** – The IWIB Apprenticeship Committee Marketing Work Group meets regularly to discuss a statewide marketing plan for employers interested in creating a registered apprenticeship program, as well as individuals interested in an apprenticeship opportunity for their careers. The work group meets regularly with subject matter experts, organizations with programs or have worked with others who utilize apprenticeships, and a graduate level marketing class from SIU-Edwardsville to determine how to best promote apprenticeships in Illinois. Additionally, Illinois workNet's subsite [Apprenticeship Illinois](#) was redesigned and updated as needed to reflect the most helpful and recent resources for those interested in apprenticeship opportunities. A total of 35 meetings were held which included planning webinars, demonstrations, and feedback sessions.
- **Illinois Employment and Business System (IEBS)** – IEBS has continued to evolve into a suite of systems and modules to assist with the proactive and reactive strategies that are employed by rapid response and business development specialists. The Layoff Module, which is replacing the existing Dislocated Event Tracking System (DETS), has seen numerous enhancements to provide a streamline process for tracking layoff events, recovery efforts, and business data analysis. The 1.0 version of IEBS is slated to debut in production this fall. A total of 13 meetings were held which included planning webinars, demonstrations, and feedback sessions.
- **Illinois Performance Accountability and Transparency System (IPATS)** – The SIU team is working with senior Commerce Performance Staff to develop an Illinois' Performance and Transparency System in accordance with Section 116 of WIOA. IPATS will utilize an array of tools with established performance accountability indicators and reporting requirements to assess the effectiveness of State and local areas in achieving positive outcomes for individuals served by the workforce development system. Updates were made to the performance indicator graphs to pull in IWDS data at statewide, local, and provider levels (including Local Workforce Innovation Area (LWIA) 90 data). The LWIA comparison tool was expanded to include updated graphic features and links to customer lists for various counts reported. Initial planning for the performance dashboard took place. The planning document was expanded to identify initial performance measures to include in the first version of the dashboard tool. The 1.0 version of IPATS is slated to debut in production this winter. A total of 33 meetings were held which included planning webinars with state and local performance staff, IPATS demonstrations, and feedback sessions around the Performance and LWIA Comparison tools.

- **Illinois Workforce Development System (IWDS) Training** – Development of an IWDS Support Page to provide a high-level summary of updates is ongoing. SIU is working with Commerce and IWDS to update instructional documents for a content page that will house IWDS support. A total of 9 meetings were held including planning webinars, demonstrations, and feedback sessions.
- **Illinois workNet Customer Support Center (CSC)** – The suite of partner tools includes online intake applications, eligibility and suitability determination, assessments, career plan builder, outcome documentation tools, worksite placement, account management, referral/scheduling, dashboards, notifications, case notes/messages, and reporting. The implementation tools are available at no cost to state and local partners. Enhancements included updating the Career Plan to integrate with existing provider searches; allowing partners to add and update the services for multiple customers simultaneously using the new services report; updating the online Observational and Worksite Evaluations; updating services based on partner feedback; creating a quick start guide, partner guide, and tutorials for CSC tools; and providing a professional development webinar series covering the tools. A total of 17 meetings were held which included planning webinars, demonstrations, and feedback sessions.
- **Incumbent Worker Training System (IWTS)** – IWTS is the source for planning and reporting on Incumbent Workers. Illinois workNet worked with Commerce to update IWTS with added functionality to track credit, credentials, and outcomes. Updates were also made to track that training was completed, but the expected credential was not earned. The modified IWTS can track which projects are affected by an emergency or natural disaster such as COVID-19. A total of 19 meetings were held which included planning webinars and training sessions.
- **Introduction to Illinois workNet Course** – The “Introduction to Illinois workNet” course is an online professional development opportunity for WIOA workforce partners to learn how to integrate Illinois workNet resources and tools into their daily activities. A total of 22 meetings were held which included planning webinars and feedback sessions to identify course objectives, develop course modules, and essential supplemental materials.
- **ProPath Illinois** – ProPath Illinois is a statewide technological platform currently in development that can be utilized by both education and workforce partners throughout the state that integrates existing educational and workforce training provider and program data and allows for the ability of agile enhancement to that data. Creating an interoperable training provider and program data directory, ProPath Illinois will establish a universal list of providers and programs and extended information on those programs all detailed and connected via a standardized global schematic defined by the Credential Engine. A total of 36 meetings were held which included planning webinars and feedback sessions.
- **Rapid Response** – Due to the circumstances brought on by the COVID-19 National Emergency, the SIU team worked with senior Commerce Rapid Response staff to quickly adjust processes and procedures to ensure rapid response efforts could continue under new social distancing guidelines. Leveraging Illinois workNet’s existing access to the Zoom webinar platform, rapid response efforts have been completely virtualized, serving a combined of 57 rapid response webinars, in English and Spanish, along with creating 112 company specific layoff pages for affected dislocated workers to utilize in the search for their next career opportunity.

- **Returning Citizens** – The Innovation Project for Returning Citizens (IPRC) pilot project mission was to provide training and education opportunities that will have a returning citizen job-ready upon release; have a connection made to a career planner in the local workforce area that the citizen will be returning too; and have identified employers and support services available in the local workforce area of return so the citizen could be immediately engaged into society. The Illinois workNet Customer Support Center partner tools were used to support this program by providing tools that allowed LWIA partners to coordinate and report services the offender receives while in custody. A total of 8 meetings were held which included planning webinars and training sessions.
- **Youth Career Pathways** – Through Illinois workNet's Customer Support Center Youth Career Pathway tools, customers submitted an online application that populated the Illinois Workforce Development System (IWDS) with initial customer information to minimize duplicate data entry. Integrated partnerships engaged and facilitated customer services through real-time dashboards; access to customer application, suitability reviews, and assessments; tools for forming integrated partner teams; worksite placement tools; online progress updates and tracking tools that were synced with IWDS; services, case notes, messages, outcomes, and reports. Enhancements and activities included updating management to pull in additional program information; and updating Services Report to allow staff to update services for multiple customers at one time using an online form or upload. A total of 20 meetings were held which included Technical Assistance Webinars every two weeks for professional development, program updates, and question/answer sessions.

Illinois workNet Usage and Counts for July 1, 2019 - June 30, 2020:

Usage Item	Counts from July 1, 2019 – June 30, 2020
Illinois workNet Total Page Views	9,159,943
WIOA ePolicy Total Page Views	39,416
Business Hub Total Page Views	3,880
Accounts Created	Individual: 66,341 Partner: 840
Illinois workNet Service Finder Partners	WIOA Funded Comprehensive Center: 25 WIOA Funded Satellite Offices: 61 Other Community Partners: 936
Resumes Created or Uploaded	3,514
Active Success Stories	84
New Subscriptions	1,247
Calendar Events Posted	20,742

Illinois workNet Events and Training:

Illinois workNet hosted a total of 390 events and training sessions that were attended by 7,491 people.

Social Media Numbers July 1, 2019 – June 30, 2020:

Social media attracts new users and partners to Illinois workNet by broadening the audience reach, increasing inbound traffic, connecting with partners and state agencies, and boosting brand visibility on public platforms. Illinois workNet actively posts on Facebook, Twitter, LinkedIn, LinkedIn Group (Illinois Virtual Job Club Network), Pinterest, and YouTube. Content in social media posts provides individuals, employers, and partners agencies with resources, tools, tips, and support for workforce development.

- [Facebook](#): The number of Followers and Page Likes grew tremendously in PY2019. Total Page Likes resulted in 2,943 and Total Page Followers was 2,916. 4,823 Page Views and 27,955 Post Reached.
- [Twitter](#): Illinois workNet tweeted 1,619 posts resulting in 302 Retweets, 644 Post Likes, and 759 Link Clicks. A total of 514,900 Impressions were made and 3,223 Profile Visits. Ending the fiscal year with 2,269 total Followers.
- [LinkedIn](#): Is utilized to reach workNet Center partners, LWIA, state agencies, and other workforce/education partners. LinkedIn also attracts new business partners and hiring employers, along with professional level users. Individuals use LinkedIn as a job search approach. Illinois workNet's LinkedIn grew by 305 New Followers, now totaling 2,104 Total Followers. 280 Link Clicks, 183 Post Reactions, and 13,479 Impressions were made in PY2019.
 - The [Illinois Virtual Job Club Network](#) is hosted by Illinois workNet and allows workforce professionals, job seekers/individuals, and partners to network and share events/resources. The total number of Members is 1,720.
- [YouTube](#): Recorded webinars are uploaded to YouTube for partners and individuals to watch at any time. In PY2019, Illinois workNet uploaded 205 New Videos, and gained 252 New Subscribers ending the Total Subscriber Counts as 1,472. workNet's YouTube channel received 1,518,999 Impressions and 75,642 Views, and a Total of 28,469 Hours Watched by Audience.



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