

WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE



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ILLINOIS
WORKFORCE
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INTRODUCTION OF THE PY 2020 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

The COVID-19 pandemic presented Illinois' workforce system with unprecedented challenges and subsequent opportunities during Program Year 2020 (PY20). Workforce and education partners throughout the system committed to collaborative approaches to meet the evolving needs in an economic downturn and remote environment.

As Co-Chairs of the Illinois Workforce Innovation Board (IWIB), we present Illinois' Program Year 2020 Annual Statewide Performance Report Narrative. This report outlines our workforce partners' abilities to adapt to unprecedented circumstances and continue providing vital services. Particular attention was paid to the extraordinary response of WIOA partners to the economic impact of COVID-19, specifically how WIOA dollars and programs were used to support job seekers and employees facing uncertainty.

IWIB's vision, principles, and goals for Illinois' workforce system further demonstrated that the state's data-driven, demand-oriented strategies continue to meet employer and job seeker needs even as the system was challenged by the pandemic. This report highlights the WIOA partners' efforts to increase service integration, coordination, and alignment. Additionally, the report outlines our dedication to addressing equity in the State's workforce and education systems.

Over the next year, Illinois will continue on a path to recovery. Our proactive approaches will include 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 a workforce ready to meet Illinois employers' needs, enabling Illinois to continue competing in the global economy.

John Rico, *Rico Enterprises*

Sylvia Garcia, *Illinois Department of Commerce and Economic Opportunity*



INTRODUCTION: Reconnecting and Adapting to Meet Evolving Workforce Needs

Illinois is using the unprecedented challenges and subsequent opportunities presented to its workforce by the COVID-19 pandemic to expand the alignment among the systems, leading to innovative solutions for both businesses and job seekers. Part of Illinois' response to the COVID-19 pandemic includes understanding how businesses had to adapt their operations and how new jobs were created, as well as what obstacles businesses, workers and job seekers faced as economic conditions and public health and safety measures evolved. Illinois remains strong, and our workforce system learned how to adapt and collaborate in ways that affirmed priorities for the next phase of operationalizing Illinois' vision, strategies and goals. Illinois continued progress in Program Year 2020 (PY20) toward a *One Workforce* approach as described in the [Training and Employment Notice 13-20](#)¹.

Articulating operational priorities helped identify best practices, technical assistance and professional development opportunities that will continue to advance the *One Workforce* vision throughout the state. Preliminary priorities identified in PY20 will serve as foundation for PY21 discussion and collaborative decision making. They include the following:

- ◆ Completing a feasibility study and the potential implications of reorganizing Workforce Innovation and Opportunity Act (WIOA) functions in Illinois, considering funding, policy, operations, service delivery and personnel.
- ◆ Facilitating an inclusive process of modifying the Unified State Plan.
- ◆ Organizing around priorities for the participant customer, such as common intake, suitability assessments and eligibility policies.
- ◆ Organizing around priorities for the business customer, such as coordinated business engagement and common intake.
- ◆ Organizing around priorities to frontline staff, including professional development and WIOA Summit themes consistently incorporating the *One Workforce* vision for the system.
- ◆ Prioritizing stakeholder engagement to inform decision making in all the above.
- ◆ Applying an equity lens to all the above.

The following WIOA Annual Report Performance Narrative highlights some specific outcomes and continuous efforts to implement the strategies outlined in Illinois' Unified State Plan and other plans and best practices informing a systemwide approach.

1 The Training and Employment Notice 13-20 may be visited at: <https://wdr.doleta.gov/directives/attach/TEGL/TEGL13-10acc.pdf>



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

Unified State Plan Vision, Principles and Goals for the Workforce System

Upon taking office in 2019, one of Governor JB Pritzker's first acts was to lay out a vision for workforce development and job creation. In the months following, his administration worked with Illinois' 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 Department of Labor/ Department of Education 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
- ◆ 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 1.

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 Illinois Workforce Innovation Board (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. Appendix 1 provides a more detailed description of the state's principles, goals, and strategies. In conjunction with Appendix 1, Appendix 2 offers a high-level overview of the framework for WIOA activities and integration, committees and workgroups, interagency teams and contractor roles within the workforce system.

2020 – 2022 IWIB Strategic Plan

Since 2003, Illinois has been moving toward the alignment of workforce, education, and economic development. The Governor-appointed IWIB, mandated by 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. 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, residents, and partners. 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.

In Illinois, this initial growth is guided by a committee and task force structure, in which IWIB representatives from private/public partner programs implement policy recommendations to strengthen Illinois' workforce system.

The IWIB continued to implement its 2020-2022 Strategic Plan, which is included as Appendix 3 and can be found at www.illinoisworknet.com/WIOA/Pages/IWIB-Resources.aspx

The strategic plan is built around 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.

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."

IWIB identified five priority areas and four goals to focus its work.

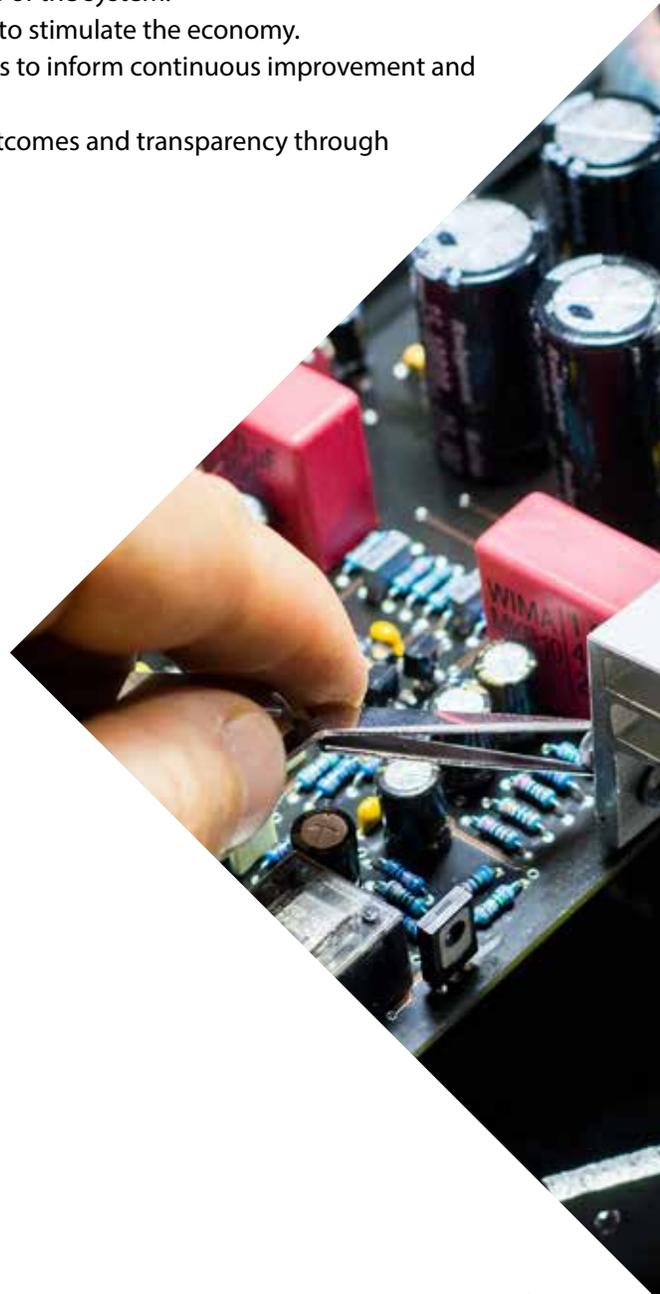
Priority Areas and IWIB Goals

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.

Goals include:

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



SECTION 2: COVID-19 Pandemic Response

Pandemic-Related Workforce Challenges and Adaptations

Unemployment Insurance and Service Delivery Adjustments

The Illinois Department of Employment Security implemented seven new unemployment programs in addition to the regular state Unemployment Insurance (UI) program in response to the pandemic during PY20. The new federal programs and their launch dates are:

- ◆ Federal Pandemic Unemployment Compensation (FPUC): April 2020
- ◆ Pandemic Emergency Unemployment Compensation (PEUC): April 2020
- ◆ Pandemic Unemployment Assistance (PUA): May 2020
- ◆ Extended Benefits (EB): June 2020
- ◆ Lost Wages Assistance (LWA): September 2020
- ◆ WorkShare IL: April 2021
- ◆ Mixed Earners Unemployment Compensation (MEUC): July 2021

FPUC, PEUC, and PUA all experienced federal legislative and policy changes over the course of the past year, including the brief suspension of programs in December 2020 that required significant additional work communicating with clients to limit the impact on benefits. The volume of initial claims across the regular UI program in Illinois exceeded roughly 2.5 times the volume of initial claims during the Great Recession. As of June 30, 2021, over 700,000 continued claimants were seeking UI benefits across all IDES programs. Pandemic-related workload across all programs translated to roughly 8.5 initial claims per minute during the first year of the pandemic.

To manage the unprecedented volume of claims, implement new federal programs, and integrate ongoing federal policy and program changes, IDES used multiple strategies including vendor support for new program platforms; expansion of call center capacity; temporary assignments of existing staff to UI claims work; and a multilingual virtual agent accessible on the IDES website. Over the course of the year IDES also rolled out multiple new resources to assist claimants and employers navigate programs including infographics; email and text notices; explanatory sheets and glossaries; services for claimants with limited English proficiency; a translation widget; and stakeholder outreach. In addition to focusing on the work related to benefits, IDES continued to profile claimants for the Reemployment Services and Eligibility Assessment Grants program, which quickly shifted from in-person to remote delivery of employment services and successfully implemented an individualized career services model.

Service Delivery

The shift from employed to unemployed in Illinois greatly exceeded recent historical precedent with initial claims per 1,000 population increasing from less than 1 in 2019 to more than 16 in April 2020. IDES worked closely with WIOA partners across the state to implement virtual job fairs and hiring events; assisted local areas to promote Title I services to job seekers and claimants; facilitate job postings by employers at IllinoisJobLink.com (IJL); promoted WorkShare, Illinois' short-time compensation program; provided data and information for workforce planning; and direct communication with employers to connect them to Get Hired Illinois and hiring incentive programs.

Throughout PY20, IDES assisted in the use of IJL referrals. Information about virtual job fairs, hiring events, job openings, and online job search tools were all promoted by IDES staff. Individualized job search assistance was provided without interruption to all claimants required to participate in the Reemployment Services and Eligibility Assessment Grants program. Specialized information and resources for programming for returning citizens and young people was provided as needed, including actively assisting employers and apprenticeship programs with hiring incentives through the Federal Bonding and Work Opportunity Tax Credit Programs. Outreach services for Migrant and Seasonal Farmworkers (MSFW)

was limited by the pandemic, but outreach staff continued to work with community organizations, and provided a virtual orientation video and information packets that could be shared with workers.

The IJL team regularly collaborated with its WIOA partners in job seeker and employer outreach activities. Throughout PY20, the IJL team developed and executed virtual statewide training for LWIA partners that helped the partners to identify and connect with WIOA eligible dislocated workers registered in IJL to provide skill upgrade training. After the training, Local Workforce Innovation Area (LWIA) staff were empowered to independently access IJL reports that targeted job seekers by demographics and geographical areas for outreach and provide services.

The IJL team provided leadership and expertise to developing ways to improve information and access to online resources for job seekers and unemployment claimants, including working with the Department of Innovation and Technology to design and implement a robust virtual agent both online and by telephone that is accessible in multiple languages.

Every aspect of WIOA implementation transitioned from in-person services to virtual services. A non-exhaustive list of service delivery challenges is included in Appendix 4.

Updates to Illinois workNet Website for Individuals and Businesses

In response to the changing workforce environment, the Illinois workNet portal continued to be modified to provide a clearinghouse of relevant information tailored to workers, jobseekers, businesses, and workforce system professionals. Updates throughout PY20 included audience-specific pages with links for ease of access. A list of updates is included as Appendix 5. Additionally, the Illinois workNet Service Report for Program Year 2020 is included as Appendix 6.

Layoff Aversion and Dislocated Workers: Expanding Rapid Response with Virtual Tools

While the COVID-19 pandemic continued to create unprecedented challenges for the planning and delivery of Rapid Response services, Illinois met and expanded services outside the traditional response services.

Customized company layoff webpages were created automatically in the newly launched Illinois Employment Business System (IEBS) and displayed publicly on the Illinois workNet website for layoff events, enabling affected individuals to view information on specific local events, services, resources, and complete an online questionnaire to connect to a local workforce partner. Rapid Response workshops were recorded and posted to company-specific web pages so that employees unable to attend the live presentation could view the information at their convenience. All workforce partners had the ability to upload resources and information directly to the company pages to provide the most current and up to date assistance as possible.

Layoff Aversion and Dislocated Workers: Funding Opportunities

To continue to support the LWIAs facing the financial impacts from the COVID-19 response, the Illinois Department of Commerce and Economic Opportunity (DCEO) identified additional Statewide Rapid Response funds to support the provision of career services in the one-stop delivery system and carry out activities to facilitate remote access to training services provided through the one-stop delivery system. Additional Statewide Rapid Response funds were made available to facilitate remote access to training services provided through the one-stop delivery system, and support enhanced efforts to connect jobseekers to employment, career counseling, and job search assistance. Strategies included increased outreach activities, expansion of supportive services, support for workers in targeted industries (i.e., supply chain training), and employer support through layoff aversion activities.

The State of Illinois continues to make Statewide Rapid Response Funds available to support the COVID-19 Recovery efforts and the priorities outlined in TEN 8-20 (click on 20-NOT-04 in the Notice Tab of the following web page: apps.illinoisworknet.com/WIOAPolicy/Policy/Index/103). All LWIA's are eligible to apply for funding that is focused on strategies to rapidly connect jobseekers to work; strategies to expand supportive services; strategies to support workers in targeted industries; and strategies to support employers.

Layoff Aversion and Dislocated Workers: Short-Time Compensation

In April of 2021, the Illinois Department of Employment Security (IDES) launched WorkShare Illinois. The program is commonly referred to as Short-Time Compensation (STC). This is an unemployment option and is voluntary for the employer, providing the flexibility to reduce employee hours rather than placing them into a permanent layoff. WorkShare IL is an alternative to layoffs for employers experiencing a reduction in available work. The program preserves employees' jobs and employers' trained workforces during times of economic downturns.

Eligible employees experiencing a reduction in hours will collect a percentage of their unemployment compensation (UC) benefits to replace a portion of their lost wages. WorkShare IL cushions the adverse effect of the reduction in business activity on workers by averting layoffs and ensures that these workers will be available to resume prior employment levels when business demand increases. Employers may also utilize the program in bringing employees back to work less than full time provided they are currently receiving UC or eligible for UC benefits.

DCEO partnered with IDES to promote WorkShare IL, providing collaborative opportunities and access to staff and infrastructure. DCEO contacted existing employers with which they have relationships to assist enrollment in the program. There are currently twenty-eight states that have this compensation program established in law that meet the new federal definition with twenty-seven having operational programs, of which Illinois is one. Section 502 of the Unemployment Insurance Act (820 ILCS 405/502) authorizes IDES to establish a STC program by rule.

DCEO facilitates ongoing meetings with LWIAs and federal and state agency partners to address and respond to the COVID-19 related impact on the local workforce system. Continuous improvement on existing or identifying new strategies helps to support early intervention by Rapid Response teams. Rapid Response teams coordinate with IDES staff to identify businesses at risk of initiating layoffs to provide information about the short-term compensation program, known as WorkShare Illinois. WorkShare Illinois information was also provided to businesses during the initial phase of Rapid Response as an alternative to layoffs. Additionally, as Illinois reopened local economies in phases, many businesses were unable to bring all staff back at full capacity and full hours right away. The WorkShare Illinois program helped employers who were reopening business operations and wanted to bring back temporarily laid off staff.

Layoff Aversion and Dislocated Workers: Enhanced Business Services through Get Hired Illinois and Virtual Job Fairs

As economic recovery efforts continue, a common consideration is how to reach employers and job seekers as the concepts and mechanisms of remote service delivery evolve. Enhanced business services and strong partnerships helped to leverage Illinois WIOA resources and increase opportunities for job seekers and businesses.

DCEO's Office of Employment and Training (OET) and Regional Economic Development field staff (Team RED) worked together to help companies remain competitive by leveraging connections and interactions with businesses to identify opportunities for early intervention. The mutual goal remained to help businesses access WIOA services to avoid layoffs and provide WIOA participants the opportunity to obtain self-sufficiency after a layoff.

In May 2020, Governor Pritzker, DCEO and IDES launched Get Hired Illinois, a web portal designed to connect workers with available job and career training opportunities across the state of Illinois. Governor Pritzker also announced that beginning in June 2020, Illinois residents would have free access to online workforce development courses via a partnership with Coursera. Coursera is an online global learning platform that partners with more than 200 universities and organizations around the world to offer anyone access to courses, projects, job-ready certificates and degrees. With Illinois facing record unemployment because of COVID-19, the Coursera partnership and Get Hired portal served as important measures in the state's overall efforts to get people back to work. The portal blended IDES and DCEO resources to provide a one-stop-shop for both job seekers and employers, providing information on job opportunities as well as unemployment resources. The page was designed to be user-friendly for job seekers of all levels and backgrounds and allows employers to upload jobs, virtual career fairs and training opportunities.

Employers could utilize resources at no cost to connect to job seekers such as job boards and Illinois workNet Virtual Job Fairs (VJF) to provide information sessions to recruit potential candidates for job openings. VJF was launched in May 2020 as part of the Get Hired initiative. Employers across industry sectors could host individual or collaborative virtual events. By setting up an employer booth and hosting a VJF, employers could connect to job seekers across economic development regions.

Relevant Grants: National Dislocated Worker Grants

National Dislocated Worker Grants (DWGs) are discretionary grants awarded by the Secretary of Labor under WIOA. DWGs provide resources to states and other eligible applicants to respond to large, unexpected layoff events causing significant job losses. The funding temporarily expands the capacity to serve dislocated workers, including military service members, and meet the increased demand for WIOA employment and training services, with a purpose to reemploy laid off workers and enhance their employability and earnings. Additionally, some grants provide funding to create temporary employment opportunities to assist with clean-up and recovery efforts, in response to large, unexpected economic events which cause significant job losses

Illinois received two separate \$8.3 million grants under the National Dislocated Worker Grant program that were implemented in PY20 to support a COVID-19 pandemic response. All 22 Local Workforce Area grantees were invited to submit applications for funding from both the Disaster Recovery NDWG and the Employment Recovery NDWG.

Relevant Grants: Disaster Recovery National Dislocated Worker Grants (Appendix 7)

Illinois awarded eight Disaster Recovery grants to LWIAs to support communities' COVID-related humanitarian, disaster recovery assistance needs and workforce-related impacts of COVID-19. Communities in need of temporary workers to assist with humanitarian needs and COVID-19 mitigation efforts identified opportunities for 347 project participants who will receive employment and training assistance that would lead to permanent employment following completion of their temporary job. Such humanitarian and disaster recovery assistance include food delivery and other services to affected or quarantined/isolated individuals, especially the elderly and those with chronic health conditions or other vulnerabilities; community health worker aides for temperature screening, social distancing, and other COVID-19 protocols in public buildings and non-profit organizations; cleanup and sanitization activities including cleaning and sanitizing schools, public buildings, nonprofits providing community assistance, etc.

Relevant Grants: Employment Recovery National Dislocated Worker Grants (Appendix 7)

Illinois also prioritized services to low-skilled workers that lost their job due to COVID-19 and provided them with comprehensive employment and training services through the Employment Recovery NDWG. These grants will provide training services to 930 dislocated workers with a focus on individuals that are low wage/low skilled. Services consist of career planning, training, work-based learning, support services, and follow-up services.

Incumbent Worker Training (IWT)

IWT is designed to meet the needs of an employer or group of employers to increase the skill levels of employees to advance or retain employees. Available funding can help offset the costs of training existing employees.

PY20 IWT activity saw a reversal of the recent trend of increased projects, employers and workers trained that began when ITW became a fully allowable activity under WIOA versus being only allowed via special waiver under the Workforce Investment Act. This sudden slowdown of activity was due to the mandated social distancing required to combat the COVID-19 pandemic. In PY20, 39 projects were directly affected by the pandemic with enough severity to be flagged by local workforce areas and other grantees. Of these projects, five were cancelled outright due to the pandemic.

As PY20 progressed, IWT activity began to increase in line with the overall economic recovery. For the first time, all 22 local workforce areas had an active IWT project in a single program year, which indicates continued expansion throughout the state. A map of Illinois showing the 22 local workforce areas is included as Appendix 8 and may be referred to when local workforce areas are cited. Barring unforeseen economic challenges, we anticipate IWT will have a return to form in PY21.

The table and charts in Appendix 9 provide the number of employers, projects, employees enrolled and estimated project costs by sector. Manufacturing maintained a significant majority in all categories of IWT, followed by Healthcare, Professional Services, Transportation/Distribution/Logistics and Architecture & Construction. Information on activity related to the current waiver is covered in the section on waivers.

Vocational Rehabilitation (VR)

The Illinois Department of Human Services - Division of Rehabilitation Services (IDHS-DRS) VR program found success in a year where that was not easy to expect. Given the structural impact of the pandemic and resulting shutdowns, being able to successfully place over 3,800 customers with disabilities into gainful employment was a testament to the hard work displayed by all within the VR community.

IDHS-DRS continued its program to support community providers in engaging customers regularly to ensure they continue working towards their personal and professional goals. IDHS-DRS worked directly with many of the key stakeholders within the Developmental Disabilities community to revamp its career counseling, service delivery and outreach processes. This led to a much more engaging and beneficial counseling curriculum that is anticipated to lead many more individuals currently receiving sub-minimum wage seeking gainful employment through VR services.

Adult Education and Literacy Response

Title II of the Illinois Community College Board released \$1.6 million during PY20 to be used by Adult Education and Literacy programs for direct student support through the creation of computer and internet hotspot lending libraries. Additionally, ensuring a focus on equity, high quality professional development focused on instructional strategies for Illinois' most vulnerable populations including training on effective ways to serve students with no technology access, teaching English Language Learners virtually, and transitioning learners to Integrated Education and Training programs.

Phased Reopening of American Job Centers

A WIOA Interagency Technical Assistance Team continuously obtained feedback from partners around the state about the status of service delivery through American Job Centers, as well as questions related to health and safety protocol, staff training, and shared costs reflected in the local MOUs. The Checklist for Reopening American Job Centers (Appendix 10) that coordinated with the Governor's "Restore Illinois" plan was also updated throughout PY20, particularly as safety concerns and inherent challenges of a high volume of UI claimants affected service delivery. State agency directors, executives, legal teams and program administrators in Spring 2021 collaboratively established standard criteria regarding public health and safety protocol when AJCs reopened to the public in any capacity. Ultimately, this collaborative process culminated with the issuance of a statewide policy (WIOA Notice No. 20-NOT-09 | Appendix 11). This WIOA Notice included a required form to ensure local workforce boards, chief elected officials, leaseholders, one-stop operators, required partners at the state and local levels were aware and agreed to the safety and service delivery protocol when employees returned onsite and when a center was planned to reopen to the public.



SECTION 3:

Ongoing Commitment to Unified State Plan Goals and Service Integration

Progress on Implementing Other Strategies of the 2020 Unified State Plan

Unified State Plan Progress Reports

The IWIB Continuous Improvement Committee (CIC) collaborated with a designated work group for the development of the Unified State Plan and the WIOA Annual Report to track commitments and take a systemic look at where energy needs to be to achieve Illinois' vision. A quarterly report card was developed to help all stakeholders track the status of waiver requests, effectiveness in serving employers, customer satisfaction data, performance accountability data, and other important components of Illinois' workforce system such as sector strategies. A high-level dashboard summarized activities that were on track, warranted technical assistance to proactively improve outcomes, or warranted corrective actions to improve outcomes.

Equity Task Force Update

One priority of Illinois' 2020 Unified State Plan, in alignment with the Governor's 2019 Economic Development Plan, was to reduce the equity gap by investing in, providing support to, and taking down barriers for economically disadvantaged populations. In PY20, the IWIB Equity Task Force met for the first time on October 28, 2020. The task force meets bi-monthly and is composed of members from State agencies, community partners, and employers. The task force develops recommendations for Illinois' workforce system that align with the education system and establish goals that will reduce inequity for the populations we serve. There are five priorities of the task force. These priorities follow:

By February 2021:

- Charge 1:* Examine programs, policies, and practices to infuse issues of equity and inclusion into these programs, policies, and practices as authorized by law
- Charge 2:* Assess and recommend education and workforce tools that can track program access and outcomes and disaggregate data to reveal disparities in policies and program delivery
- Charge 3:* Make recommendations regarding inclusive and diverse approaches, including professional development of staff, to ensure use of an equity lens in serving their diverse populations

After February 2021:

- Charge 4:* Create shared definitions for a set of key terms
- Charge 5:* Establish equity goals for the system

The task force also established target populations to focus its efforts, including populations in the following table.

WIOA	Disenfranchised Groups
Women	LGBTQ Community
Rural Residents	Homeless and homeless youth
People of Color	Low Income Individuals – unemployed and under employed including GIG workers
Individuals with Disabilities both cognitive and physical	Foster Care Youth and Alumni
Veterans	Migrant and Seasonal Worker
Justice-impacted populations	Individual working to achieve their High School Equivalency
Immigrant populations	

In December 2020, the task force established three workgroups: data, policy, and program. The data workgroup focused on assessing and recommending education and workforce tools that can track program access and outcomes and disaggregate data to reveal disparities in policies and program delivery. The policy workgroup examined programs, policies, and practices to infuse issues of equity and inclusion into these programs, policies, and practices as authorized by law. The program workgroup focused on making recommendations regarding inclusive and diverse approaches, including professional development of staff, to ensure use of an equity lens in serving their diverse populations.

In June 2021, the task force voted to present an equity lens and working vision of equity to the IWIB Executive Committee. The Executive Committee voted to accept the following based on the recommendations of the Equity Task Force:

“An equity lens is an ongoing process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups, and to identify and potentially eliminate barriers.”

—University of Minnesota University Policy Library Definition

Equity is “the state, quality, or ideal of being just, impartial and fair. The concept of equity is synonymous with fairness and justice. It is helpful to think of equity as not simply a desired situation or lofty value. To be achieved and sustained, equity needs to be thought of as a structural and systemic concept.”

—Annie E. Casey Foundation

The program workgroup of the task force focused on professional development opportunities within the workforce system through WIOA Wednesday Webinars, the Illinois Workforce Academy, and the WIOA Summit. The workgroup will develop a list of recommendations and best practices related to workforce equity professional development.

Service Integration - Local Workforce Innovation Area

As established in the 2020 Unified State Plan, integrated service delivery remains a guiding principle to serve business and individual customers more effectively. In PY20, DCEO continued to support Local Workforce Boards’ efforts to integrate more fully. Following a statewide local area service integration assessment performed in PY19, grants were awarded to local areas to pilot integration efforts. An evaluation of those grant projects to identify best practices was in the final stages at the end of PY20. The results will highlight effective local area approaches for further integration.

Service Integration - Workplace and Career Exploration Instruction

In response to the shifts in education, training, and the workforce, the Illinois Community College Board developed and implemented ongoing professional development and technical assistance to aid Adult Education and Literacy programs build capacity and scale educational programs to be delivered virtually. The assistance and guidance delivered through strategic, intentional, and ongoing high-quality activities such as the Excellence in Adult Education Annual Conference, the annual Transition's Academy, and Virtual Learning Communities supported the role of service integration through career navigators in the virtual environment and ensured that adult education professionals were prepared for the shift to virtual instruction and career support. These supports resulted in 100 percent of adult education learners having access to workplace instruction and career exploration and development.

Eligible Training Provider Lists (ETPL) and Pro Path

As part of the *Unified State Plan Strategy 4 to Expand Service Integration*, a specific activity was to improve access and integration of the Eligible Training Provider Lists (ETPL). In PY20, the IWIB ETPL Policy Workgroup met several times to continue developing a new policy.

The Workgroup addressed many areas during the reporting period related to the eligible training providers and eligible training programs. The Workgroup created a new set of criteria to define demand occupations that was approved by the state board and issued a new Demand Occupation Training List effective July 1, 2021. The criteria prioritized efforts to:

- ◆ Support informed customer choice, stronger connection to regional business needs for training and alignment to other state education and workforce initiatives through an improved scope of programmatic information collected from providers;
- ◆ Incorporate information on credentials available through programs and earned by participants, including, where possible, competencies associated with those credentials through the Pro Path Illinois project, which is supported by a Workforce Data Quality Initiative (WDQI) grant (Appendix 12);
- ◆ Increase the transparency and quality of training provider performance data and outcomes for various constituents, including state policymakers, LWIBs, employers, caseworkers, and potential training participants.
- ◆ Develop an approach for utilization of performance measures in determination of ETP eligibility.
- ◆ Collaborate across workforce and education partners to generate all student data outcomes reporting in compliance with DOL requirements.
- ◆ Create a process flow mapping as the beginning step to create new ETPL policy and procedures that will include collaboration with the IWIB's Continuous Improvement Committee and Equity Task Force to conduct an equity audit to ensure that the policy is meeting the needs of customers facing a broad range of barriers to employment and address prior DOL monitoring findings.

Illinois was awarded a Workforce Data Quality Initiative Round VII grant to DCEO, which it applied to the Pro Path Illinois initiative to re-engineer the technological platform for training program and training provider data transparency. Illinois remains committed to using ProPath Illinois to empower under-employed and unemployed youth and adults with comprehensive and actionable information on career pathway programs.

Advancing Public-Private Data Infrastructure: Illinois Employment Business System (IEBS)

Successfully launched in November of 2020, IEBS is a cloud-based, agile development software platform that offers a suite of tools and business intelligence to assist with the proactive and reactive strategies that are employed by Rapid Response program staff and Business Development specialists. It is capable of integrating and interfacing data from multiple data sources. A unique feature of IEBS is that it uploads Dun and Bradstreet global business data and predictive analytical tools that can be utilized for an assorted number of business outreach and analysis. It also filters, manages and

displays IDES Labor Market Information (LMI) data in real time dashboards and extractable business intelligence reports. The new Layoff Module provides a streamline process for tracking state and local layoff events, recovery efforts, and business data analysis of circumstances leading up to the event. IEBS quickly proved its value by providing transparency and manageability of outreach to businesses impacted by the national pandemic. IEBS has automated features that create public layoff pages for each business that is undergoing a layoff so that dislocated workers can access the page and ascertain what services the state partners have available to assist, such as Unemployment Insurance benefits, training and credentialing opportunities, and re-employment assistance.

Additional enhancements have been developed for users, such as a real-time Overview Data Tracking Dashboard, which gives high-level breakdown and analysis of the layoff activity in the state, and the Workflow Dashboard, which is utilized by the State and Local Rapid Response staff to manage caseloads and quickly identify and respond to layoff questionnaire responses of those impacted by the layoff.

Advancing Public-Private Data Infrastructure: Vocational Rehabilitation Workforce Development Planning and Business Development

Part of Illinois' commitment to the coordination, alignment and provision of services to employers advances the 2020 *Unified State Plan Strategy 6*, which is to Advance Public-Private Data Infrastructure. In PY20, the Illinois Department of Human Services Vocational Rehabilitation Workforce Development team further developed its Planning and Business Development Unit, which continued to drive innovative practices through cooperation with workforce system stakeholders. In PY20, the unit continued to grow the potential employer base for customers and served as much-needed intermediaries between Vocational Rehabilitation practitioners and the business community during a time when maintaining and broadening channels of communication was more important than ever. The team worked with WIOA partners to implement tools to effectively engage businesses that have immediate needs for employees with the skills required by Vocational Rehabilitation customers. By ensuring Title IV is included in this work, the team created opportunities for people with disabilities to have a more equal playing field in achieving gainful employment. That progress will be essential to the VR program's goal of increasing the quality of jobs obtained by our customers in coming years.

Advancing Public-Private Data Infrastructure: Youth Career Pathway Program

As part of the same Strategy 6 to Advance Public-Private Data Infrastructure, the Illinois Youth Career Pathway Program continued its efforts to integrate workforce services, education, and economic development to address the challenges youth face in obtaining marketable and in-demand skills. This includes providing opportunities to the targeted populations outlined in the Unified State Plan.

During PY20, the DCEO Office of Employment Youth department completed the following:

- ◆ Closed out Career Pathway Grants from the previous grant cycle through our fiscal and data management accountability system.
- ◆ Created a new Notice of Funding Opportunity (NOFO) to address additional needs of participants including areas heavily impacted due to COVID-19 and high unemployment numbers for youth.
- ◆ Provided technical assistance to local areas, community-based organizations and school districts applying for state youth funds.
- ◆ Collaborated with reviewers to create a recommendation list for future Youth Career Pathway Grants.

DCEO's Office of Employment and Training (OET) received 39 applications totaling \$14,257,905. Twenty applications were selected totaling \$4,431,000, assisting 442 participants. Seventeen of the 20 applications have never received funding under the Youth Career Pathway Grant opportunity. The applications were reviewed by a team of business owners, IWIB members, post-secondary educators, core partners, and OET staff members using the criteria in the Notice of Funding Opportunity (NOFO). By funding these 20 applicants, Youth Career Pathway programs are now represented throughout the entire state.

WIOA Statewide Innovation Grants

The 2020 Unified State Plan Strategy 6 to Advance Public-Private Data Infrastructure included the integration of labor market information with State education and workforce longitudinal data systems, as well as program and case management systems. In PY20, OET issued a grant to the Champaign County Regional Planning Commission to explore options for better utilizing labor market information for workforce planning and test a proof-of-concept for spatial analysis of Title IB service delivery to targeted populations. The grantee, Title IB formula grant recipient, worked with special participant data queries provided by OET to successfully map the location of clients in relation to rates of unemployment, poverty and use of food stamps by ZIP codes within the local area. This type of analysis is completed based on participant demographic characteristics such as gender, race, age etc. in local areas with capacity to work geographic information system (GIS) data. A brief overview of the proof-of-concept is provided in Appendix 13.



Technical Assistance and Professional Development: PY20 virtual WIOA Summit and WIOA Wednesday Webinars

The WIOA professional development committee hosted a Virtual WIOA Summit in April 2021, with the theme of service integration: collaboration and innovation. Over 1,000 local core partner staff, stakeholders and board members joined. The summit theme reflected the commitment to collaboration and the unified mission fostered by WIOA. The summit leadership team, composed of representatives of each WIOA core partner, worked together to create this dynamic and engaging conference to be useful and informative to anyone working across the vast range of aligned WIOA partner services. The summit was intentionally designed to assist our local core partner staff and board members by providing practical guidance on service integration.

All session recordings, presentations, and materials can be found at ilworkforceacademy.com/wioa-summit/.

Additionally, Illinois featured 13 WIOA Wednesday Webinars specifically on the topic of service integration with over 1,000 live attendees. Additional information regarding these WIOA Webinars is included in Section 6, Subhead 2, and a list of the WIOA Wednesday Webinars is included as Appendix 14. Even more Illinois workforce professionals were able to access the resources following the live events at icsps.illinoisstate.edu/wioa/wednesday-webinars/2-home/101-2021-wioa-professional-development

SECTION 4: Performance and Evaluation

Performance and Transparency Dashboard

During PY2020 the Continuous Improvement Committee (CIC) of the Illinois Workforce Investment Board (IWIB) created a Performance Workgroup tasked with creating a report to assist stakeholders in examining outcomes across the core partners related to the WIOA Performance Indicators. As a part of this work, the CIC asked the workgroup to also provide easily accessible information about the definitions of each measure as well as the targets established by each title through negotiations with federal officials. While individuals involved in the day-to-day work of administering WIOA programs are aware of this information, the CIC group also wanted to ensure that other interested parties could easily access this information and utilize it.

To that end, the CIC's Performance Workgroup, working in collaboration with the Southern Illinois University (SIU) – workNet team to leverage and expand upon existing technology and resources from the Illinois workNet integration platform, created the WIOA Performance and Transparency² website and dashboard. The website is designed to provide information for stakeholders on a host of areas including the following:

- ◆ An overview of the federal agencies that oversee each core program and the goals of WIOA
- ◆ An overview of each of WIOA's core partners and the services they provide
- ◆ An overview of each WIOA Performance Indicator, the definition for each measure, and how success is counted for the measure

In addition to the information available about WIOA, the dashboard component provides visitors to the site the ability to look at each performance indicator by program year and by each title through a user-friendly interface and visual. The dashboard provides an option to look at information isolated to a single program year through a Snapshot View or to look at performance across multiple program years by each title through a Timeline View. In each view the user can hover over a visual to see data displayed related to the established target goal, performance, and status of meeting the measure by title. The dashboard also allows the underlying data being utilized to power the visual to be exported into a spreadsheet so users can have access to the data for further analysis if desired.

The Performance Workgroup continues to work closely with the CIC committee to explore ways to maximize the use of the new resource and address performance-related questions from the committee and larger IWIB Board.

Illinois Performance Accountability and Transparency Page (IPATS)

The Department of Commerce and Economic Opportunity continued to develop and pilot a WIOA Performance and Data Validation system per Section 116 of WIOA. The Illinois Performance Accountability and Transparency System (IPATS) was created to be a universal platform where data extracted from existing WIOA systems can be uploaded and interacted with through graphics, lists, and maps to monitor and assess existing performance accountability indicators and performance reporting requirements. IPATS displays data in both macro and micro level to assess the state and local areas' effectiveness in achieving positive outcomes for individuals served by the local workforce development areas. The data can be aggregated based on a variety of filters and data elements based on level of user access. It aggregates and has comparison data for local areas. It tracks participant activity based on customer service activity tracked to Participant Individual Record Layout (PIRL) performance measures. The system was initially developed for the Title I Adult, Dislocated Worker, and Youth programs, but has the flexibility and integration capacity to utilize the WIOA six core programs, as well as other required partners such as the Trade Adjustment Assistance (TAA) program. In the year ahead it will have Apprenticeship IL participant data added to the displays and dashboards.

² The WIOA Performance & Transparency page may be visited at: illinoisworknet.com/WIOA/Resources/Pages/PerformanceTransparency.aspx

The true benefit of IPATS is in the ability of career planners and case managers to quickly and easily identify current services and outcomes for their participants. The Participant Dashboard provides a high-level overview filterable at the State or local level or by career planner with the ability to drill down to participant level data and export the data and information contained within for tracking and maintenance of participant files. Also, through a high-level performance view, program administrators can track their preliminary and year-to-date performance outcomes, allowing them to identify areas that may need to be addressed through targeted career planning and case management policy and procedures.

Program Year 2020 Performance Outcomes

Title I Adult Dislocated Worker and Youth PY20 performance outcomes are for the first time determined through negotiations with USDOL, Region 5 by applying a State Statistical Adjustment Model (SAM). The SAM reflects anticipated characteristics of participants to be served and economic conditions during negotiations and actual data and information after the program year. At the completion of a program year, the SAM is then used to determine adjustment factors for each of the fifteen performance measures and applied to determine adjusted levels of performance by which Illinois would be assessed for success. Only the Employment Rate 2nd Quarter after Exit and Median Earnings measures are being assessed for success in PY20. The remaining indicators, due to a lack of available data is not sufficient to produce reliable estimates using the statistical adjustment model. At the time of publication of this Report, USDOL had not completed their application of the model to States' performance and thus final performance outcomes for the two assessable measure in PY20 have not been issued. Available targets for these measures and the Statewide Available PY 2020 Performance Report data appear in Appendix 15.

The Adult Education and Family Literacy Act exceeded the targets for Median Earning and Credential Attainment. Employment outcomes were within 2 percent of meeting both 2nd and 4th Quarter targets. Performance outcomes for Measurable Skill Gain missed the negotiated OCTAE target. It is important to note job losses have been more acute for lower income adults, marginalized and at-risk populations, and adults ages 18 – 29. Adult learners served through Title II services tend to be employed in industries hardest hit by the pandemic. Additionally, a significant number of individuals could not be appropriately assessed through NRS approved tests due to the nature of distance learning and remote services during the pandemic.

The Illinois Wagner-Peyser program fell below in two of three Negotiated Rates of Performance for WIOA performance measures in PY20. The two performance measures were the Employment Rate 2nd and 4th Quarter after Exit. Illinois Exceeded in the Median Earnings 2nd Quarter after Exit. Illinois attributes the decline in performance due to COVID-19 and its impact on job availability, as well as the need for Illinois Department of Employment Security staff to respond to the unprecedented demand for unemployment insurance services from hundreds of thousands of claimants; and implement and manage several new federal unemployment programs.

Illinois Jobs for Veterans State Grant (JVGS) program fell below in four of the six 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. The two performance measures for the DVOP Service to Veterans/Other Eligible that fell below were the Employment Rate 2nd and 4th Quarter after Exit. DVOP Services Exceeded in the Median Earnings 2nd Quarter after Exit. The three for Wagner-Peyser Services to Veterans/Other Eligible also had two of the three performance measures fell below. The two performance measures were the Employment Rate 2nd and 4th Quarter after Exit. Wagner-Peyser Services to Veterans exceeded in the Median Earnings 2nd Quarter after Exit. All six of these primary indicators of performance measures remained in "baseline" for the program year. Although Illinois fell below on four performance measures, these measures were within the 90 percent threshold of the Negotiated Rate of Performance.

Administered through the Illinois Department of Human Services – Division of Rehabilitation Services (IDHS-DRS), the Title IV Vocational Rehabilitation program saw extensive improvement in key metrics during what was a very difficult year for our state and society at large. IDHS-DRS VR was able to improve our MSG rate from 42.1 percent in PY19 to 59.8 percent in PY20. This improvement was thanks to tremendous cooperation amongst remote working staff throughout

the agency and the network of educational institutions and employers that maintained high levels of service. IDHS-DRS VR was able to implement innovative practices to efficiently drive VR program to new heights, while learning processes that will ensure continuous improvement for years to come. IDHS-DRS VR saw a noticeable increase in median earnings from PY19 to PY20 and will continue to implement trainings and innovations that seek to improve the quality of the jobs attained by VR customers. IDHS-DRS VR expects these efforts to lead to greater increases in median earnings and stronger performance on job retention metrics.

WIOA Negotiated Performance Measures

PY20 presented the first year with negotiated levels of performance for the WIOA Title IB programs. Negotiated in May 2020 for both PY20 and PY21, representatives of the State and USDOL, Region 5 came to agreement on negotiated goals for the core indicators in each of the Adult, Dislocated Worker and Youth programs. Upon completion of the program year and submission of final actual performance outcome data to USDOL, a statistical adjustment model (SAM) will be used to assess the State's performance. Taking into account actual economic conditions experienced and characteristics of participants, the negotiated levels of performance will be adjusted using the SAM to determine adjusted levels of performance. These adjusted levels of performance and resulting outcomes are provided in Attachment 14. Similarly, the State and negotiation teams of the twenty-two Local Workforce Innovation Boards (LWIBs) and Chief Elected Officials (CEOs) came to agreement with the State in October 2020 on local negotiated goals. Local adjusted levels of performance will be calculated using a local SAM and performance outcomes identified.

Negotiations for PY20 and PY21 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 15 and will continue to be updated as data becomes available. Negotiations for the next two program years should begin in February-March 2022.

The Title IV, Vocational Rehabilitation Program, continues in a baseline status with all but its Measurable Skill Gains performance goal for PY20/21. Illinois will continue to use the rate of 62.2 percent to establish the PY20 and PY21 expected level of performance for that measure. DHS-VR will continue collecting baseline data for all other indicators for PY20 and PY21 in coordination with the Rehabilitation Services Administration (RSA).

Effectiveness in Serving Employers Performance Indicators

Effectiveness in Serving Employers began as a pilot program in PY16 and PY17. 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 U.S. Department of Education) are to be based on indicators identified in WIOA Section 116 (b)(2)(a)(4). Baseline data is being reviewed to assist in determining performance goals. In PY 2020, Illinois achieved a 63.5 percent retention rate with the same employer in the 2nd and 4th quarters after exit for nearly 36,520 participants. During the same period, the penetration rate for more than 385,491 businesses was 2.9 percent. Additional information on Illinois' success with the two pilot approaches is included in Appendix 16.

Business Perceptions of the Workforce System

Another consideration during the COVID-19 pandemic was what investments, frameworks and connection points were needed to shift from the reactive nature of operating within a pandemic to the ideal of a proactive, coordinated strategy for business engagement. Proactive outreach was needed to share data about employers, workers and jobseekers by region and industry. Before that could happen, clarity was needed about roles, business engagement procedures and data connections. Recognizing the governance and structure of the groups conducting business outreach also needed to

be more integrated and strategic, a comprehensive inventory (Appendix 17) was taken in PY20 to identify which groups were conducting different types of activities related to business engagement, Rapid Response and remote service delivery. The inventory evoked discussions among state and local business outreach groups about role clarity, reduced risk of redundancies, and policies and training opportunities to improve service delivery and impact. The longer-term outcome was to work toward shared goals and common ways to measure impact of the outreach activities.

Workforce Data Quality Initiative (WDQI) – Longitudinal Analysis (Appendix 12)

Local Statistical Adjustment Model

In accordance with USDOL-ETA Training and Employment Guidance Letter (TEGL) No. 11-19, consulted with the Northern Illinois University Center for Governmental Studies (CGS) to develop the Local Statistical Adjustment Model (SAM) to be applied to PY20 performance and utilize in future local performance negotiations. Using the State PY20/21 Negotiations Tool as a template, CGS developed a model that has been tested on PY19 data and outcomes. Once PY2020 outcomes are available, the model will be updated and tested for accuracy to ensure fairness in applying it across the twenty-two local area's outcomes. The SAM will incorporate unique data from each LWIA that will produce a tool with relational adjustments by LWIA that recognize the characteristics of the participant pool and economic conditions in which they are being served.

The tool will be applied to outcomes to identify positive or negative differences that are then added to the negotiated levels of performance to determine adjusted levels of performance. This adjustment factor compares the estimated performance as predicted by the SAM at the beginning of the program year to the performance outcomes re-estimated at the end of the program year to identify the difference and adjustment factor.

Elements of the tool were provided to the local negotiation teams to consider as they developed and submitted proposed performance goals and prepared for negotiations with the State. The tool will also be utilized in the next round of local negotiations to occur in 2022 for PY22 and PY23.

Evaluation Work Group under the Continuous Improvement Committee (CIC)

The IWIB Evaluation Workgroup was formed out of the work of the Evaluation Peer Learning Cohort of PY19 and includes representatives from each of the core partners. This workgroup operates as a subcommittee of the IWIB Continuous Improvement Committee. The workgroup created a draft Evaluation Framework during PY20 that is intended to be used across the IWIB to evaluate programs, policies, and processes. The framework is based on guidance from the DOL on evaluation for state workforce agencies.

The framework incorporates principles of diversity, equity and inclusion and is based on guidance from the IWIB Equity Task Force. It will be presented through an online portal.

Each section of the portal includes abstracts, video overviews, and links to further resources and information. The online portal allows for the Evaluation Framework to remain a living adaptable document that can be continuously updated and integrated.

Local and State Approaches to Customer Satisfaction Data Collection

Local approaches to customer satisfaction data collection

Local approaches were taken to assess satisfaction of WIOA services received. The LWIBs focused on integration of services for job seekers and to improve employer access to the skilled workforce they need. Customer satisfaction survey results were used to implement strategies to improve service integration between WIOA program partners and providers at the state, regional, and local levels. These surveys are used throughout the State at various levels of service. The surveys were distributed to customers who utilize services at the American Job Centers

(AJCs). Examples of surveys are included as Appendix 18(a)(b)(c). Services to employers and job seekers may include the Resource Room, workshops, job fairs or those enrolled in training programs. Surveys were available in-person, via a link on a computer, or virtually through Constant Contact, SurveyMonkey, and other similar programs. Survey results were analyzed and discussed during AJC team meetings. Services are shaped by feedback from business and/or job seekers and updates are made as needed for continuous improvement.

State Customer Satisfaction Survey

In April 2021, the Southern Illinois University (SIU) team developed a Customer Feedback Survey via SurveyMonkey. The purpose of the Customer Feedback Survey was to assess customers' overall satisfaction with the Illinois workNet site and the resources offered to help individuals and partners meet their employment and training goals. Efforts to bring awareness about the survey included marketing the survey on the announcement section and footer of the Illinois workNet site. In addition, a news item was sent to 118,000 individuals via email, including an incentive for participants to win a chance to receive an Illinois workNet Kit. From the survey results, a total of 491 participated. Overall, 70 percent were satisfied/very satisfied with Illinois workNet, while only 6 percent were dissatisfied. The three primary reasons why individuals utilized the site were to:

- ◆ Find job openings
- ◆ Explore career options
- ◆ Find training and education opportunities

Based on the feedback from the survey, participants' primary concerns focused around areas of employment and training opportunities, communication, and technical assistance. Seventy-nine percent of the participants stated they were likely to recommend Illinois workNet to friends and colleagues to find resources to help them achieve their employment and training goals.

Statutory and/or Regulatory Requirements Waivers

Illinois submitted a series of waivers as part of the 2020 Unified State Plan and as standalone waivers. In summary, the status of each waiver is listed here and is followed by a more detailed description of each.

Unified State Plan Waivers

1. Allow eligible training providers to not collect performance data on all students in a training program. Approved June 28, 2018, through June 30, 2021
2. Out-of-School Youth expenditures reduction to 50 percent of Youth allocation. Approved June 28, 2018, through June 30, 2021.
3. Allow a local workforce area to be included in more than one planning region. Approved January 8, 2019, through June 30, 2022.
4. Allow ITAs for In-School Youth. Approved May 17, 2019, through June 30, 2022.
5. Adjust the six-month employment requirement for incumbent worker training (IWT). Approved May 29, 2020, through June 30, 2022.

Standalone Waivers

6. Increase the employer reimbursement rate for on-the-job training. Approved August 17, 2020, through June 30, 2022.
7. Increase the expenditure limit for transitional jobs. Approved August 17, 2020, through June 30, 2022.
8. Allow rapid response statewide funds to be used for disaster relief employment. Approved August 17, 2020, through June 30, 2022.

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

Under the current waiver, Illinois has improved consumer choice by increasing the number of reportable training providers over the past 2 program years by an average of 10 percent annually and the number of training programs by an average of almost 8 percent annually.

Out-of-School Youth Expenditures Reduction to 50 percent.

As a result of this waiver, the number of In-School Youth served remained steady even though there were major impacts on schools and providers during the COVID-19 pandemic. Conversely the total number of Out-of-School Youth served during this timeframe, including those going into occupational or pre-apprenticeship training, has decreased, which further bolsters the need for the reduction in expenditures for that group from 75 percent to 50 percent. Performance accountability outcomes for overall WIOA Youth (including both in- and out-of-school youth) are projected to slightly decrease or remain steady for the majority of the WIOA Youth performance indicators. However, at this time the effects of the pandemic on registrant numbers and performance have yet to be fully realized.

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

The IWIB Continuous Improvement Committee is responsible for ensuring the waiver's specific goals and outcomes are realized. Outcomes of the waiver will continue to be reported in future WIOA Annual Reports. The waiver's intent is not to impose an unviable mandate on local CEOs and workforce boards unable to restructure their county alignment. 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 Program Year 2020, 17 of the state's 22 local workforce areas, spread across 8 of 10 Economic Development Regions, enrolled In-School Youth into Individual Training Accounts (ITAs), indicating a broad geographic use of the waiver. The number of students enrolled in ITAs has increased over 12 percent since the inception of the waiver. In PY 2019, In-School Youth that received an ITA have successfully exited the program with measurable skill gains (16), completed training (11), earned industry-recognized credential (14), and entered employment (11).

Adjust the six-month employment requirement for incumbent worker training (IWT).

IWT is work-based training and upskilling designed to ensure that employees of a company can acquire the skills necessary to retain employment and advance within the company, or to acquire the skills necessary to avert a layoff. Illinois was awarded a waiver to amend the definition of "incumbent worker" by adjusting the six-month employment requirement. Even though this waiver was approved during the pandemic, 12 employers trained 22 workers in projects where more than half of the workers were with the company less than six months.

Increase the employer reimbursement rate for on-the-job training (OJT).

OJT is a proven model for providing individual customers with information, instruction and training needed to meet the unique needs of the business that prepared them to be retained upon successful completion. Illinois implemented a sliding reimbursement scale to the employer based on its size and capability. Under this waiver, employers with 50 or less employees would be reimbursed up to 90 percent, those with between 51 and 250 employees up to 75 percent reimbursement and all other employers up to the statutory limit of 50 percent. As a result of this waiver, the number of OJT placements (including those in apprenticeships) has steadily increased, and the number of unique OJT employer worksites is projected to increase almost 20 percent from the previous Program Year. Additionally, most of the OJT placements have been in the manufacturing sector.

Increase the expenditure limit for transitional jobs.

Increasing the allowable amount local areas can allocate toward transitional jobs will support these efforts and offer maximum local flexibility to meet locally determined demand for using transitional jobs as an employment strategy. Since the inception of the waiver two local workforce innovation boards have provided transitional job services to 23 adult participants through three employers.

Allow rapid response statewide funds to be used for disaster relief employment.

The Rapid Response disaster and emergency waiver has allowed the State and local areas to respond to disasters using readily available State Rapid Response funds and assist laid off workers with obtaining temporary disaster recovery employment as well as permanent employment. To date, three local workforce innovation boards have received an award under this waiver and provided disaster recovery employment at four disaster worksites.

PROMISING PRACTICES

Points of Intersection between WIOA Activities

WIOA PY20 provided an opportunity to take inventory of the range of stakeholder groups engaged in setting the vision, strategy, policies, operations and professional development of Illinois' workforce development system. A WIOA Organizational Chart (Appendix 2) illustrates the current stakeholder groups and relationships and how they interact with the State's vision, strategy, policy, operations and professional development. The effort brought into focus natural points of intersection. For example, the IWIB Business Engagement Committee's Communications Work Group improved coordination with the Apprenticeship Illinois Marketing Committee. As the IWIB Business Engagement Committee considered business outreach, Vocational Rehabilitation partners elevated attention on engaging businesses that supported individuals with disabilities. The effort also identified challenges to address in PY21 such as a systems approach to coordinated intake, particularly while service delivery was expected to continue with a hybrid of in-person and remote service delivery.

The Customer Support Center (CSC) on Illinois workNet (IwN) continued to offer workforce and education partners the opportunity to facilitate programs using implementation tools to help their customers reach training and employment goals. The CSC (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. The global CSC tools includes an invitation/agreement process, assessment, career planner, resume tools, worksite placement, success stories, and outcomes. Global tools are available at no cost to partners. Tools are customized and used to implement special state and local programs including Apprenticeship Illinois, Youth Career Pathways (YCP), the Illinois Department of Human Services Youth Investment Program (IYIP), and the Illinois Department of Human Services SNAP Employment & Training Program (ISETS). Customized tools include 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. When designing an asset for a special program, we focus efforts on how to incorporate it globally for all programs, i.e., Attendance time / date tracking. Additional customized CSC enhancements during this program year included adding data fields and reports required to submit Department of Labor Workforce Integration Performance System (WIPS) reports. Research and project planning have identified enhancements required to expand the base system tools to meet the needs of SNAP Employment and Training providers.

Additionally, the Department of Labor Office – Employment and Training Administration conducted a monitoring event in May 2021 after which they declared the Illinois Employment Business System (IEBS) as a "Promising Practice" stating that, "IEBS has significantly streamlined and improved the way Rapid Response and TRADE staff throughout the State are able to respond and assist employers and impacted workers. It facilitates layoff activity and provides intelligence to conduct proactive layoff aversion."

Professional Development

Professional development for the workforce system is designed by the WIOA Professional Development Committee. The committee includes representatives from DCEO, the Illinois Community College Board, the Illinois Department of Human Services, and IDES. The committee is charged with coordinating regional and statewide professional development for the

WIOA System as it relates to WIOA implementation, service integration and policy. In addition, the committee facilitates and supports the Wednesday Webinar series in which they determine topics for the webinars through analysis of evaluation of previous events. Every Monday an announcement is shared with the WIOA system (800+ recipients) on upcoming WIOA professional development. All webinars are recorded, shared with registrants and can be viewed at icsps.illinoisstate.edu/wioa/wednesday-webinars/2-home/64-2020-wioa-webinars. Lastly, these webinars are archived on Illinois workNet at www.illinoisworknet.com/WIOA/Resources/Pages/Archived-Training.aspx. The evaluations from each of the webinars are reviewed quarterly by the WIOA Professional Development Committee to ensure the needs of the system are being met.

As the state embarked on the challenge of moving an entire workforce system online, the committee assisted the WIOA system by moving all professional development to a virtual delivery. The Illinois Center for Specialized Professional Support (ICSPS) developed a three-part series titled *Thriving in a Virtual Workplace*. The series was presented on March 25, 2020, April 1, 2020, and April 8, 2020. Videos, slides and resources are archived on the ICSPS site and on workNet. There were 16,954 hits on the recordings and resources by July of 2020 and the series grew through the summer. A list of WIOA Wednesday Webinars is included in Appendix 14.

Agreement on PY20 MOUs

As during the development of PY19 Memorandum of Understandings (MOUs), in PY20, 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 the development of MOU amendments and cost-sharing negotiations. Although COVID-19 caused unseen variables including adaptations of service delivery methods, implementation of personal protection devices and procedures and increase in security and awareness, an agreement was facilitated in all 22 local areas. Because of proactive measures and collaboration among all partners associated with the MOU processes, the Interagency Technical Assistance team was able to identify concerns and act before issues could arise, significantly reducing the number of local areas needing state-level remediation teams to address areas of a potential impasse.

Sector Strategies (TPM)

In PY20, DCEO contracted with a Talent Pipeline Management (TPM) Practitioner/Fellow to promote and expand talent pipeline strategies through regional sector-based public and private partnerships. The Talent Pipeline Management, initiated by the U.S. Chamber of Commerce Foundation, is an end-to-end process that gives employers a framework to organize common pain points and be a better partner to providers for developing a work-ready talent pool. TPM drives on the insights, strategies, and tools used in supply chain management to become a talent supply chain.

The pandemic restricted travel for TPM training, so the TPM Fellow provided online orientation training to the Navigator trainees and other workforce partners with plans to move forward with an Illinois TPM Academy when travel will be allowed. The orientation training included six one-hour sessions focusing on organizing for employer leadership and collaboration; project critical job demands; align and communicate job requirements; analyzing talent supply; building talent supply chains; and engaging in continuous improvement and resiliency planning.

Sector partnerships have been established regionally in healthcare, manufacturing, transportation, distribution, and logistics. Focusing on the most hard-to-fill, high-demand positions, each sector partnership evaluates required competency, credentialing, and demand-supply and develops solutions with training providers to address the concern Illinois will continue 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.

Youth Career Pathways

The IWIB Career Pathways for Targeted Populations Committee (CPTP) hosts quarterly meetings for members focused on a specific industry and target population. The focus of the committee is in the following three areas as outlined in the Unified State Plan:

Activity 3.1: Promote Leading Career Pathway Models and Best Practices

Activity 3.2: Expand and Improve Bridge and Integrated Education and Training Models

Activity 3.3: Promote Innovative Career Pathway Solutions

The March 2020 meeting of the CPTP highlighted Opportunity Youth employment prospects in manufacturing by featuring a business in Will County, National Tube Supply, that partnered with local workforce agencies and educational institutions to provide paid job and training opportunities to youth. Through a panel discussion on service integration and a description of National Tube Supply's strategies, a model for employing Opportunity Youth, engaging them in a career pathway, and establishing local partnerships was demonstrated.

The CPTP hosted a May 2020 WIOA Wednesday Webinar highlighting service integration. The panel consisted of employers, workforce partners, and DRS representatives from throughout the State who collaborate to engage customers, in many cases youth, with support in career pathway awareness and seeking job opportunities.

Members of the CPTP also participated as reviewers for the DCEO Youth Career Pathways Notice of Funding Opportunity (NOFO). Throughout the Summer and Fall of 2021, the CPTP plans to collaborate with the Business Engagement Committee and Apprenticeship Illinois Committee to continue focusing on service integration, continuous improvement, and career pathway awareness as it pertains to youth. They will especially look at second chance hiring for justice impacted youth and youth with physical and/or cognitive disabilities.

Apprenticeships in Illinois

Building upon over a decade of research, development, and proven best practices in pilot projects with multiple workforce and education partners and purposes throughout the state, DCEO Office of Employment and Training in tandem with the Southern Illinois University, Center for Workforce Development developed the first generation of a fully operational workforce case management system capable of being utilized for adoption of any state or federal workforce program. The Illinois Workforce Integration System (IWIS), built upon the Illinois workNet platform debuted the first iteration of its programming functionalities by launching the Apprenticeship Illinois State Expansion Grant component. The IWIS - Apprenticeship IL case management system provided grantees, intermediaries, and navigators with a suite of tools to document grant information, engage and assess clients, process applications, send referrals, communicate, collaborate, and measure outcomes better than ever before to create an environment of continuous improvement. The dashboards and reports made it easy for stakeholders and users to stay on track and make informed decisions. Built to speak and integrate with any available system, IWIS allowed for flexibility and agility. Throughout development IWIS - Apprenticeship IL quickly evolved to not only accommodate fully case-managed participants, but also incumbent worker data, OJT information, and the newly coined DOL population, "Other Impacted Individuals."

IWIS case management system includes basic grant information and negotiated services for each grantee. This data is used for reporting and to customize service information when staff is working with case-managed participants. Staff have access to intake assessments, eligibility/enrollment wizards, career plan builder, service documentation and outcome tools, dashboards, and reports. The intake assessment is used for collecting eligibility information and developing a career/service plan. The eligibility wizard is used to determine if the customer is eligible for the Apprenticeship Illinois program and other Title I programs. With a click of a button IWIS pulls real time data from the State WIOA Title I, Illinois Workforce Development System (IWDS) to display co-enrollment information. The career plan builder includes features to review/document

assessments, set goals, identify services, and collect related services information such as services dates, status, notes, provider information, credentials, and more. The career plan includes a customer view for full transparency on planned activities, status, and outcomes. The case note feature allows providers to document case notes and send the case note as an email/message to the customer. The outcome tools summarize services, credentials earned, and data entry points for measurable skills gains, exit documentation, and follow-up. Dashboards and reports provide real-time data on customer progression through the program. The results give access to a list of customers, allowing providers to quickly access customers who may need additional assistance or information entered into the system.

Additional business intelligence and capacity-building tools are in development. These tools will provide transparency between both intermediaries and navigators to streamline the connection to apprenticeship opportunities. IWIS - Apprenticeship IL will also integrate with IEBS to leverage the Dun and Bradstreet organization data and track Effectiveness in Serving Employers.

Apprenticeship Illinois Mapping

Organizations that administer apprenticeship and work-based learning activities range from state agencies, educational boards, private and employer-led initiatives, advocacy organizations, chambers of commerce, industry organizations, unions, and other networks. A summary of the groups currently active in Apprenticeship Illinois initiatives is included as Appendix 19. Another layer of complexity is that each entity differs in the types of apprenticeship and work-based learning activities they conduct, whether they are registered or non-registered apprenticeships, pre-apprenticeship or bridge programs, youth apprenticeships, or other forms of work-based learning. The nature of their involvement also varies. Entities can be funders, practitioners, intermediaries, navigators, or advocates.

An interagency process was initiated in PY20 to engage a cross-section of Apprenticeship Illinois stakeholders. Taking inventory of the different entities and work-based learning activities has helped compile information about program focus, geography, funding, and partnerships. The intent is for the data to be sortable by industry, sector, demographics, geography, or other factors that can help strengthen relationships between organizations that interact with registered and non-registered apprenticeship programs and activities. Ultimately, the inventory and continued mapping process will increase awareness and create opportunities for collaboration.

Apprenticeship Expansion through the Illinois Community College System

The Illinois Community College Board (ICCB) supports the development, implementation, and evaluation of the broad spectrum of work-based learning through adult education, career and technical education, and non-credit workforce programming. Various funding streams support these efforts, which have been identified as a priority within the Unified State Plan, the State's CTE Plan and the Adult Education Strategic Plan. These efforts range from career development experiences, internships, pre-apprenticeship, and apprenticeship programs.

Specifically, a statewide effort to develop and scale apprenticeship programming has been an interagency effort. Nearly two-thirds of Illinois' 48 community colleges provide apprenticeship opportunities through various employers throughout the state. The primary focus of these apprenticeship programs has been in the construction/manufacturing trades (around 85 percent-90 percent).

For the PY20, the participating colleges in this grant served 593 participants, 119 of which are participating in registered or non-registered apprenticeship programs.

APPENDIX 1
**UNIFIED STATE PLAN VISION,
PRINCIPLES, GOALS AND STRATEGIES**

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 2

WIOA ORGANIZATIONAL CHART

WIOA Activities and Integration



Updated July 2021

1. **(Red) Vision.** The lens of WIOA implementation efforts.
2. **(Yellow) Strategy.** Set the priorities and objectives to achieve the vision for Illinois' workforce development system.
3. **(Blue) Policy.** Developed through inclusive efforts to set clear expectations, requirements and procedures for operationalizing priorities.
4. **(Orange) Operations:** Operational plans to implement those strategies and policies with real commitments and resources. Those efforts are then maintained and adapted over time.
5. **(Green) Professional Development.** Works in tandem with operations to ensure stakeholders have the information, capacity and resources they need to effectively operationalize Illinois' vision, strategy, policies.



Illinois vision and strategy

Governor J.B. Pritzker

Illinois Workforce Innovation Board (IWIB) oversees the development, implementation and modification of the Unified State Plan and provides strategic leadership for the state's workforce development system

IWIB Committees, Work Groups, Task Forces

Standing Committees and Subcommittees serve ongoing efforts to develop initiatives that advance priorities in the Unified State Plan.

Task Forces have a defined charge and timeline around a specific initiative. Once those initiatives are launched, then the efforts transition to operationalizing, maintaining and providing professional development around those initiatives.

Policy Work Groups have a defined charge to develop a policy around a specific topic. Once those policies are formally issued, then other groups begin to operationalize, maintain and provide professional development around those policies.

WIOA Interagency Teams

WIOA Interagency Leadership Team conducts high-level operations planning and coordination of State agencies and required partner organizations

WIOA Interagency Technical Assistance Team provides operational guidance and resolves state and local implementation issues

WIOA Core and Required Partners make services available through American Job Centers and contribute to the cost of operating local systems

Local Workforce Innovation Boards are the lead conveners of WIOA activities and strategies in regional and local plans and partner with CEOs to oversee the local workforce system

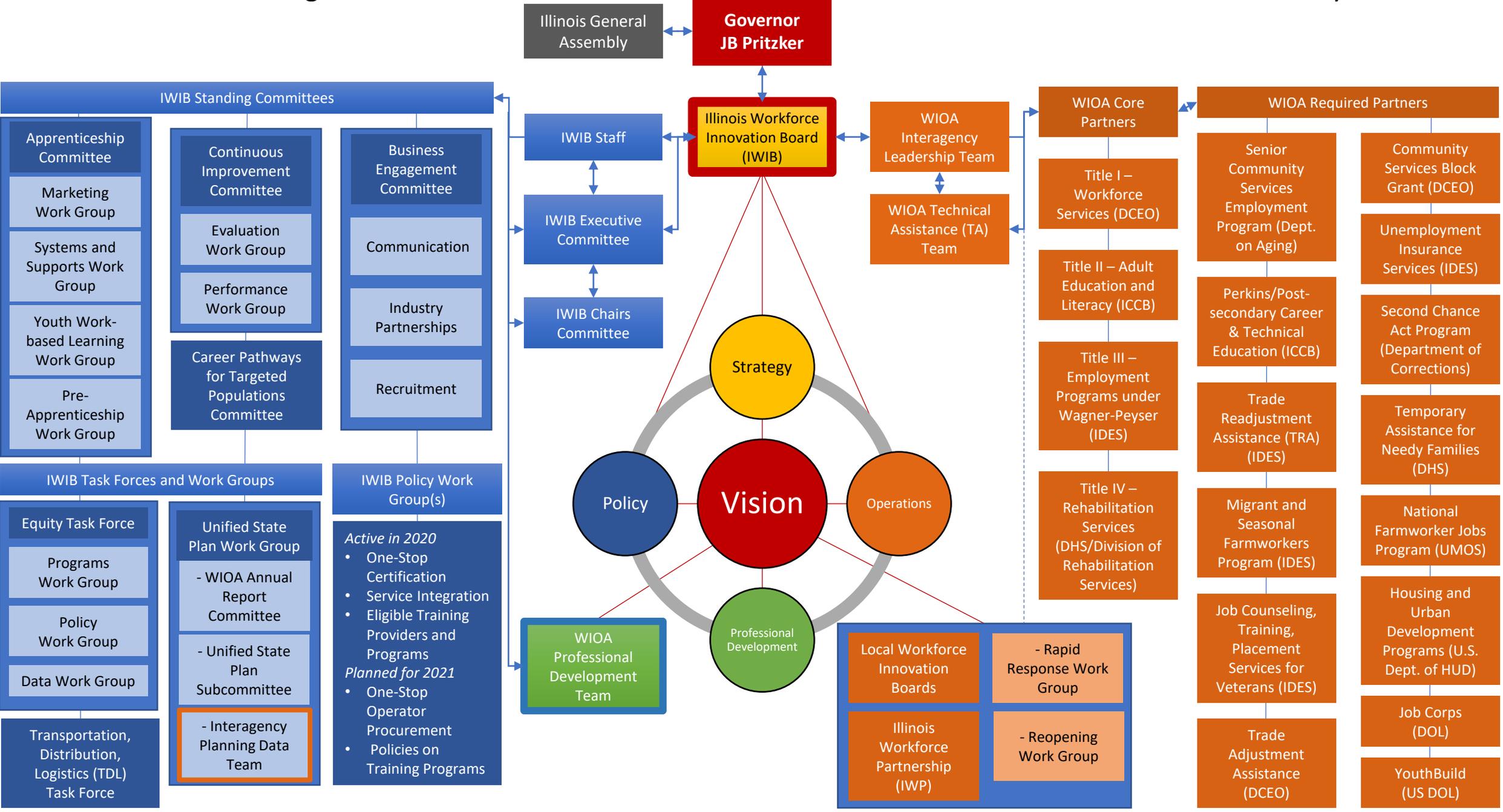
Illinois Workforce Partnership advocates and connects businesses and individuals to resources

Professional Development

**WIOA Professional
Development Team**
coordinates, develops and
supports professional
development for the system

WIOA Activities and Integration

July 2021



Contractor Roles Under WIOA Statewide Activities

Vision for the System			
Illinois Center for Specialized Professional Support at ISU	KEB	NIU Center for Governmental Studies / EdSystems	Illinois workNet at SIU
Professional Development	Operations	Research	Program Implementation
IWIB Support	Compliance	IWIB Support	Facilitation Tools
Alignment and Coordination			

Illinois Center for Specialized Professional Support at ISU

Professional Development and IWIB Support

- IWIB Executive Committee
 - IWIB Career Pathway Targeted Populations (CPTP)
 - IWIB Continuous Improvement Committee
 - IWIB Equity Task Force
 - IWIB Evaluation Workgroup
 - IWIB Performance Workgroup
 - IWIB Committee staff
 - IWIB Committee Chair Workgroup
 - IWIB Business Engagement Committee
 - IWIB Annual Retreat
 - IWIB Apprenticeship Committee and work groups
 - IWIB Professional Development
- WIOA System Professional Development
 - WIOA Summit
 - Illinois Workforce Academy
 - WIOA Wednesday Webinars
 - WIOA Regional Workshops

Lead Contact: Aimee Julian

- Governor's Guidelines for MOU and budget negotiations
- Regional and Local Planning Guide
- Technical Assistance to required partners and State agencies
- Technical Assistance to local workforce innovation areas and boards
- Unified State Plan Work Group and Annual Report Committee
- WIOA Interagency Leadership Team
- WIOA Interagency Technical Assistance

Lead Contact: Bethany Jaeger

NIU Center for Governmental Studies / EdSystems

Research and IWIB Support

- IWIB Apprenticeship Committee and work groups
- IWIB Business Engagement Committee
- IWIB Career Pathways for Targeted Populations
- IWIB Continuous Improvement Committee
- IWIB Equity Task Force
- IWIB One-stop Certification
- IWIB Service Integration
- Eligible Training Provider List and Demand Occupations
- Governor's Interagency Implementation Team
- Illinois Longitudinal Data System
- LWIA Re-designation
- Technical Assistance to LWIAs

Lead Contact: Brian Richard

Illinois workNet at SIU

Program Implementation and Facilitation Tools

Employer	Individuals/Job Seekers	Workforce Partners	Outreach
<ul style="list-style-type: none"> • Virtual Job Fair Booths & Live Events • Illinois BizHub • Employer Training Opportunities • Rapid Response Layoff Reporting & Services • WARN Reporting & Services • Trade Layoff Reporting & Services • Company Specific Layoff Pages 	<ul style="list-style-type: none"> • Service Finder • Virtual Job Fairs • Event Calendar • User Guides • disabilityworks <p>Interactive tools and resources for:</p> <ul style="list-style-type: none"> • Career Exploration • Training & Credentials • Job Prep & Job Search • Illinois jobLink • Networking • Layoff Assistance • Money Management <p>Authenticated User Tools</p> <ul style="list-style-type: none"> • Assessments • Resume Builder • Career Plan(s) • Bookmarks • Employment 101 • Messages 	<ul style="list-style-type: none"> • WIOA ePolicy • WIOA works • WIOA Contracts • Notice of Funding Opportunities (NOFO) • Incumbent Worker Tracking System • Illinois Employment Business System (IEBS) • Illinois Performance Accountability and Transparency System (IPATS) • Illinois Longitudinal Data System • Partner Guides • Illinois Workforce Integration System (IWIS)/Customer Support Center (CSC) • Administrative Tools (e.g., VJF, Service Locator, Event Calendar, User Management, Reports, Success Stories) • Embeddable Widgets (e.g., Service locator, Event calendar, Articles, Success stories, Job Finder, Illinois jobLink, Training Search, etc.) 	<ul style="list-style-type: none"> • Social Media • News & Updates • Articles • Email Target Audiences • Notifications • Outreach Materials

Natural Points of Intersection in PY 2021

- Business Engagement Committee's Communication Work Group
- Service Integration Policy Work Group
- Apprenticeship Marketing Work Group and BEC Communication Work Group
- CPTP / Youth Career Pathway / Youth Apprenticeship
- Equity Task Force
- Annual Report Committee
- IWIB quarterly reports

Ongoing Opportunities for Alignment



- Business Engagement: Apprenticeship and Work-Based Learning
- Illinois Career Information System (CIS)
- Outreach coordination
- Systems approach to Coordinated Intake

APPENDIX 3
2022 IWIB STRATEGIC PLAN

Illinois
Workforce
Innovation
Board

2020 – 2022
IWIB
Strategic Plan

September 2020



Welcome Letter

2020 – 2022 Illinois Strategic Plan

As the Leadership Committee of the Illinois Workforce Innovation Board (IWIB), we are pleased to present you with the 2020 – 2022 IWIB Strategic Plan. Since 2003, Illinois has been moving toward the alignment of workforce, education, and economic development.

Under the Workforce Innovation and Opportunity Act (WIOA), Illinois is using the unprecedented challenges and subsequent opportunities presented through COVID-19 to expand the alignment among the systems, leading to innovative work-based learning opportunities for both businesses and job seekers. COVID-19 is impacting how business operates, and new jobs will be created as part of the response. Our state is strong, and we will use these challenges as opportunities to create a foundation of preparedness to address future challenges to our workforce system. We recognize the demand will be greatly increased in response to COVID-19, and the system is addressing and responding to the needs of Illinoisans. We are discussing infrastructure updates that will assist the state in supporting the impacts of this pandemic and embracing the lessons learned to enhance and update our technology infrastructure.

It is important that we help employers survive by developing outreach that will help them come back successfully. IWIB should reach out to business and other entities (such as community providers and smaller partners that support and assist our work) in need with our advice, assistance, and expertise. IWIB is considering co-hosting webinars with chambers of commerce and other business associations to help business understand how the employment landscape is changing and what the state looks like from an employer's perspective. These webinars (presented in the summer and fall) would be sector-specific and share the expertise of the board's business voices in a panel format.

Over the past few years, the IWIB embraced its expanded role and responsibilities through WIOA to develop a plan that moves both state and local boards to a place of strategic leadership and sets the direction for the Unified Plan over the next four years. Given this ambitious agenda, continued partnering for success, transparency, and accountability must persist.

These partnerships will serve as the backbone to improve our system and customer service. The IWIB Strategic Plan is also focused on achieving increasingly better outcomes for our business and individual customers. Achieving the objectives detailed in this plan will require an unprecedented level of commitment from both the IWIB leadership and members, as well as Local Workforce Innovation Boards and our partner agencies. As a result, together:

- We as leaders of the workforce system must lead by example.
- We must be risk takers.

- We must foster a culture of innovation and continuous improvement.
- We must expect the same of staff in the Illinois workforce development system.

We encourage our local boards and chief elected officials to incorporate the principles found within this plan in their discussions around regional and local planning. It is acknowledged that you have the pulse of your communities and can best make decisions relative to the needs of your businesses and job seekers. Creative solutions are essential to the success of our plan and to realize the vision we all have for our Illinois businesses, citizens, and communities. The common goal of all the partners is quality employment and strengthening the talent development supply chain. Keeping this common goal and our customers at the forefront of our efforts will assist in achieving our vision.

We appreciate the great work you do on behalf of our business and individual customers and look forward to continuous improvement and great results throughout the implementation of this plan.

Sincerely,

Illinois Workforce Innovation Board 2020 – 2022 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.

IWIB Composition and Coordination

The Governor-appointed Illinois Workforce Innovation Board (IWIB) includes leaders from state, business, industry, labor, education, and community-based organizations with the goal of evaluating and meeting the workforce needs of Illinois' employers and workers. The Illinois membership represents four key areas – Business and Industry, Education and Training, Government and Public Administration, and Business Management Administration.

Through a committee and task force structure, IWIB representatives from private/public partner programs offer policy recommendations to strengthen Illinois' workforce system. Illinois strives to foster improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its regions.

The IWIB supports the key elements outlined in the State Unified Plan by creating an environment favorable to the formation of employer-led sector partnerships and the improvement of communications between business, economic development, workforce development, and education through the work of the IWIB Business Engagement Committee. The IWIB works to increase the number of meaningful, public-private relationships and improve the quality of the new and existing public-private partnerships within the work of the Apprenticeship Committee. Moreover, through the Continuous Improvement Committee, the IWIB promotes data and demand-driven workforce and education initiatives. The IWIB supports utilizing the WIOA system infrastructure to support the alignment and integration of economic development, workforce development, and education initiatives to develop sector partnerships and career pathways through the Career Pathway Targeted Populations Committee. Each of the committees have their individual charges and priorities that are outlined in the IWIB Strategic Plan and are coordinated through the Executive Committee and the IWIB Leadership Committee.

The IWIB Leadership Committee was established as a networking vehicle and serves as a place for dialogue between committee chairs, the executive committee, and lead committee staff to coordinate work and remedy duplication between committees. In addition, the IWIB committee staff meet monthly to create space for informal conversation and opportunities for collaboration.

Furthermore, the IWIB strategies and activities discussed within this plan align with those found in the Illinois Unified State Plan, the EO3, and the Perkins V state plan.

WIOA UNIFIED STATE PLAN PRINCIPLES

The principles outlined in the WIOA Unified State Plan define the founding principles for the state. It is evident that the work of the IWIB aligns with the principles through the work of the IWIB standing committees and taskforce.

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.**

Business Engagement Committee / Career Pathways Targeted Populations Committee

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.

Business Engagement Committee / Apprenticeship Committee

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.

Career Pathways Targeted Populations Committee / Service Integration Workgroup

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.

Executive Committee / Service Integration Workgroup / Interagency Policy Workgroup

Integrated Service Delivery:

Illinois will more effectively serve business and individual customers by **implementing service integration strategies.**

Service Integration Workgroup / Career Pathways Targeted Populations Committee / Apprenticeship Committee

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.

Equity Taskforce / Career Pathways Targeted Populations Committee

Clear Metrics for Progress and Success:

Illinois will develop or **adopt metrics that monitor progress and success, informing continuous improvement and innovation efforts.**

Continuous Improvement Committee

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.**

Continuous Improvement Committee

The Unified Plan outlines the goals for achieving the states 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, the board 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.

The IWIB utilized the standing committees, workgroups, and task forces to develop this updated strategic plan.

IWIB committees include in alphabetical order:

1. Apprenticeship Committee
2. Business Engagement Committee
3. Career Pathways Targeted Populations Committee
4. Continuous Improvement Committee
5. Executive Committee

The work of the committees demonstrates the work of the IWIB. Each committee's work grows out of the priorities of the IWIB and is explained in the committees charge and priority areas.

Apprenticeship Committee

Charge:

- Fully integrate apprenticeship into state workforce development, education, and economic development strategies and programs.

- Support the rapid development of new apprenticeship programs and/or the significant expansion of existing programs.
- Support the development and recruitment of a diverse pipeline of apprentices.
- Build state capacity to make it easier for businesses to start apprenticeship programs and for apprentices to access opportunities.

Committee Priorities:

1. Promote the value of resources available for job seekers and employers, raising awareness of the benefits of apprenticeship
 - Embed the Navigator-Intermediary Framework into LWAs or EDRs.
 - Develop a peer-to-peer network to promote apprenticeship and other work-based learning opportunities

2. Create and promote various points of entry into apprenticeship to support underrepresented populations.
 - Develop the Youth and Pre-Apprenticeship Work Group to reach people earlier and provide support to those (no matter their age) who may face barriers in entering an apprenticeship program.
 - Determine equity targets for marginalized populations, with the goal of providing more apprenticeship opportunities or other openings/WIOA programs as an entry point for those marginalized populations.

3. System Building
 - Formalize the Apprenticeship Illinois system, including a centralized lead to guide the work of Navigators and Intermediaries.
 - Coordinate apprenticeship with educational, workforce, and economic development initiatives.
 - Coordinate or develop a clearinghouse for information related to apprenticeship bills that are being promoted, and other government and non-governmental agencies that are promoting apprenticeship outside of our line of sight.

Business Engagement Committee (BEC)

Charge:

- Provide guidance and direction to help bridge the gap between Illinois' important business sectors and employers, and the Illinois workforce development system.

Committee Priorities:

1. 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. Develop and improve communication mechanisms between employers and the workforce development system in order to increase employers' awareness of the services available to them that are designed to provide them with the skilled workforce they require.
3. Assist the IWIB with outreach and recruitment of business representatives from across the state to the board, and to assist Local Workforce Innovation Boards (LWIBs) with outreach and recruitment to those boards, as well.

Career Pathways Targeted Populations Committee (CPTP)

Charges:

- Create opportunities for learners of all ages and ability with a focus on those individuals defined as targeted populations to enhance their career awareness, career skills, and life skills through experiences with the education and training, work-based learning and essential skills as enhanced by the Illinois Essential Employability Skills approach.
- Serves as the intersection between job seekers, businesses, the education system, local workforce agencies, and other interested stakeholders.

Committee Priorities: Integrate and Involve

1. Being a link between the IWIB and the Local Workforce system to impact and improve the lives of Illinois citizens particularly those that are identified as WIOA targeted populations.
2. Integration and comprehensive involvement of all partners, including the four core partners, business sector, secondary and postsecondary education, workforce labor, legislative, and local implementation partners.
3. Work with the Business Engagement Committee to provide business and industry an awareness of the Illinois career pathway efforts to provide sustainable business-driven talent solutions for small and historically underrepresented owned business.
4. Work with the Apprenticeship Committee to provide work-based experiences for targeted populations.

Continuous Improvement Committee (CIC)

Charge:

- 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. Provide feedback and recommendations.
- Review outcomes of evaluation to determine if results conform to intended outcome. Provide feedback and recommendations.
- Review local performance related to the six federal performance measures for the WIOA core partners and make recommendations about strategies for continuous improvement at local levels.
- Examine and evaluate workforce quality and earning benchmarks and recommend changes.
- Provide recommendations for readily accessible data and technical assistance for an intended audience.
- Manage priority activities as assigned by the IWIB Strategic Plan.

Committee Priorities:

1. Conduct evaluations of policies.
2. Develop an understanding of how WIOA programs (under Title One, Two, Three, and Four) are evaluated, what continuous improvement processes are in place and included, and what lead agency technical assistance is involved.
3. Provide the IWIB committees with a clear understanding of how outcomes are evaluated and define the process for upcoming policy.

Executive Committee

Charges

- Develop policies to strengthen communication between partners and support engagement between employers and the workforce/economic development system.
- Develop policies and initiatives to improve coordination, communication, and relationships across business service teams to build relationships.
- Support a system change from a social services-driven approach to a business-driven one.
- Recommend state policy and/or guidelines to encourage the adoption of effective local business coordination practices.

IWIB Professional Development

Professional development for the IWIB is essential to ensure members are engaged with the system, aware of the program, and able to make an impact on the state. Over the past two years the IWIB has worked to develop an on-boarding process for IWIB members to introduce and reinforce their understanding of their roles and responsibilities, local workforce initiatives and strategies, and relevant workforce data and trends.

During this strategic plan period, the IWIB will roll out orientation for IWIB members and implement online training focused on programs over which the board has authority. Online module topics include board effectiveness, partners and partnership, board policy development and oversight, and roles and responsibilities of represented sectors.

Action Items that the IWIB will maintain and update

- a. Maintain the implementation plan, including timelines and delivery strategies,
- b. Utilize the annual IWIB retreat or time prior to regular quarterly meetings to inform members of the WIOA system climate.
- c. Update the comprehensive, online IWIB Member Manual and maintain virtual libraries on workNet (including webinars, videos, and podcasts) for new IWIB and LWIB members. Topics should include their role, responsibilities, the overall purpose of the board, relevant legislation, an overview of WIOA programs and policies, core and required agency partners, and other providers of WIOA services.
- d. Create a mentoring program to connect new members with long-term members.
- e. Seek assistance from the National Association of Workforce Boards in building these libraries; adopt or adapt materials they might have already developed.

The Illinois Workforce Innovation Board (IWIB) stressed the need for the provision of 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 a pursuit for 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 better serve our customers effectively.

Professional development opportunities are coordinated by the WIOA Professional Development Committee, comprised of representative from the WIOA partners and business. The WIOA Professional Development Committee is charged with coordinating regional and statewide professional development for the WIOA system

as it relates to WIOA implementation, service integration, and policy. As the committee works to develop to the IWA they implemented a three-pronged approach to professional development to ensure all levels of the system were supported. WIOA Wednesday weekly webinars, regional fall workshops and the spring WIOA Summit provide year-round support for the WIOA system.

APPENDIX 4
COVID-19 SERVICE DELIVERY CHALLENGES

COVID-19 Related Service Delivery Challenges

Virtual Career Services

- Career Counselors faced challenges reaching customers in a virtual setting. They created a series of short “Job Search Basics” videos that were published on You Tube. Services were reformatted to provide workshops online through ZOOM and other virtual platforms.
- Virtual liaison approaches were taken with community agencies to strengthen collaboration and provide critical emergency resources to our most vulnerable community residents.
- Case management and business service activities were processed remotely using electronic signature software.
- Regional and local Business Service Team meetings were held virtually. Prior to COVID-19, in-person employer visits were accomplished together, now, communication is limited to phone calls and emails which is much less effective.

Safety in American Job Centers

- Personnel faced challenges around ensuring safety by enforcing social distancing, wearing of masks and other personal protection equipment, and continuous sanitation in American Job Centers.
- Staff worked creatively to ensure that offices could open safely for customers and continued to provide services during this difficult time. Throughout the pandemic, being co-located with IDES, most AJCs were unable to provide in-person services, although services were provided virtually, many customers benefit from in-person services.
- The workforce system was challenged by trying to keep staff who had a fear of COVID-19 in the workplace. Employers often mention childcare as an issue for staff because of remote learning.
- The workforce system was also challenged to keep customers engaged throughout the pandemic during Program Year 2020 because of the fear of COVID-19.

Barriers to program access and data

- Lack of consistent technology across customers challenged centers to offer benefits to customers most in need.
 - Access to internet across the State and customers is not consistent or is non-existent.
 - Challenging for customers to complete surveys, applications, schedule conference calls, etc. all created barriers.
- Performance measures were difficult to meet and obtain as pre-pandemic projections were high and a decrease in numbers of customers served resulted as the pandemic started.
- Programs and centers were faced with challenges as the numbers of participants in programs fell due to the pandemic (e.g., number of customers enrolled in training, number of customers who completed training, number of customers who obtained employment, etc.).
- Communication barriers arose as almost all communication on a local, regional and state level with staff, job seekers and employers were limited to email, phone, and video chats.
 - Many community committees did not meet, even virtually, for several months.
- Monitoring was conducted virtually, hindering communication between the local workforce area and the monitors.
- Business Service Representatives could no longer hold monthly in-person job fairs at the AJC’s. Virtual Job Fairs were developed by Illinois workNet, but job seeker participation was minimal.
- Communication between LWIA’s, service providers and partners were obstructed because they were no longer co-located.
- Engaging customers who are receiving additional UI benefits as a result for pandemic relief program.

APPENDIX 5
PY 2020 ILLINOIS WORKNET UPDATES

Program Year 2020 Updates to Illinois workNet website

Virtual Job Fair (VJF) – VJF tools offer a virtual environment to share information about available positions and conduct small-group interviews. VJF employers who acknowledge interest in receiving additional services are connected to the IDES regional Business Service Manager.

COVID-19 Information – In response to the COVID-19 pandemic, resource pages for individuals, employers, and workforce partners specific to COVID-19 mitigation were updated as needed. These pages provide 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.

Online Guides – Online guides provide a self-directed access to resources and are available for a variety of topics and audiences. Users can navigate through these guides to learn more, read articles, and use tools available on Illinois workNet. Guide examples include Employment 101, Resume writing, Layoff Assistance, Returning Citizens, etc.

WIOA Implementation Page - The [WIOA Implementation page](#) was updated to include information and resources for workforce partners to continue WIOA related services to assist job seekers and employers during the COVID-19 pandemic, including: a guide to reopening American Job Centers, procuring personal protective equipment, links to updated information from the Centers for Disease Control and the Illinois Department of Public Health, and training videos on conflict de-escalation and dealing with an active shooter event.

Illinois Employment and Business System (IEBS) – IEBS’s Layoff Module is utilized by the State and Local Rapid Response staff to quickly enter and track layoff events, and utilizing D&B data, ensure consistency in associating event to the accurate location. IEBS’s next major development will be its Business Outreach module, which is an expansion of the existing Companies module.

Illinois Performance Accountability and Transparency System (IPATS) –IPATS includes a Performance page to view in performance numbers broken down by Program Year, Quarter, Program Type, LWIA, Provider, and Career Planner; a LWIA Comparison page that will show performance indicators at LWIA level side by side; and a dashboard used to track customer progression through the WIOA training process.

Illinois workNet Customer Support Center (CSC) – The 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. The global CSC tools includes an invitation/agreement process, assessment, career planner, resume tools, worksite placement, success stories, and outcomes. Global tools are available at no cost to partners.

Local Workforce Area Contact System (LWACS) - LWACS is currently in development for Title I Administrators, LWIB Staff and Commerce staff to manage contact information for approved Local Workforce Innovation Board (LWIB) Staff and related LWIB nominations, appointments, and recertification. Policy will be incorporated throughout the system to ensure compliance. A total of 9 meetings were held which included planning webinars and feedback sessions. The system will be launched in August 2021.

Rapid Response - A digital webinar environment was used by State and Local Rapid Response staff to provide their essential dislocated worker services to the numerous individuals and companies that were affected by the national emergency. With the launch of IEBS, State and Local staff have full

customization of Company Layoff Pages, viewable on Illinois workNet, which provide informational packets and videos to affected workers.

Incumbent Worker Tracking System (IWTS) - Anticipating an impact on incumbent worker training, DCEO OET worked with SIU to modify our tracking system to allow grantees to identify projects impacted by COVID-19. Knowing which projects were affected provided an early warning that projects would be delayed and allowed for targeted technical assistance. Of projects active in PY20, 39 were affected by COVID-19. These projects had over 330 workers enrolled. Fortunately, most of these projects were only delayed, over nearly 300 workers completed training. Five projects, with a total of 30 workers planned for enrollment were cancelled due to the pandemic.

APPENDIX 6
ILLINOIS WORKNET SERVICES REPORT

Illinois workNet Service Report

July 1, 2020 – June 30, 2021

Illinois workNet General Updates:

- **Illinois workNet Home Page** – Illinois workNet’s homepage (<https://www.illinoisworknet.com/>) was updated to include quick access links for employers, job seekers, and training opportunities:
 - Job Seekers – Explore virtual job fairs, resources, available services, and register to receive alerts. Updated links refer job seekers to information and services for layoff assistance.
 - Training & Services – TechReady and Coursera information was removed from the quick start guide upon opportunities expiring at the end of 2020. A link to Illinois workNet’s Service Finder is in place of these opportunities.
- **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 hold live VJF session(s) for interested job seekers. Job seekers may search employers currently hiring, register for upcoming VJF informational sessions and small-group interviews, and view previously recorded VJF sessions. From July 1, 2020 through June 30, 2021, a total of 570 employer VJF booths were added totaling 33,393 job openings across all employer booths. 137 live VJF events included 310 employers and 9,232 participants.
 - To evaluate customers' experience and identify possible enhancement areas on the VJF tool, the Illinois workNet team created and periodically modified a post-event survey that was sent to job fair attendees and participating employers. Job seekers frequently request workNet to include an opportunity to facilitate interviews with employers. In accordance with this request, the VJF team implemented a breakout room feature using the Zoom platform to allow small groups of job seekers the ability to meet with employer representatives during live events. During PY2020, 59 employers and 324 attendees completed surveys. Given the survey response rate of 3% for job seekers and 18% for employers, the Illinois workNet team continuously looks for improvement processes to elicit meaningful feedback from participants. To improve the response rate, follow-up surveys were utilized to allow greater opportunity for employers and job seekers to reflect on their experience. Additionally, workNet held contests encouraging job seekers and employers to complete surveys and submit success stories to be entered in a chance to win various workNet-related prizes.
 - Since the inception of the VJF tool, the VJF team continues to collaborate with Business Service Managers at IDES to coordinate, promote, and host VJF events throughout the State of Illinois. The VJF and IDES teams partnered together to hold numerous single and multi-session VJFs that served job seekers and employers in every region of the state. These events included single-employer, multi-employer, and legislative events showcasing small businesses, Fortune 500 companies, social service organizations, and state agencies. Members of IDES also contributed to this effort by volunteering in nearly every capacity during live events. At the conclusion of each VJF, IDES is provided contact information for employers who acknowledge interest in receiving additional services within their post-event survey response. This information is forwarded to the appropriate Business Service Manager by region for additional follow-up.

- 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 are provided as needed. Flyers, social media samples, and other outreach materials are available to encourage and assist employers and job seekers in their area. In an attempt to further streamline this process, workNet created a daily email blast that was sent to each LWIA VJF lead informing them of regional upcoming events and new employer booths added in their region.
- The workNet team facilitates a “Monthly Training for LWIA Staff” series providing an open forum for the VJF team to share and demonstrate updates within the VJF tool, and answer questions or concerns the LWIA may have regarding the VJF tool. Feedback from these sessions is collected for future enhancements to the tool.
- Updates to the VJF tool and related documents are ongoing and located on the following pages of the [VJF Partner Guide](#):
 - [Training Materials & Videos](#)
 - [Full List of Resources](#)
 - [Partner Tool Updates](#)
- Quick Start Guides were created and updated for:
 - [Job Seekers Getting Started and Attending Virtual Events](#)
 - [Employers Interested in Creating a Booth and Hosting an Event](#)
 - [VJF Event Planning for Partners](#)
- **COVID-19 Information** – In response to the pandemic, ongoing updates to resource pages for individuals, employers, and workforce partners provide users with local, state, and national resources, in addition to organizations who may be able to assist in relief based on their needs or needs of their customers:
 - [Individuals](#)
 - [Businesses](#)
 - [Workforce Partners](#)
- **Guides** – Guide pages were added to the main workNet menu providing an overview on various aspects of the job search process such as:
 - [The Returning Citizens Guide](#) for individuals returning to society to provide information and resources on how these individuals can get started, essential personal documents, local resources and service providers, how to catch up on technology, sealing and expunging records, applying and interviewing for jobs, tips for a first day on the job, and money management tips. Feedback from LWIAs and partners was collected to ensure the most helpful information and resources are included in the guide.
 - **Employment 101** was updated over the program year and went live in April. New training modules were developed and tested with the support of feedback groups. Reports and other items associated with partner use to track customers using the tool are continuously updated.
 - [Partner Article](#)
 - [Customer Article](#)

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

- **Customer Satisfaction Survey** – In April 2021, the Illinois workNet team developed a Customer Feedback Survey via SurveyMonkey. The Customer Feedback Survey purpose was to assess customers’ overall satisfaction with Illinois workNet and resources offered to help individuals and partners meet employment and training goals. In workNet’s efforts to bring awareness about the survey, marketing was added to Illinois workNet’s footer and

Announcements section. A news item was sent out to 118,000 individuals on workNet's listserv including an incentive for participants to be entered for a chance to receive an Illinois workNet Kit. From the survey results, a total of 491 participated. Overall, 70% were satisfied/ very satisfied with Illinois workNet, while only 6% were dissatisfied. Three primary reasons why individuals utilize the site are to:

- Find job openings
- Explore career options
- Find training and education opportunities

Based on survey feedback, participants' primary concerns focused around areas of employment and training opportunities, communication, and technical assistance. 79% percent of participants stated they are likely to recommend Illinois workNet to friends and colleagues to access resources for achieving employment and training goals.

- **WIOA Implementation Page** – The [WIOA Implementation page](#) was updated to include information and resources for workforce partners to continue WIOA-related services assisting job seekers and employers during the COVID-19 pandemic and continues to be updated as needed. Updated documents include Governor's Guidelines and One-Stop MOU Development files. The latest Unified State Plan document was updated and added to this page in addition to a newly created WIOA Program Basics page. The WIOA Implementation page includes the WIOA Wednesday Webinar series that is updated on a weekly basis. Additionally, [WIOA Implementation During COVID-19 page](#) was updated with the current information for American Job Centers' reopening and adapting to operations in response to COVID-19. Information and resources for businesses pertaining to COVID-19 assistance with unemployment benefits, layoff assistance, small business loans, and health/safety guidelines were added to the [Business Hub](#).

Illinois workNet Program Updates:

- **Apprenticeship Illinois** – The IWIB Apprenticeship Committee Marketing Work Group regularly meets to discuss a statewide marketing plan for employers interested in creating a registered apprenticeship program, as well as individuals interested in apprenticeship opportunities. Ongoing meetings ensure progress is made with continuous site updates at [ApprenticeshipIllinois.com](#). The Apprenticeship Illinois initiative logo was finalized by the IWIB Committee. A test environment featuring a new look and feel of the Apprenticeship landing page and subpages was created and continues to be reviewed and updated. The partner site for tracking customers is in production. Agencies are tracking case managed individuals, other impacted individuals, and incumbent workers. Monthly technical assistance webinars are held providing Intermediaries agencies with needed support to effectively use the tool within the Customer Support Center. Development of Navigator tools is in process. A total of 67 meetings were held which included planning webinars, demonstrations, and feedback sessions.
- **Illinois Employment and Business System (IEBS)** – IEBS officially launched its 1.0 version on 11/30/2020, marking an end of the previous DETS system. With the uptick in layoffs due to the national pandemic, IEBS' Layoff Module proved valuable in its ability to quickly enter and track layoff events, utilizing D&B data, to ensure consistency in associating events to accurate locations. Since the launch, additional enhancements were developed such as an Overview Dashboard to give a high-level breakdown and analysis of layoff activity in the state, and the Workflow Dashboard, which is utilized by State and Local Rapid Response staff to view all layoff event-related activities assigned to them. IEBS' next major development will be the Business Outreach module that expands the existing Companies module. Starting with almost 600K companies, brought in from D&B, allows users to create custom lists for comparison, company

tracking, and reference. The Business Outreach module will expand, allowing teams to build project-based lists of companies for its members to work together on outreach efforts such as documenting the status of outreach, and build referral lists for external programs. A total of 133 meetings were held which included planning webinars, demonstrations, and feedback sessions.

- **Illinois Performance Accountability and Transparency System (IPATS)** – Illinois' Performance and Transparency System development continued in accordance with Section 116 of WIOA. IPATS was made live in January of 2021 and included a Performance page to view performance numbers broken down by Program Year, Quarter, Program Type, LWIA, Provider, and Career Planner; a LWIA Comparison page will show performance indicators at LWIA level side by side; and a dashboard used to track customer progression through the WIOA training process. Updates were made to Performance and Dashboard pages to include a customer list to view customers that fall into each performance indicator. The dashboard was expanded to show select LWIA 90 grants and Apprenticeship Illinois data. A total of 43 meetings were held which included planning webinars with state and local performance staff, IPATS demonstrations, and feedback sessions.
- **Illinois workNet Customer Support Center (CSC)** – The Customer Support Center continues to offer workforce and education partners an opportunity to facilitate programs using implementation tools to help 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 to allow appropriate staff access to their customers' workforce readiness information. The global CSC tools include an invitation/agreement process, assessment, career planner, resume tools, worksite placement, success stories, and outcomes. Global tools are available at no cost to partners. Tools are customized and used to implement special state and local programs including Apprenticeship Illinois, Youth Career Pathways (YCP), Illinois Department of Human Services Youth Investment Program (IYIP), and Illinois Department of Human Services SNAP Employment & Training Program (ISETS). Customized tools include online intake applications, eligibility and suitability determination, assessments, outcome documentation tools, career plan builder, worksite placement, account management, referral/scheduling, dashboards, notifications, case notes/messages, and reporting. When designing an asset for a special program, efforts are focused on incorporating globally for all programs, i.e. attendance time/date tracking. Additional customized CSC enhancements during this program year included adding data fields and reports required to submit Department of Labor Workforce Integration Performance System (WIPS) reporting. Additionally, research and project planning identified enhancements required to expand base system tools to meet the needs of SNAP Employment and Training providers.
- **Incumbent Worker Training System (IWTS)** – IWTS is the source for planning and reporting on Incumbent Workers. Illinois workNet worked with Commerce to update IWTS to add and generate reports to identify the length of employment and training outcomes to support Illinois Department of Labor's 6-months employment requirement waiver for projects created on or after July 1, 2020. IWTS was modified to remove cost validations allowing grantees to enter projects tied to the same grant that have not exceeded the grant amount. A total of 6 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 12 meetings were held which included planning webinars and feedback sessions to identify course

objectives, develop course modules, and essential supplemental materials. The course will be launched in August 2021.

- **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 integrating existing educational and workforce training providers and program data to allow the ability of agile enhancements to that data. Creating an interoperable training provider and program data directory, ProPath Illinois will establish a universal list of providers and programs with extended information on those programs detailed and connected via a standardized global schematic defined by Credential Engine. The ProPath team met regularly to develop an API, review mapped data in the Credential Registry to ensure accuracy, and review the current ETPL approval process and policy documents. A total of 27 meetings were held which included planning webinars and feedback sessions.
- **Local Workforce Area Contact System (LWACS)** – LWACS is currently in development for Title I Administrators, LWIB Staff, and Commerce staff to manage contact information for approved Local Workforce Innovation Board (LWIB) Staff and related LWIB nominations, appointments, and recertifications. Policies will be incorporated throughout the system to ensure compliance. A total of 9 meetings were held which included planning webinars and feedback sessions. The system will be launched in August 2021.
- **Rapid Response** – Last year at the start of the pandemic, a digital webinar environment was used by State and Local Rapid Response staff to provide their essential dislocated worker services to numerous individuals and companies affected by the national emergency. Over the past year, the team continued to improve the digital webinar process to provide webinar setup, technical assistance, and recording upload and management to meet the needs of State and Local staff. With the launch of IEBS, State and Local staff have full customization of Company Layoff Pages, viewable on Illinois workNet, providing informational packets and videos to affected workers. Over the past Program Year, the Illinois workNet team hosted 97 Rapid Response webinars, in English and Spanish, along with 270 Company Layoff Pages being created.

Illinois workNet Usage and Counts for July 1, 2020- June 30, 2021:

Usage Item	Counts from July 1, 2020 – June 30, 2021
Illinois workNet Total Page Views	Total Views in PY2020: 10,810,270 Total as of June 30, 2021: 50,974,848
WIOA ePolicy Total Page Views	Total Views in PY2020: 50,758 Total as of June 30, 2021: 219,6262
Business Hub Total Page Views	Total Views in PY2020: 9,201 Total as of June 30, 2021: 13,972
Accounts	Total Active Accounts Created in PY2020: <ul style="list-style-type: none"> ● Individuals: 60,168 ● Partners: 1,054 Active Accounts as of June 30, 2021: <ul style="list-style-type: none"> ● Individual: 1,389,030 ● Partner: 14,451

Illinois workNet Service Finder Partners	Total Number of Active Sites: 963 WIOA Funded Comprehensive Centers: 25 WIOA Funded Affiliate Sites: 4 WIOA Funded Access Sites: 59 Specialized Sites: 4 Access Sites: 59 Other Partner Site: 871
Resumes Created or Uploaded	Resumes Created or Uploaded in PY2020: 3,151 Total as of June 30, 2021: 23,357
Success Stories	Active Success Stories: 94 New Success Stories in PY2020: 60 Total Success Stories as of June 30, 2021: 1,146
Email Subscriptions	New Subscriptions in PY2020: 1,409 Total Number of Subscriptions: 130,553
Calendar Events	Total Events Added in PY2020: 4,119 Total Events Added as of June 30, 2021: 24,376

Illinois workNet Events and Training:

A total of 563 events and training sessions were hosted by Illinois workNet with 11,954 people attending.

Social Media Numbers for July 1, 2020 – June 30, 2021:

Social media boosts brand visibility, attracts new users and partners, increases web traffic, and engages with partners and state agencies. Illinois workNet actively posts on Facebook, Twitter, LinkedIn, LinkedIn Group (Illinois Virtual Job Club Network), Pinterest, and YouTube. Content includes resources, tips, tools, and workforce development support for audiences ranging from individuals, employers, partners, and state agencies.

[Facebook](#)

Usage Item	Counts from July 1, 2020 – June 30, 2021
Page Likes	3,986
Page Followers	4,037
Page Views	6,905
Page Reach	250,708
Posts Reached	143,787
Livestream Videos	30
Livestream Views	11,217

Twitter

Usage Item	Counts from July 1, 2020 – June 30, 2021
Followers	2,442
Profile Visits	13,745
Tweets	1,406
Impressions	276,900
Post Likes	536
Retweets	483
Link Clicks	764

LinkedIn: Reaches workNet Center partners, LWIAs, 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 method.

Usage Item	Counts from July 1, 2020 – June 30, 2021
Followers	2,442
Profile Visits	13,745
Tweets	1,406
Impressions	276,900
Post Likes	536
Retweets	483
Link Clicks	764

Illinois Virtual Job Club Network is a LinkedIn Group hosted by Illinois workNet allowing workforce professionals, job seekers/individuals, and partners to network and share events/resources. Total number of Members is 1,892.

YouTube: Recorded webinars are uploaded to YouTube for partners and individuals to watch at any time.

Usage Item	Counts from July 1, 2020 – June 30, 2021
Subscribers	1,810
New Subscribers	350
Impressions	712,669
Videos Uploaded	376
Video Views	86,812
Total Hours Watched	4,381
Livestreams	19
Livestream Views	481

**APPENDIX 7
DISASTER AND EMPLOYMENT
RECOVERY DISCRETIONARY GRANT DATA**

Disaster and Employment Recovery Discretionary Grant Data

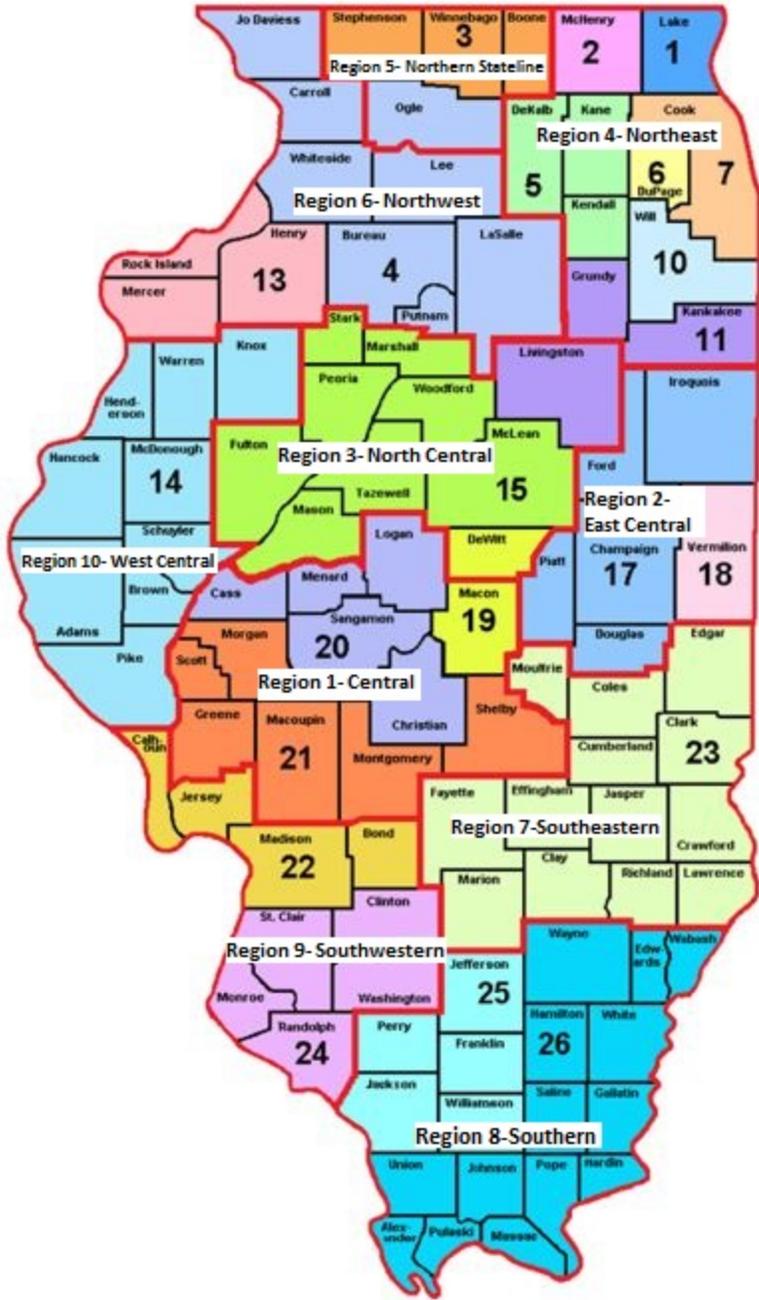
Disaster Recovery - National Dislocated Worker Grants (NDWG)

LWIA Grantee	Region	Amount	Projected Numbers Served
Chicago Cook Workforce Partnership	EDR 4 -Northeast	\$4,275,596	187
County of Rock Island	EDR 6 - Northwest	\$408,419	18
DuPage County	EDR 4 -Northeast	\$716,250	20
Lake County	EDR 4 -Northeast	\$1,223,650	33
Management, Training and Consulting Corp.	EDR 8 - Southern	\$316,548	20
St. Clair County	EDR 9 - Southwest	\$225,200	15
United Workforce Development Board	EDR 3 -North Central	\$250,444	29
Western Illinois Works Inc	EDR 10-West Central	\$700,768	25

Employment Recovery – National Dislocated Worker Grants (NDWG)

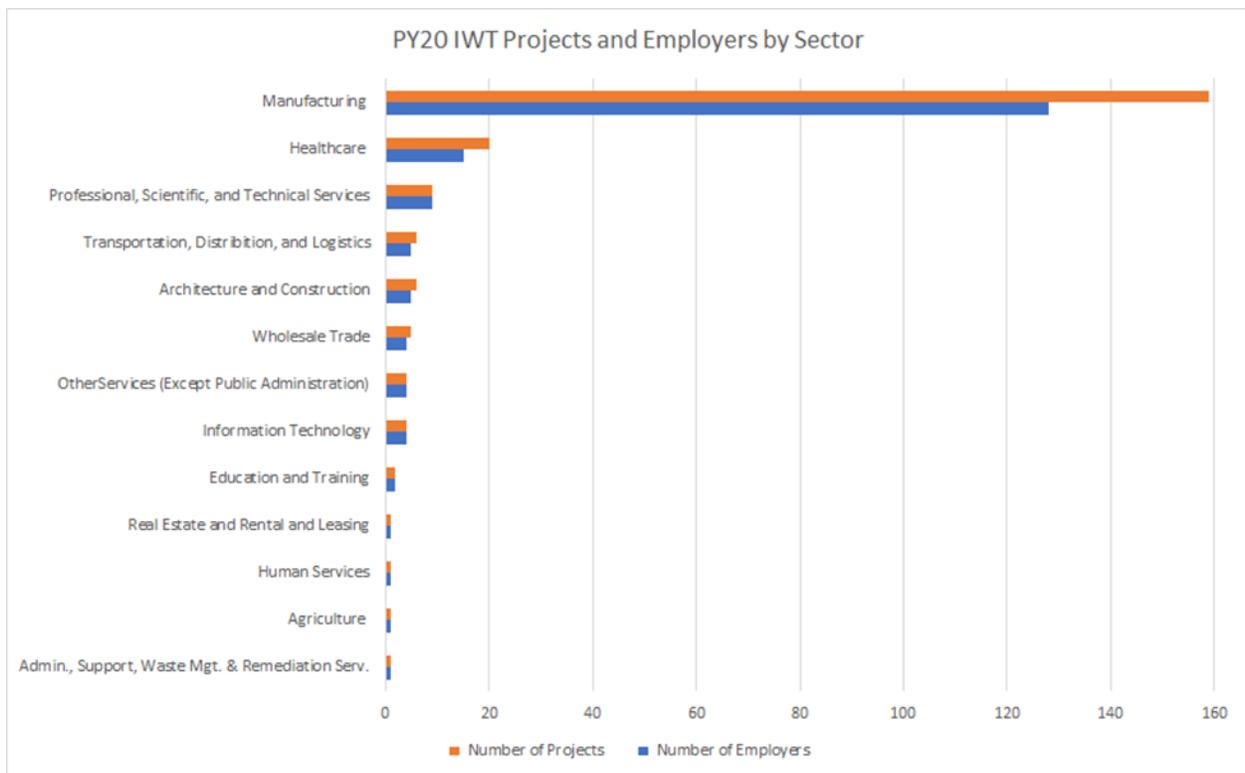
LWIA Grantee	Region	Amount	Projected Numbers Served
Chicago Cook Workforce Partnership	EDR 4 -Northeast	\$3,875,000	500
City of Rockford	EDR 5 - Northern	\$626,700	75
County of Kankakee	EDR 4 -Northeast	\$296,570	40
DuPage County	EDR 4 -Northeast	\$528,000	50
Lake County	EDR 4 -Northeast	\$298,011	20
Madison County	EDR 9 - Southwest	\$1,467,594	100
Western Illinois Works Inc	EDR 10 - West Central	\$200,000	20
Will County	EDR 4 -Northeast	\$825,000	125

APPENDIX 8
LOCAL WORKFORCE INNOVATION AREA
AND ECONOMIC DEVELOPMENT REGION MAP

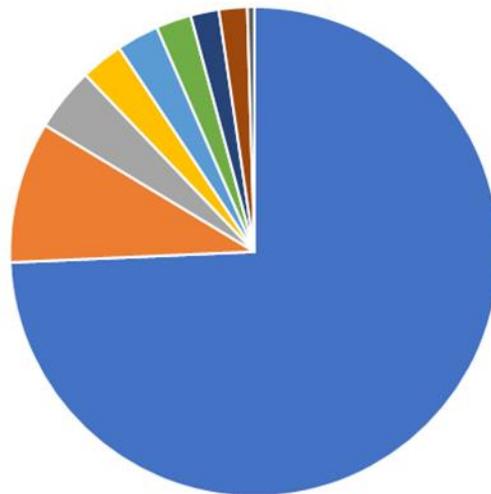


APPENDIX 9
INCUMBANT WORKER TRAINING DATA

PY20 IWT Activity By Sector								
Sector	Number of Employers	% of Total	Number of Projects	% of Total	Employees Enrolled	% of Total	Project Cost	% of Total
Admin., Support, Waste Mgt. & Remediation Serv.	1	0.6%	1	0.5%	10	0.7%	\$ 16,790	0.5%
Agriculture	1	0.6%	1	0.5%	21	1.5%	\$ 1,995	0.1%
Architecture and Construction	5	2.8%	6	2.7%	23	1.6%	\$ 22,695	0.7%
Education and Training	2	1.1%	2	0.9%	1	0.1%	\$ 46,394	1.5%
Healthcare	15	8.3%	20	9.1%	71	4.9%	\$ 257,449	8.2%
Human Services	1	0.6%	1	0.5%	1	0.1%	\$ 750	0.0%
Information Technology	4	2.2%	4	1.8%	17	1.2%	\$ 27,403	0.9%
Manufacturing	128	71.1%	159	72.6%	1,120	77.5%	\$ 2,527,949	80.4%
Other Services (Except Public Administration)	4	2.2%	4	1.8%	11	0.8%	\$ 32,135	1.0%
Professional, Scientific, and Technical Services	9	5.0%	9	4.1%	56	3.9%	\$ 119,792	3.8%
Real Estate and Rental and Leasing	1	0.6%	1	0.5%	1	0.1%	\$ 5,300	0.2%
Transportation, Distribution, and Logistics	5	2.8%	6	2.7%	46	3.2%	\$ 46,963	1.5%
Wholesale Trade	4	2.2%	5	2.3%	68	4.7%	\$ 39,517	1.3%
Total	180	100%	219	100%	1,446	100%	\$ 3,145,132	100.0%

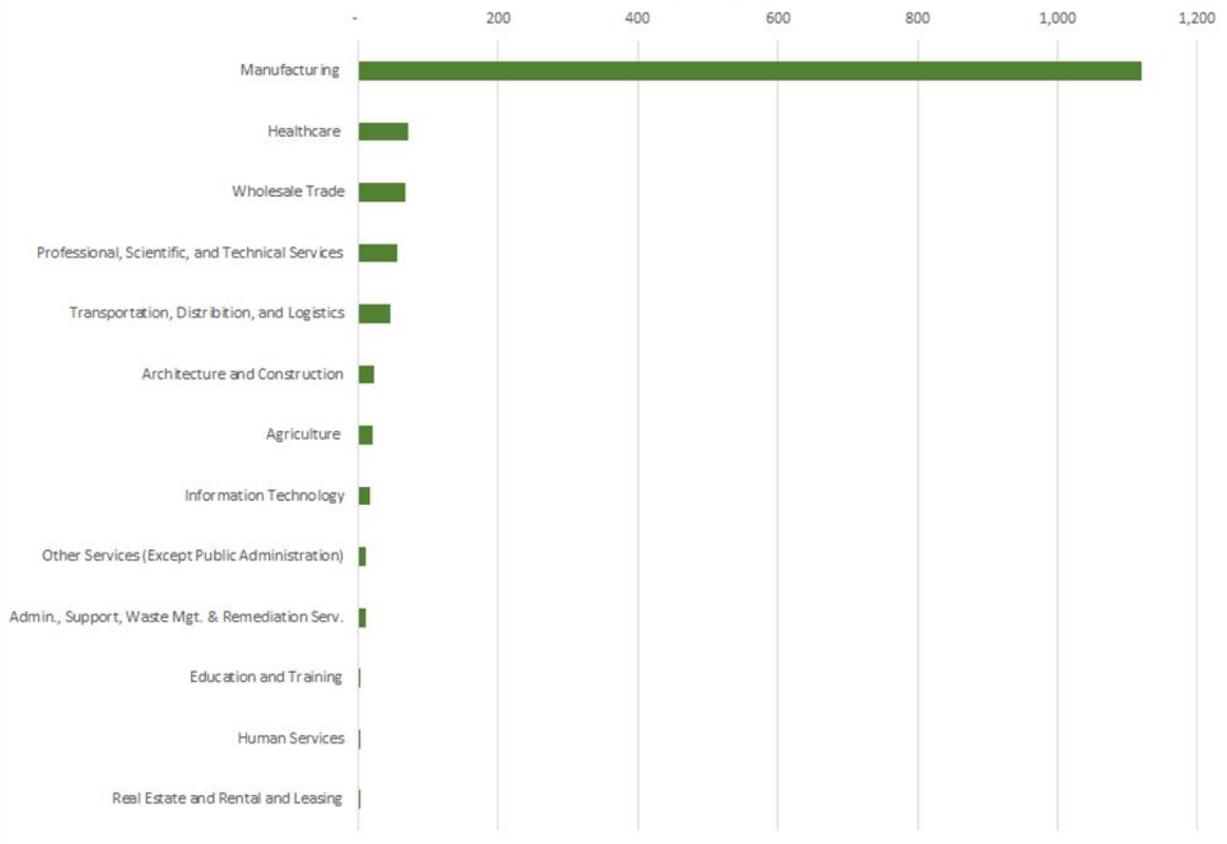


PY20 IWT Projects by Sector



- Manufacturing
- Healthcare
- Professional, Scientific, and Technical Services
- Architecture and Construction
- Transportation, Distribution, and Logistics
- Wholesale Trade
- Information Technology
- Other Services (Except Public Administration)
- Real Estate and Rental and Leasing

PY20 Incumbent Worker Training - Employees Enrolled



APPENDIX 10
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 IDES 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.

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)

Update February 2021: IDES offered the following clarifications about the presence of security guards at American Job Centers throughout the state:

1. Where IDES is the leaseholder, IDES has contracts for onsite security. Whether that security cost is a shared cost allocated across all parties to the MOU is subject to MOU negotiations.
2. In local areas where required partners already agree to share in the cost of the IDES security contract as part of the MOU, IDES intends to continue to ask partners to share in those existing security costs for PY 2021.
3. But IDES will not ask that charges for increased security be added to the PY 2021 MOU budget. Examples of additional costs would include more security guards than are currently present or arming guards where guards are not already armed.
4. It is a local decision whether required partners agree that an armed security guard is needed in the American Job Center.
5. When IDES prepares to send staff back into the AJCs, IDES will evaluate on a case-by-case basis whether the AJC has sufficient security to allow IDES staff to return safely.

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 (CONTINUED)

#	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 <u>Phase 4</u>	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 <u>Phase 3 and 4 Guidelines</u> .	<u>Guidelines</u> . ⁴ 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 sanitized each day. Areas where customers are served	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 ⁵ . Centers should be thoroughly cleaned and sanitized each day.	Centers may fully reopen. Cleaning and sanitizing remain the norm after each day.

⁴ 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
		are cleaned and sanitized after each appointment.		
	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 <u>Phase 3 Guidelines</u> .)	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.
	Personnel	Staff is increased as needed based on volume of service needs. Centers must designate trained staff to facilitate safety procedures and protocols that	Increase staffing levels as needed to ensure service demands are met. Staff continues to be designated to	Centers fully reopen and staffing levels and responsibilities resume as normal.

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
		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).	facilitate safety practices and procedures.	
	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.	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.

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.

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

- 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: <https://www.dph.illinois.gov/covid19/community-guidance/mask-use>
- 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/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>
- 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
- Illinois Central Management Services Guidance for returning to work:
 - Returning to Work Guide for Employees:
<https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:523088ee-b623-42fe-9e86-d3a67158be45>
 - Returning to the Workplace Design Guidelines:
<https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:3bae8b20-756e-4aa6-b17a-7dd817b208b3>
- Occupational Safety and Health Administration (OSHA) Guidance on preparing workplaces for COVID-19:
<https://www.osha.gov/Publications/OSHA3990.pdf>

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS (CONTINUED)

- Workforce Innovation Technical Assistance Center (WINTAC): Resources for Distance Service Delivery:
<http://www.wintac.org/content/resources-distance-service-delivery#vrresponse>

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.
- 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.”⁶

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.⁷

⁶ Signage example and communication to customers appearing ill was adapted from Detroit Employment Solutions Corporation.

⁷ 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 questions 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.
 - 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 RESPONSIBILITIES⁸

- **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 guidance⁹.
 - 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:

⁸ 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.

⁹ 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 11
WIOA NOTICE 20-NOT-09
(GENERAL REOPENING GUIDANCE)



Illinois
Department of Commerce
& Economic Opportunity

OFFICE OF EMPLOYMENT & TRAINING

JB Pritzker, Governor

WIOA NOTICE NO. 20-NOT-09

TO: Chief Elected Officials
Local Workforce Innovation Board Chairpersons
Local Workforce Innovation Board Staff
WIOA Fiscal Agents and Grant Recipients
WIOA Program Services Administrators
Illinois workNet® Operators
WIOA State Agency Partners
Other Interested Persons

SUBJECT: General Reopening Guidance for American Job Centers

DATE: June 24, 2021

I. PURPOSE

The purpose of this WIOA Notice is to issue guidance for a safe return-to-work and reopening plan for American Job Centers (AJCs) that aligns with the existing [Checklist for Reopening American Job Centers in Illinois in accordance with the Governor’s “Restore Illinois” Plan](#). The guidance set forth below incorporates objective criteria that applies to American Job Centers listed on pages 10–13 of this notice. This guidance includes a required form that all centers listed in this notice must complete and submit to the Illinois WIOA Interagency Technical Assistance (TA) Team to start or to continue offering in-person services. By completing, signing and submitting the form included with this notice, Local Workforce Innovation Boards (LWIBs) and Chief Elected Officials (CEOs) affirm that leaseholders, one-stop operators and required partners within a service location agree to and are prepared for a plan to safely reopen the center(s).

II. ISSUANCES AFFECTED

A. References:

Workforce Innovation and Opportunity Act
Workforce Innovation and Opportunity Act: Final Rule
Governor’s Guidelines to State and Local Program Partners Negotiating Costs and Services Under the Workforce Innovation and Opportunity Act (WIOA) of 2014
Supplemental Guidance for Program Year 2021 (State Fiscal Year 2022)
The Checklist for Reopening American Job Centers in Illinois

B. Rescissions:

None

III. **BACKGROUND**

The COVID-19 pandemic had immediate and obvious impacts on service delivery within Illinois' workforce system and prioritized safety while staff delivered services on-site and/or remotely.

The WIOA Interagency TA Team collaborated with State-level executives including Directors/Agency Heads of the Illinois Department of Commerce and Economic Opportunity (DCEO), the Illinois Department of Employment Security (IDES), the Illinois Department of Human Services (DHS) and the Illinois Community College Board (ICCB) to develop a [Checklist for Reopening American Job Centers in Illinois in accordance with the Governor's "Restore Illinois" Plan.](#) The checklist is designed to offer guidance to support LWIBs in making decisions about when to reopen centers with the appropriate safety measures in place.

The checklist remains active and still requires all AJCs to meet three (3) minimum criteria for reopening to the public in any capacity:

1. Ensure adequate Personal Protective Equipment (PPE) for customers and staff;
2. Ensure safety of staff and customers through ongoing assessments of security needs; and
3. Establish an agreed-upon process for making decisions on a practical reopening plan.

After meeting those three (3) criteria, the rest of the "Reopening Checklist" is offered as guidance but has not been required criteria.

The public safety of employees and customers within AJCs remains a priority even when Illinois transitions between phases of the Governor's [Restore Illinois Plan](#).

This WIOA Notice issues additional criteria that will affect State Agency decisions about returning staff to on-site physical presence and minimum requirements that must be met before AJCs may fully reopen for in-person service delivery.

The WIOA Interagency TA Team will present a webinar at **9:00 a.m. on June 25, 2021** to explain this WIOA Notice and to answer questions. Each local area should have at least one staff member present at this webinar.

In addition, Illinois Central Management Services (CMS) will host a recorded webinar series and share resources with all local workforce areas to explain CMS's approach to security assessments and to share best practices. Information about the date of the CMS webinar will be forthcoming.

IV. COMPONENTS

The State of Illinois now issues the following additional criteria as required for all comprehensive one-stop centers and designated affiliate and specialized centers.

A. General Requirements for Reopening Plans

1. Each local workforce area will use its current Memorandum of Understanding (MOU) to guide and govern the negotiation and approval process for an agreed-upon reopening plan for AJCs listed on pages 10-13 of this WIOA Notice.
2. A reopening plan must be completed on the “Required Form to Document a Reopening Plan” provided with this WIOA Notice. Multiple forms may be submitted by one local area if the reopening plans apply differently to different service locations.
3. The completed form is required to be submitted to the State of Illinois’ WIOA Interagency TA Team at wioaplans-mous@illinoisworknet.com.
4. An AJC must have a completed form on record with the WIOA Interagency TA Team as agreed-upon by partners before the local area announces a public opening.
5. The “Required Form to Document a Reopening Plan” must be completed in collaboration with the leaseholder, one-stop operator and program partners with a physical presence in each center to which the plan applies. Each partner with on-site staff should be involved in the reopening discussions.
6. AJCs that are currently open to the public in any capacity have **thirty (30) days** from the date of this Notice to submit a reopening plan to the WIOA Interagency TA Team. If the form is not submitted within the specified timeframe, it will be a violation of this WIOA Notice and subject to compliance monitoring.
7. The reopening plan requires unanimous approval by all program partners with a physical presence in each center to which the reopening plan applies.
8. If State agency employees are physically located at that service location, then unanimous approval includes obtaining agreement from the respective State Agency Director or designee as the required program partner.
9. The reopening plan requires signature by the LWIB Chair and CEOs as certification that they have reviewed the reopening plan, verified that all partners with an on-site staff or plan to return staff to on-site have agreed to the reopening plan, and confirmed that all mandatory protocols and procedures are in place to allow for a safe reopening of the center(s) listed on the form.
10. Absent a unanimous agreement, required partners in that center should use the existing process included in Section 5 of the MOU (MOU Development) regarding the process to be used if consensus on the MOU is not reached by partners, to try to reach agreement.

11. If agreement is not reached, the WIOA Interagency TA Team may convene a State-level remediation team to facilitate agreement among partners in the local area.
12. If State-level remediation does not result in agreement, the WIOA Interagency TA Team may engage Director-level executives to issue a decision. If resolution is still not reached, the Governor or his designee will determine the local reopening plan to ensure the health and safety of employees and participants throughout Illinois' workforce system. This is consistent with Section 3 of the ["Governor's Guidelines to State and Local Program Partners Negotiating Costs and Services Under WIOA."](#)
13. Required partners who, in the current MOU, committed to provide service delivery only through direct linkage technology and do not intend to have staff or contractors on site in any phase of the Governor's [Restore Illinois Plan](#) should be informed of the reopening plan but may not prevent a reopening plan from being agreed-upon and implemented.
14. A center may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in a local reopening plan. In other words, not all partners have to return to an onsite presence at the same time, as long as they agree on the reopening plan and the service delivery methods described within the plan.
15. Reopening plans are intended to be updated as circumstances change in a local area. LWIBs will resubmit the reopening plan to the WIOA Interagency TA Team when substantive changes are made to the reopening plan. State Agency Directors or designees will have discretion about whether and when State Agency staff will return on-site, as circumstances may arise that require a modification to the reopening plan in coordination with required partners in the applicable center.
16. The WIOA Interagency TA Team will revisit the status of reopening plans throughout the program year, including during monitoring visits of one-stop centers and the certification processes of comprehensive one-stop centers.

B. Requirements by Type of Service Location

1. As set forth below, different requirements apply to centers in which a State Agency is the leaseholder and/or where State Agency staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.
2. The four categories of service locations for purposes of this notice are summarized in points a-d below, followed by more specific information about each in the following paragraphs of this Notice:
 - a. Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person Unemployment Insurance (UI) services, where a State Agency is the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan ("Scenario A");

- b. Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is *not* the leaseholder (“Scenario B”);
 - c. Comprehensive One-Stop Centers, Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff (“Scenario C”); and
 - d. Other WIOA access sites that are not listed in the tables on pages 10-13 of this Notice. This includes where a State Agency is *not* the leaseholder and State Agency staff members are not typically on-site (e.g., libraries) (“Scenario D”).
3. **Scenario A:** In Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency *is* the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan, the following requirements apply:
- a. Illinois CMS will administer an onsite security assessment to issue recommendations to State Agency Directors (the timing of assessments is described on pages 9-11 of this Notice).
 - b. The State Agency Director or designee must agree to the local reopening plan.
 - c. The State Agency Director or designee will determine whether State Agency employees will transition to or from an on-site presence at a particular center based on the security assessment and recommendations.
 - d. Where IDES is the leaseholder and/or in-person UI service are offered, the center will be required to follow a phased-in plan, starting with opening for appointments only, then limited public hours, then a more general reopening to the public as permitted by the current Governor’s [Restore Illinois Plan](#).
4. **Scenario B:** In Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is *not* the leaseholder, the following requirements apply:
- a. The State Agency Director or designee must agree to the local reopening plan.
 - b. The State Agency Director or designee will determine whether State Agency employees will transition to or from an on-site presence at a particular center.
 - c. These centers are not subject to a CMS-administered security assessment. However, the one-stop operator is required to document that a security assessment has been conducted and that safety protocol have been implemented.

- d. If a security assessment was previously conducted, then the “Required Form to Document a Reopening Plan” must describe specific ways in which the leaseholder and one-stop-operator are ensuring the safety of employees and customers. A copy of a prior security assessment must be included with the “Required Form to Document a Reopening Plan” when submitted.
 - e. If a new security assessment is needed, the one-stop operator may determine the entity to conduct the assessment. This may include the one-stop operator or designee conducting the assessment consistent with CMS best practices or the procurement of an entity to conduct the security assessment. CMS resources and best practices for conducting security assessments are available to support local decision-making.
5. **Scenario C:** In Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff, the following requirements apply:
- a. The one-stop operator or Title I staff is required to document that a security assessment has been conducted and that safety protocol have been implemented. This may include the one-stop operator or Title I staff conducting the assessment consistent with CMS best practices or the local workforce board procuring an entity to conduct the security assessment. A copy of the security assessment must be submitted with the “Required Form to Document a Reopening Plan.”
 - b. CMS webinars and resources about best practices in security assessments will be recorded and available to all local workforce areas as a resource to support local decision-making.
 - c. If a CMS-administered security assessment is desired, the one-stop operator may contact the WIOA Interagency TA Team by emailing wioaplans-mous@illinoisworknet.com. The WIOA Interagency TA Team will work with CMS to respond to requests for CMS-administered security assessments.
6. **Scenario D:** In other WIOA access sites that are not included in the tables on pages 10-13, including where a State Agency is *not* the leaseholder and State Agency staff members are not typically on-site (e.g., libraries), the following applies:
- a. Security assessments and a reopening plan are encouraged. CMS resources and best practices for conducting security assessments are available to support local decision-making.
 - b. State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

C. Requirements for Service Locations Subject to CMS Security Assessments

1. The State of Illinois has taken a tiered approach to safely reopening AJCs where in-person UI services are provided and where a State Agency is the leaseholder. IDES coordinated with the State Agencies and ICCB that comprise the core program partners under WIOA to designate tiers of AJCs. The tiers represent the order in which Illinois CMS has conducted or will conduct safety and security assessments as a requirement before reopening in any capacity to the public.
2. IDES applied the following criteria to determine the tiers for centers with in-person UI services and where IDES is the leaseholder:
 - a. Security, access and traffic control;
 - b. Staffing levels physically located in the center / applicable capacity limits (across all staff, partners and customers in the AJC);
 - c. Average number of participants served daily / intake data;
 - d. UI claimants / local unemployment rate;
 - e. Geography / county population in which the AJC operates; and
 - f. Partner physical presence in the AJC and service delivery needs.
3. A list of all service locations where CMS will conduct security assessments is listed by tier on the following page.
4. CMS will notify the WIOA Interagency TA Team of planned visit dates and times so that regional WIOA staff can work with the center to ensure the proper staff will be present for the CMS security visit. The intent is for the staff to learn about potential security issues and for CMS to answer questions about the assessment.

As of May 24, 2021:

Tiers for the Timing of Security Assessments	Local Workforce Innovation Area (LWIA) and Service Location
<p>Tier 1: CMS will conduct security assessments of these service locations, first. These service locations have a layout with physical separation between public spaces and staff workstations.</p>	<ul style="list-style-type: none"> • LWIA 3 – Rockford • LWIA 7 – Harvey • LWIA 7 – Pilsen • LWIA 7 – Wheeling • LWIA 17 – Champaign • LWIA 24 – Belleville • LWIA 25 – Mount Vernon
<p>Tier 2: CMS will conduct security assessments of these service locations, second. These comprehensive one-stop centers have an open concept layout between public spaces and staff workstations.</p>	<ul style="list-style-type: none"> • LWIA 4 – Ottawa • LWIA 13 – Rock Island • LWIA 14 – Quincy • LWIA 15 – Peoria • LWIA 19 – Decatur • LWIA 20 – Springfield • LWIA 23 – Effingham
<p>Tier 3: CMS will conduct security assessments of these service locations, third. These centers are not Comprehensive One-stop centers, do not have full-time partners present but do have the most access between public and staff.</p>	<ul style="list-style-type: none"> • LWIA 5 – North Aurora • LWIA 7 – Burbank • LWIA 7 – Lawrence • LWIA 7 – Woodlawn • LWIA 10 – IDES Joliet office

Following on the next page is a summary of all AJCs by category for purposes of this WIOA Notice.

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario A: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency is the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.

Therefore, the following service locations require a CMS security assessment and State Agency Director or designee’s agreement to a local reopening plan. State Agency Directors will authorize whether and when State Agency staff will be on-site or remote.

Service Locations with In-Person Unemployment Insurance (UI) Services				
These service locations offer in-person IDES services, including onsite Wagner-Peyser and UI services. Other required program partners are present in these service locations at least 50% of the time.				
LWIA	City	County	Economic Development Region	Tier for CMS Assessments
5	North Aurora	Kane County	Northern EDR	3
7	Burbank (Metro South)	Cook County	Northeast EDR	3
7	Harvey	Cook County	Northeast EDR	1
7	Lawrence	Cook County	Northeast EDR	3
7	Pilsen*	Cook County	Northeast EDR	1
7	Woodlawn	Cook County	Northeast EDR	3
10	IDES Joliet Office	Will County	Northeast EDR	3
25	Mount Vernon	Jefferson County	Southern EDR	1

*IDES offers in-person UI services, but is not the leaseholder.

The next category of AJCs within Scenario A appears on the next page.

Summary of AJCs
As of June 24, 2021

The following service locations also fit into Scenario A: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency is the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.

Therefore, the following centers require a CMS security assessment and State Agency Director or designee’s agreement to a local reopening plan, including whether State Agency staff will be on-site or remote.

Comprehensive One-Stop Centers where IDES or DHS is the Leaseholder				
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available. IDES services are offered in person by onsite staff.				
LWIA	City	County	Economic Development Region	Tier for CMS Assessments
3	Rockford	Winnebago County	Northern EDR	1
4	Ottawa	La Salle County	Northwest EDR	2
7	Wheeling	Cook County	Northern EDR	1
13	Rock Island	Rock Island County	Northwest EDR	2
14	Quincy	Adams County	West Central EDR	2
15	Peoria	Peoria County	North Central EDR	2
17	Champaign	Champaign County	East Central EDR	1
19	Decatur*	Macon County	Central EDR	3
20	Springfield	Sangamon County	Central	2
23	Effingham	Effingham County	Southeastern EDR	2
24	Belleville	St. Clair County	Southwestern EDR	1

* Decatur in LWIA 19 (Macon County) has on-site State Agency employees of the Illinois Department of Human Services, Division of Vocational Rehabilitation. Therefore, the Comprehensive One-Stop Center in Decatur is subject to a CMS security assessment. As of the date of this notice, the CMS security assessment is scheduled for June 28, 2021.

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario B: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is not the leaseholder.

Therefore, the State of Illinois cannot require the non-State leased buildings to be subject to a CMS-administered security assessment. However, because the State of Illinois is responsible for the safety of its employees and customers, the one-stop operator is required to document that a security assessment has been conducted and that safety protocol have been implemented. In addition, State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

Comprehensive One-Stop Centers with Other Leaseholder			
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available.			
LWIA	City	County	Economic Development Region
1	Waukegan	Lake County	Northeast EDR
2	McHenry	McHenry County	Northeast EDR
5	Batavia	Kane County	Northern EDR
6	DuPage	DuPage County	Northeast EDR
7	Chicago Heights (Prairie State College, South Suburban)	Cook County	Northeast EDR
7	Chicago (Mid-South)	Cook County	Northeast EDR
10	Joliet	Will County	Northeast EDR
11	Kankakee	Kankakee County	Northeast EDR
18	Danville	Vermillion County	East Central EDR
21	Carlinville	Macoupin County	Central EDR
22	Wood River	Madison County	Southwestern EDR
25	Marion	Williamson County	Southern EDR
26	Carmi	White County	Southern EDR

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario C: Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff.

Therefore, the following centers are not subject to a CMS-administered security assessment. However, one-stop operator or Title I staff is required to document that a security assessment has been conducted and that safety protocol have been implemented. This may include the one-stop operator or Title I staff conducting the assessment consistent with CMS best practices or the local workforce board procuring an entity to conduct the security assessment. A copy of the security assessment must be submitted with the “Required Form to Document a Reopening Plan.”

State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

Designated Affiliate and Designated Specialized Centers			
These centers are designated affiliate and designated specialized centers included in the local MOU for LWIA 17.			
LWIA	City	County	Economic Development Region
17	Paxton (Title I only)	Ford County	East Central EDR
17	Monticello (Title I only)	Piatt County	East Central EDR
17	Watseka (Title I and TAA)	Iroquois County	East central EDR
17	Tuscola (Title I only, specialized)	Douglas County	East Central EDR

V. ACTION REQUIRED

All LWIAs, recipients and subrecipients shall review this notice and distribute it to all appropriate individuals within the organization.

VI. INQUIRIES

Inquiries should be directed to OET, Michael Baker, (217) 558-6423 or michael.baker@illinois.gov.

VII. EFFECTIVE DATE

This notice is effective on release.

VIII. EXPIRATION DATE

This notice will remain in effect until amended or rescinded by the Office of Employment and Training.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julio Rodriguez', with a stylized flourish at the end.

Julio Rodriguez, Deputy Director
Office of Employment and Training

JR:ld

Attachment: A - Required Form to Document a Local Reopening Plan for American Job Centers
B - Safe Reopening of American Job Centers Frequently Asked Questions (FAQ)

**Required Form to Document a Local Reopening Plan
for American Job Centers**

The WIOA Interagency Teams developed the following form to support Local Workforce Innovation Boards (LWIBs) in reopening American Job Centers (AJCs) by ensuring appropriate safety measures are in place. The form may evolve as additional information is known and as required partners share best practices.

The [Checklist for Reopening AJCs in Illinois in accordance with the Governor’s “Restore Illinois” Plan](#) remains a guiding document to support local decision-making about reopening centers with adequate health and safety protocol in place.

Following is a fillable form that is required to be completed to document each center’s reopening plan before State Agency staff will return on-site and/or before the local workforce area can announce public office hours for in-person services.

Each LWIB must complete the form below in collaboration with the leaseholder, one-stop operator and program partners present in each center under the reopening plan. In each box labeled “Explanation,” the LWIB must briefly explain the process or procedure being implemented.

The LWIB will submit the physically signed form to wioaplans-mous@illinoisworknet.com.

Each LWIB completing the form must prioritize reopening efforts in all **Comprehensive One-stop Service Centers**. However, the LWIB must also submit a plan for Designated Affiliate and Designated Specialized Centers that are listed in the local Memorandum of Understanding (MOU) and are located in the area where program services may be accessed.

Complete the following form for all centers under the reopening plan. Submit more than one form if each reopening plan applies differently to each center within the local area.

Reopening Plan for the Designated AJCs			
Local Workforce Innovation Area (LWIA):		Primary Contact(s):	
Email:		Phone:	
List all centers to which the reopening plan applies	List the city in which the center is located	List the county in which the center is located	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	

Reopening Plan for the Designated AJCs	
Safety Component	Required Criteria for All Service Locations <i>(By checking the boxes below, the Local Workforce Innovation Board, on behalf of the partners in the local area, certifies that the information is true, agreed upon and current as of the signature date.)</i>
Security	<input type="checkbox"/> Onsite, full-time security is present (if not, explain the security plan and how the center will keep staff and customers safe while receiving services).
	<i>Explain below the security presence:</i>
	[type response here]
	<input type="checkbox"/> If applicable, security is armed or unarmed (local discretion) (Note: armed guards are required for centers with in-person UI staff).
	<i>Explain below whether security is armed/unarmed:</i>
	[type response here]
	<input type="checkbox"/> CMS-administered security assessment required for in-person UI offices has been completed (If a security assessment was not completed in centers where an assessment is not required, describe specific ways in which the leaseholder and one-stop operator will ensure the safety of employees and customers).
	<i>Explain below whether assessment was required and / or completed:</i>
	[type response here]
	<input type="checkbox"/> Security/staff have been trained in de-escalation and emergency protocol.
	<i>Explain below security/staff training:</i>
	[type response here]
	<input type="checkbox"/> Local/state law enforcement is aware of public office hours.
	<i>Explain below law enforcement communications:</i>
[type response here]	
<input type="checkbox"/> Law enforcement has been requested to be present periodically during business hours (or is closely available in needed situations).	
<i>Explain below law enforcement visibility:</i>	
[type response here]	
Layout	<input type="checkbox"/> Staff workspaces have solid barriers from public spaces (e.g., reception and intake rooms); if not, explain how the center ensures that

Reopening Plan for the Designated AJCs	
	staff workspaces are safely separated from public access.
	<i>Explain below the layout of workspaces and public spaces:</i>
	[type response here]
	<input type="checkbox"/> Triage and check-in procedures are in place at the office entrance(s) and ensure accessibility and safety for individuals with disabilities.
	<i>Enter your explanation below of triage and check-in procedures:</i>
	[type response here]
	<input type="checkbox"/> Entrances and exits are accessible for individuals with disabilities and can be accessed in cases of emergency.
	<i>Explain below accessible entry/exit:</i>
	[type response here]
	<input type="checkbox"/> Social distancing signage is displayed, and socially distanced seating arrangements are in place.
	<i>Explain below social distancing signage and seating implementation:</i>
	[type response here]
	<input type="checkbox"/> CMS workspace guidelines are followed.
	<i>Explain below the workspace guidelines for sanitation and safety:</i>
	[type response here]
<input type="checkbox"/> Capacity limits in public areas and staffing areas have been determined per the Governor’s Restore Illinois plan.	
<i>Explain below the capacity limits set in these areas as determined:</i>	
[type response here]	
Entrance/Exits	<input type="checkbox"/> Staff have designated spaces for entrance/exit that are separate from public entrance/exit (if not, explain ways to keep staff safe from public as they enter/exit location).
	<i>Explain below entrance/exit configurations:</i>
	[type response here]
	<input type="checkbox"/> Entrance/exit is well-lit during early morning or night hours.
	<i>Explain below safety around entrance/exits:</i>
[type response here]	

Reopening Plan for the Designated AJCs	
	<input type="checkbox"/> Staff hours differ from public operation hours (if not, explain ways to keep staff safe from public as they enter/exit location).
	<i>Explain below staff/public hours:</i>
	[type response here]
Supervision	<input type="checkbox"/> Safety and emergency protocol are clearly communicated and available to all staff in the center.
	<i>Explain below emergency protocol:</i>
	[type response here]
Agreed-upon Plan	<input type="checkbox"/> By checking this box, the Local Workforce Innovation Board, on behalf of the partners in the local area, certifies that the local workforce area has documented procedures to guide decisions described in the “Checklist for Reopening AJCs in Illinois.” Examples follow: <ul style="list-style-type: none"> ▪ Security ▪ Training ▪ In-person service delivery ▪ Signage ▪ Communications protocol ▪ Emergency protocol ▪ Customer screening ▪ Capacity limits ▪ Group meetings or events ▪ PPE policies ▪ Sanitation and cleaning (NOTE: Group meetings and events must adhere to the Governor’s Restore Illinois Plan’ capacity guidelines)
	<i>Explain below the general reopening plan, including the estimated date(s) of reopening to the public (if known), which partners will be physically present, and in what capacity they will be present (e.g., by appointment, limited office hours, walk-in services, etc.) In the case of an unknown return date, you may indicate a general date, such as “late 2021” or “estimated date partners return will depend on approval from its director”.</i>
	[type response here]
	<i>Explain below the way in which the LWIB confirmed agreement with all partners regarding the policies, procedures and safety protocol:</i>
	[type response here]

The Local Workforce Innovation Board Chair(s) and Chief Elected Official(s) have reviewed the above checklist, certified that all partners with on-site staff have agreed to the reopening plan and confirm that all mandatory protocols and procedures are in place to allow for a safe reopening of the center(s) listed above.

Chair, Local Workforce Innovation Board (below)		
Signature	Printed Name	Date

CO-Chair, Local Workforce Innovation Board (if applicable) (below)		
Signature	Printed Name	Date

Chief Elected Official (below)		
Signature	Printed Name	Date

Chief Elected Official (below)		
Signature	Printed Name	Date

Chief Elected Official (below)		
Signature	Printed Name	Date

Chief Elected Official (below)		
Signature	Printed Name	Date

A completed and signed form for PY 2021 must be submitted to the following before a comprehensive one-stop center can start or continue offering in-person services:

Michael Baker, Manager – Strategic Planning & Innovation
 Office of Employment & Training
 Illinois Department of Commerce and Economic Opportunity
wioaplans-mous@illinoisworknet.com
 O: 217-558-6423

WIOA Notice for the Safe Reopening of American Job Centers Frequently Asked Questions

Presentation and Resources:

Q1. Will a copy of the presentation and recording be available to revisit?

The presentation and recording may be accessed on the Archived Videos and Training Materials page on Illinois workNet at:

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Archived-Training.aspx>.

Q2. What is the difference between the Checklist for Reopening American Job Centers in Illinois and the WIOA Notice No. 20-NOT-09 that includes the Required Form to Document a Local Reopening Plan?

The Checklist for Reopening American Job Centers in Illinois offers resources to support a safe reopening to the public. The document contains three (3) requirements that must be met by local workforce areas prior to reopening. They are:

1. Ensure that adequate personal protection equipment is available to staff and customers.
2. Ensure safety of staff and customers.
3. Establish an agreed-upon process for making decisions regarding reopening to the public.

The “Required Form to Document a Local Reopening Plan” is required to be completed by each local workforce area that has or plans to have public office hours in a comprehensive one-stop center, designated affiliate or designated specialized center.

Q3. How and where do we indicate when our local workforce area plans to reopen our doors to the public?

The “Required Form to Document a Local Reopening Plan” was revised on June 28, 2021, to add a new explanation box in which the local area must describe its general reopening plan: the estimated date(s) of reopening to the public (if known), which partners will be physically present, and in what capacity they will be present (e.g., by appointment, limited office hours, walk-in services, etc.). In the case of an unknown return date, you may indicate a general date, such as “late 2021” or “estimated date partner’s return will depend on approval from its director”.

- Q4. The “Required Form to Document a Local Reopening Plan” asks whether Illinois Central Management Services (CMS) workspace guidelines are being followed. Where can we find these resources?**

CMS released guidelines for returning to work and for designing a workplace with social distancing requirements under COVID-19 restrictions. These resources can be accessed through the following links:

- <https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:0fad822d-613e-43fb-b0f5-8c81f508e645>
- <https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:5da7f78b-e581-4644-bdfb-97faf969d388>

Security Assessments

- Q5. If a CMS administered security assessment has already been completed for a center, does that center need to complete and submit the Required Form to Document a Local Reopening Plan?**

Yes. Centers that have been assessed through a CMS administered security assessment are still required to submit the “Required Form to Document a Local Reopening Plan.”

Reopening Plan Approval and Review

- Q6. Can the 30-day timeframe to submit the plan for those local area centers that are already open to the public be extended?**

The timeframe for submitting the “Required Form to Document a Local Reopening Plan” for local areas that are currently open to the public in any capacity will not be extended. However, if a local area has concerns of meeting the submission deadline (**July 26, 2021**), they should work with the WIOA Interagency Technical Assistance Team to develop a plan and timeline for submission. A local area may submit this request to the WIOA Plans inbox at wioaplans-mous@illinoisworknet.com.

Local workforce areas that have not received their assessment report and recommendations, or have not had a security assessment completed, should also work with the WIOA Interagency Technical Assistance Team to establish a plan for submitting their reopening forms.

Q7. When referring to WIOA partners, one-stop operators, and leaseholder, is it the same contacts for reopening approval as the MOU?

Parties to the PY 2021 MOU Amendment should be informed and engaged in the developing of a reopening plan. Additionally, the one-stop operators and leaseholders are required to be involved in the development, approval and implementation of the agreed-upon Reopening Plan.

Q8. How do we document partner unanimous approval of the reopening plan?

The local workforce area should maintain documentation that the Plan was developed in consultation with the leaseholder, one-stop operator and WIOA program partners. However, the form does not require the signature of every required program partner. The form only requires the signatures of the Local Workforce Board Chair, Co-Chair and Chief Elected Officials. Their signatures serve as an attestation that the Required Form to Document a Local Reopening Plan received unanimous agreement by the one-stop operator, leaseholder, and required partners that typically have a physical presence in the center.

Q9. If a center is not considered "reopened" but a partner is seeing customers by appointment in the building, does the Required Form to Document a Local Reopening Plan need to be submitted within 30 days of the issued WIOA Notice?

Yes. The "Required Form to Document a Local Reopening Plan" must be submitted to the WIOA-Plans inbox within 30 days (**by July 26, 2021**) of the issuance of the WIOA Notice for any center that is open to the public in any capacity (e.g., in-person appointments only, in-person walk-in appointments, fully open to the public).

Q10. Do centers in Scenario B need to obtain approval from State partners?

In any center where State Agency employees are physically present or plan to be physically present, unanimous approval includes obtaining agreement from the respective State Agency Director or designee as the required program partner.

Q11. Can a Chief Elected Official Board President sign on behalf of all CEOs?

In LWIAs where the CEO agreement designates a lead CEO with authority to sign for others, only the lead CEO's signature is needed.

- Q12. If a center does not have state employees on-site or planned to be on-site for the near future (e.g., not until the fourth quarter), can that center move forward as if they are not going to be on-site and then modify the form when they are ready to come on-site?**

A center may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in the local reopening plan. In other words, not all partners have to return to an onsite presence at the same time, as long as they agree on the reopening plan and the service delivery methods are described within the plan.

The plan should be updated as additional partners offer on-site service delivery. However, if the center's Reopening Plan explains that return dates of on-site staff are unknown or gives estimations, modifications may not be needed.

Service Delivery

- Q13. Does "open in any capacity" refer to sites where staff is present, but the public is not being admitted?**

The phrase "open in any capacity" refers to a center being open to the **public** in any capacity (e.g., in-person appointments only, in-person walk-in appointments, fully open to the public).

- Q14. Once a local area submits its approved reopening plan, will IDES Wagner-Peyser return to local offices where comprehensive centers currently do not have Unemployment Insurance staff onsite?**

This question is best addressed to IDES regional managers during the development of a reopening plan for a center. Centers may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in a local reopening plan.

- Q15. If a core partner indicated that they would deliver in-person services on-site in the PY 2021 MOU Amendment, but does not anticipate doing so during the development of the Required Form, must we change or amend our MOU to reflect this?**

Centers may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in a local reopening plan. At this time, partners that indicated in-person service delivery on the MOU that do not anticipate in-person service delivery does not require a change or amendment to the MOU due on June 30, 2021.

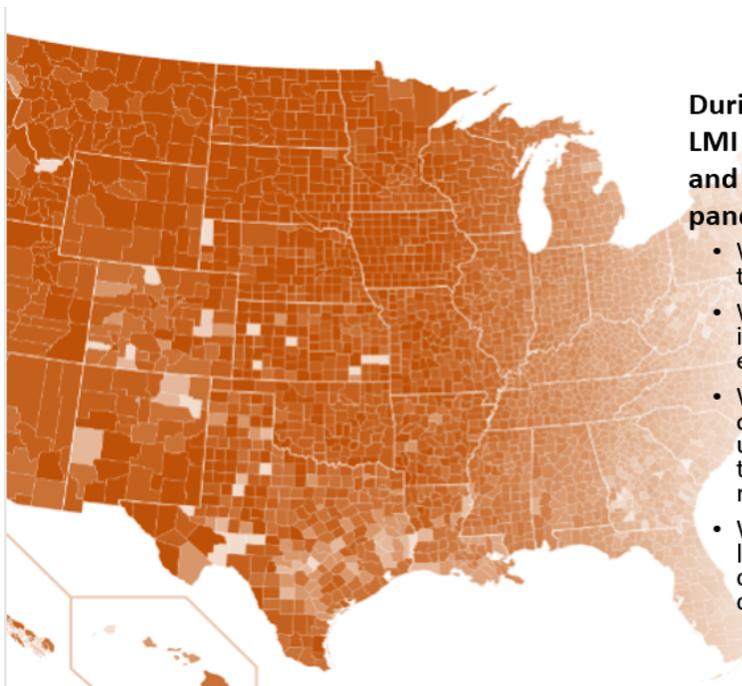
APPENDIX 12
UNEMPLOYMENT TO
RE-EMPLOYMENT UPDATE



Illinois- Workforce Data Quality Initiative (WDQI)

Overview of Initiative

- IL Department of Commerce and Economic Opportunity was awarded a U.S. Department of Labor Round VII Workforce Data Quality Initiative (WDQI) grant and has been utilizing the funding to work in partnership with IL Department of Employment Security (IDES) to create enhance workforce performance indicators.
- The two agencies are extending research capacity and longitudinal performance evaluation for program effectiveness by joining the New York University (NYU) - Administrative Data Research Facility (ADRF) to use the most innovative data sharing strategies available to foster evidence-based policy making and work toward regional vision of workforce data sharing.
- Goal is to leverage existing and future State data infrastructure to provision unemployment to re-employment data, WIOA services data, and career outcomes data in order to combine and produce information that enlightens stakeholders and guides policy creation.
- University of Chicago is partnering with State agencies to develop evaluation frameworks and dashboards that enhance existing performance information utilizing the NYU ADRF for data compilation and dissemination.
- These dashboards will address WIOA performance accountability requirements and provide learning pathways and career outcomes data for incorporation into various outreach methods.
- Regional projects will be supported, and new stakeholder products on workforce outcomes will be generated.



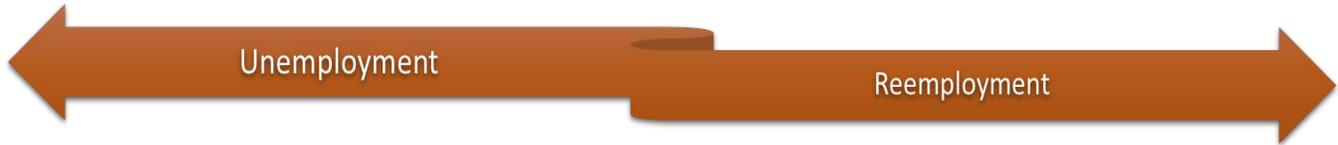
COVID - 19

During the onset of the Covid-19 dislocation, LMI shops were challenged to produce timely and relevant information regarding the pandemic impact on labor:

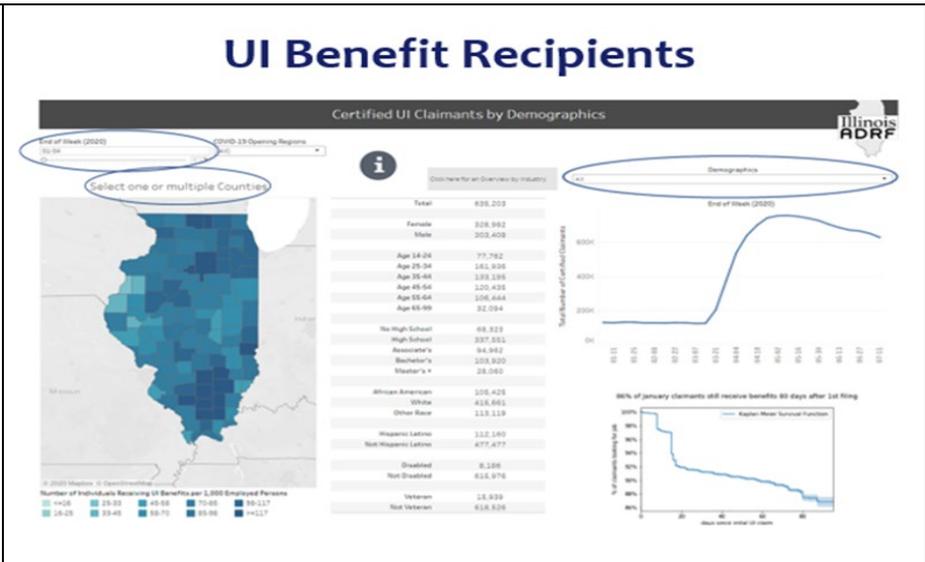
- Which local labor markets have been hit the hardest by layoffs?
- What has been/will be the economic impact of unemployment on the local economy?
- What is the demographic, industry and occupation composition of the unemployed as Local Boards gear up local training programs for their reemployment?
- What does reemployment look like in the local labor market (same employer, different employer/same industry or different industry)?

Illinois- Workforce Data Quality Initiative (WDQI)

Unemployment to Reemployment Portal



- Portal as pipeline Portal to display weekly tracking of claimant behavior by county, demographic group, industry, and occupation.
- Starting point- layoff and certification for unemployment benefits by residence of claimant
 - Critical junctures- enrollment in programs and services
 - Reemployment (RESEA) services
 - WIOA local training programs
 - Ending point- reemployment (same employer, different employer/same industry or different industry)
 - Measuring UI claimant progression along pipeline
 - Proximity to benefit exhaustion
 - Economic impact- wage replacement



Future of Initiative

- Leveraging the 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, IL has been able to analyze the economic impact of wage replacement on the local economy and the persistence of UI benefit certification by claimant cohort.
- IDES is working in partnership with DCEO to augment this pipeline linking unemployed claimants to enrollment and completion of local WIOA training programs.

APPENDIX 13
WIOA CLIENT DATA MAPPING:
PROOF-OF-CONCEPT

DCEO Data Mapping



Dataset Structure

Program years: 2016, 2017, 2018
Program titles: 1A, 1Y, 1D, 1DC, 1EC
Counties: Champaign, Douglas, Ford, Iroquois, Piatt and Vermilion
Geography Level: Zip code

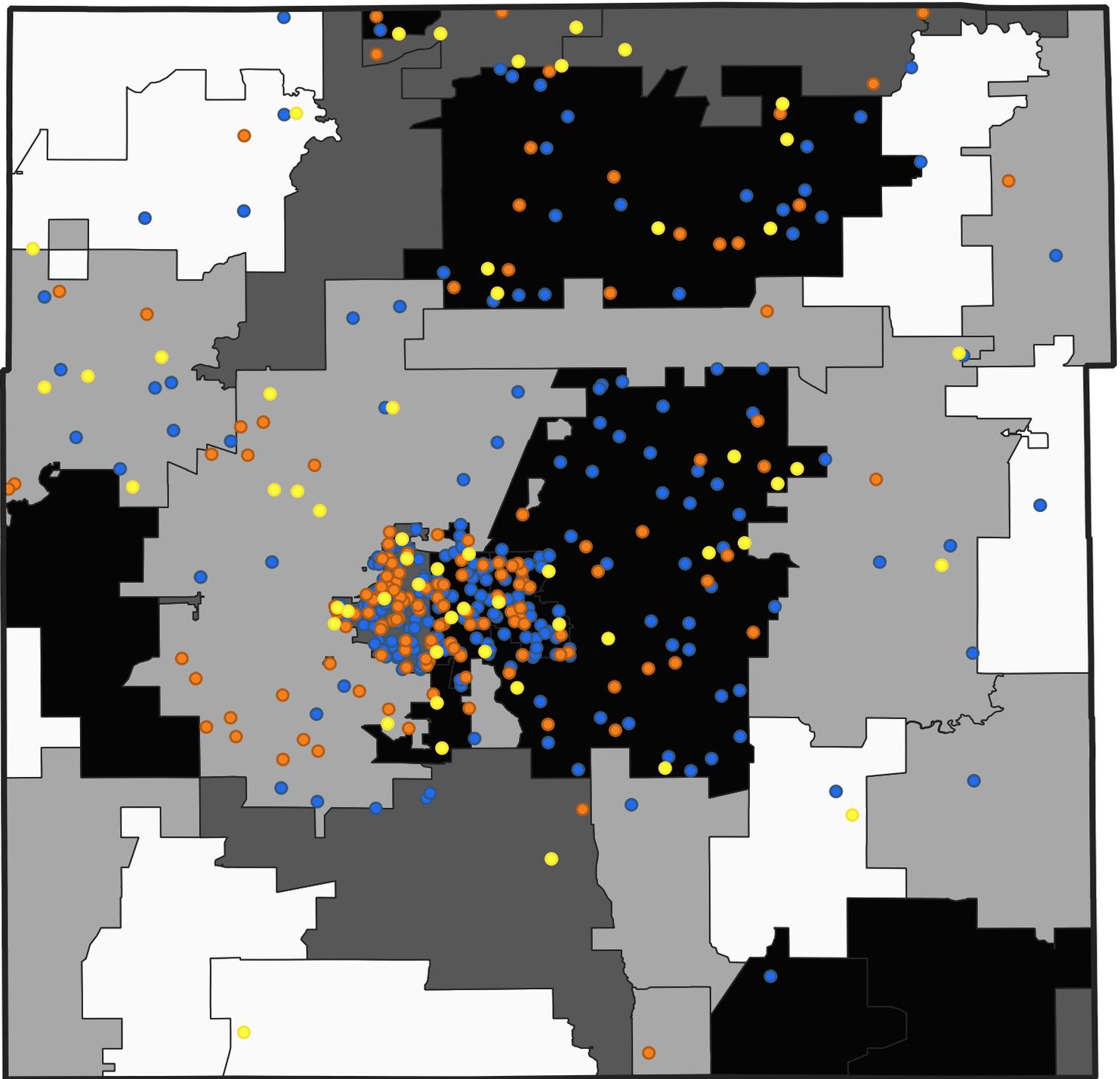
Dataset Types:

Race: Black, White, Asian, American Indian or Alaskan Native, prefer not to answer **(5)**
Gender: Male, Female **(2)**
Education: Student, HS Graduate/GED, Post HS Attendee, Dropout, College Graduate, Other **(6)**
Age: Less than 18, 18-24, 25-49, Greater than 49 **(4)**

Additionally, we received data for target populations for 1A for LWIA 17, but it does not have any spatial information (zip code or otherwise)

County	City	Zipcode	Title	Race	Count
Champaign	Champaign	61820	1A	Black	14
Champaign	Champaign	61820	1A	White	7
Champaign	Champaign	61820	1D	Black	4
Champaign	Champaign	61820	1D	White	2
...

Code	Definition
1A	Adult
1D	Dislocated Worker
1DC	Dislocated Worker Co-Enrolled in Trade Adjustment Assistance (TAA or "Trade")
1EC	Special Grant Dislocated Worker Co-Enrolled in Trade Adjustment Assistance (TAA or "Trade")
1Y	Youth



0 2.5 5 mi



Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client.

Background - Percentage of households below poverty line within the county zip codes.

Champaign County

1D (2018)

1A (2018)

1Y (2018)

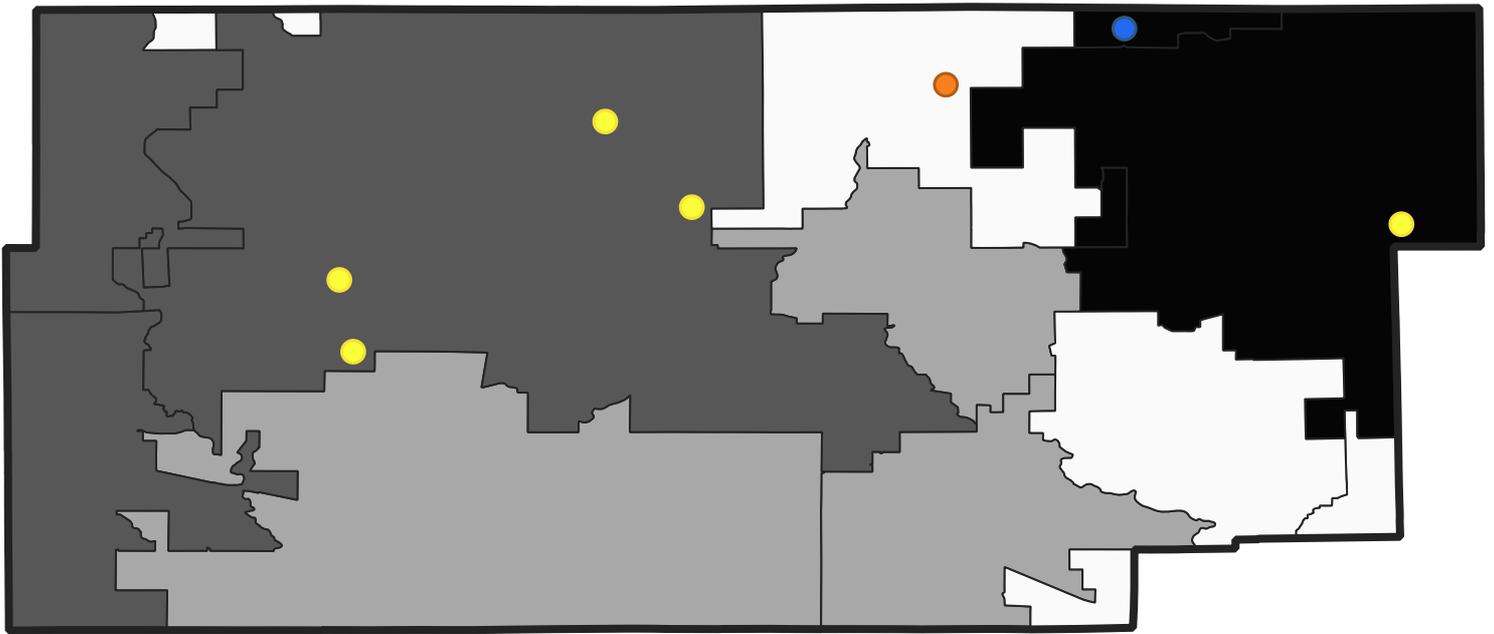
% BPL Households

0.6 - 5.3

5.3 - 8.8

8.8 - 13.1

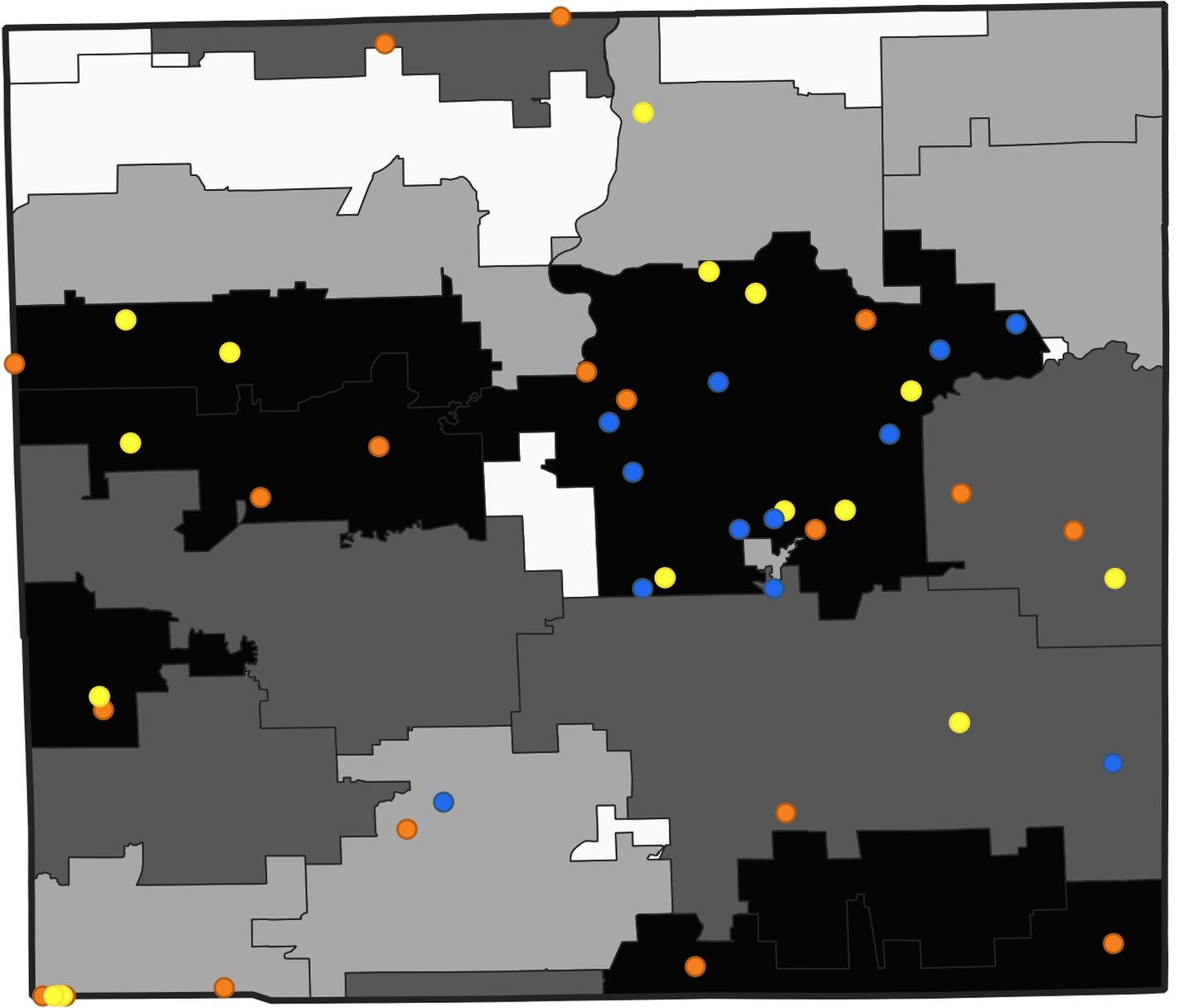
13.1 - 43.6



Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client.

Background - Percentage of households below poverty line within the county zip codes.

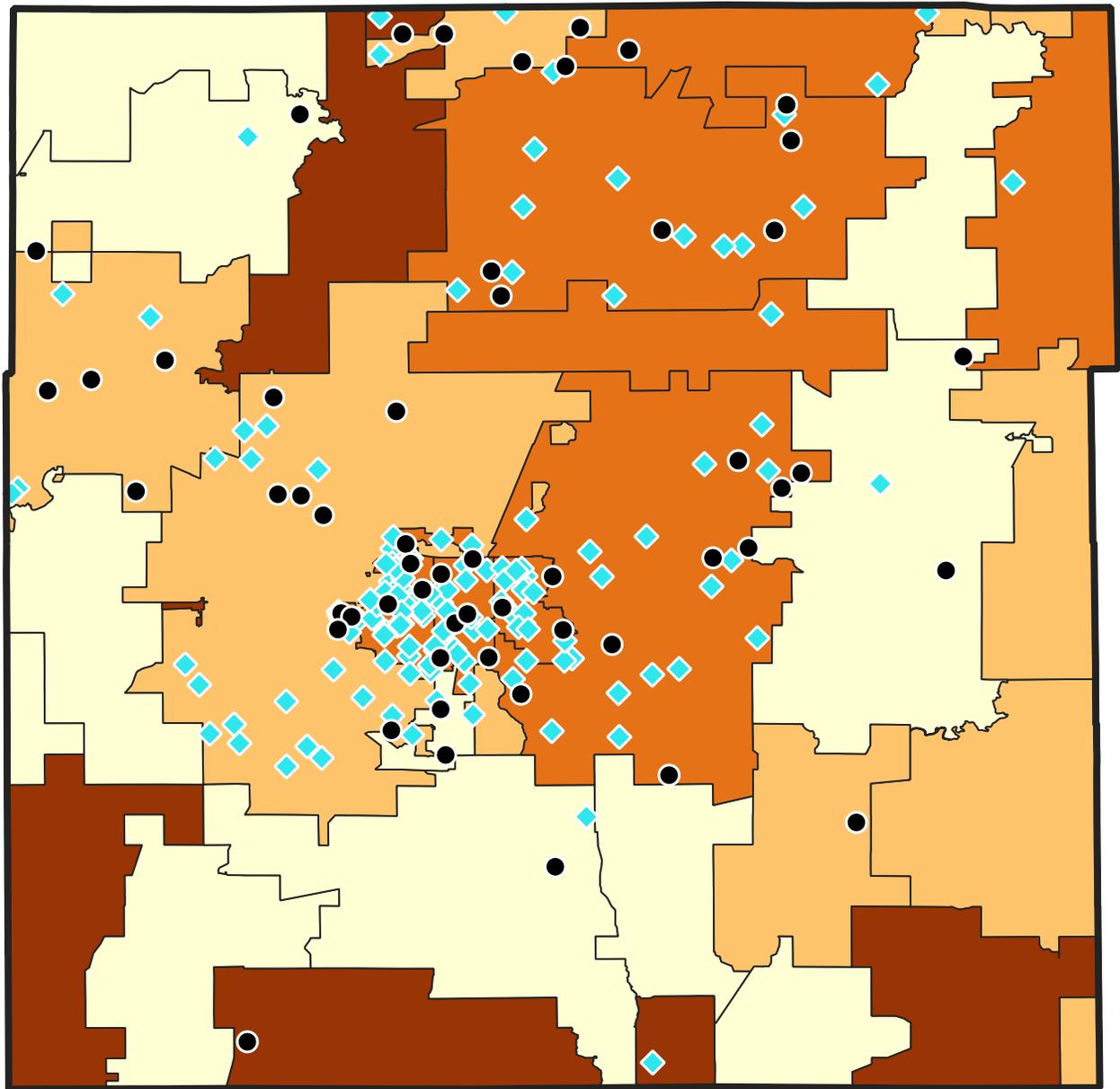
-  Douglas County
-  1Y (2018)
-  1D (2018)
-  1A (2018)
- % BPL Households**
-  0.0 - 8.0
-  8.0 - 10.3
-  10.3 - 12.4
-  12.4 - 86.7



Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client.

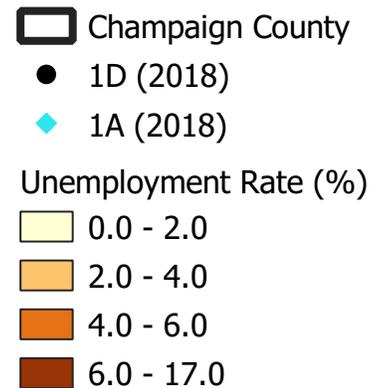
Background - Percentage of households below poverty line within the county zip codes.

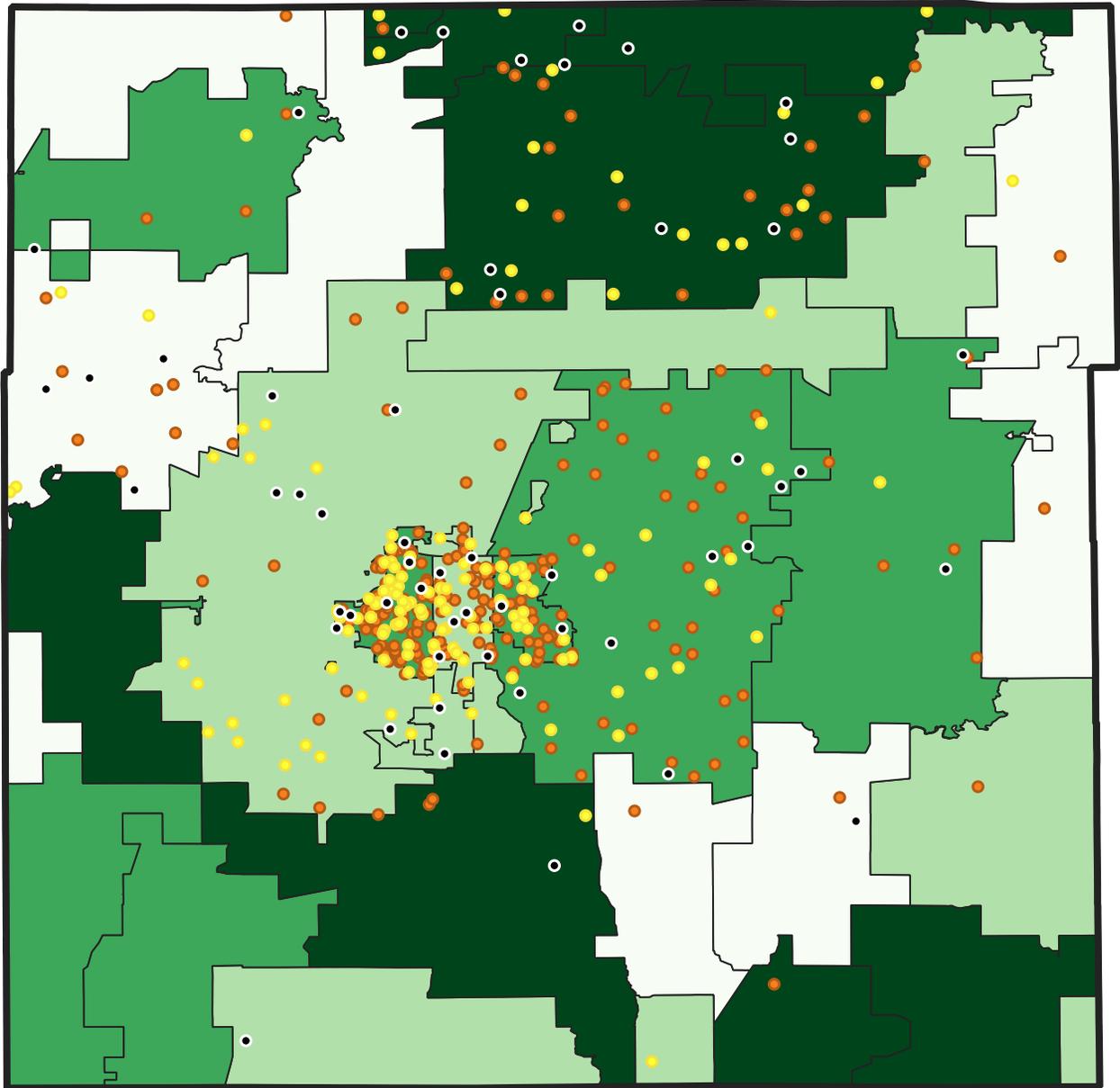
-  Iroquois County
-  1Y (2018)
-  1D (2018)
-  1A (2018)
- % BPL Households**
-  0.00 - 6.38
-  6.38 - 10.50
-  10.50 - 12.80
-  12.80 - 21.00



Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client. We omit 1Y data since youth less than 16 years of age are not part of labor force.

Background - Percentage of individuals unemployed within the county zip codes.

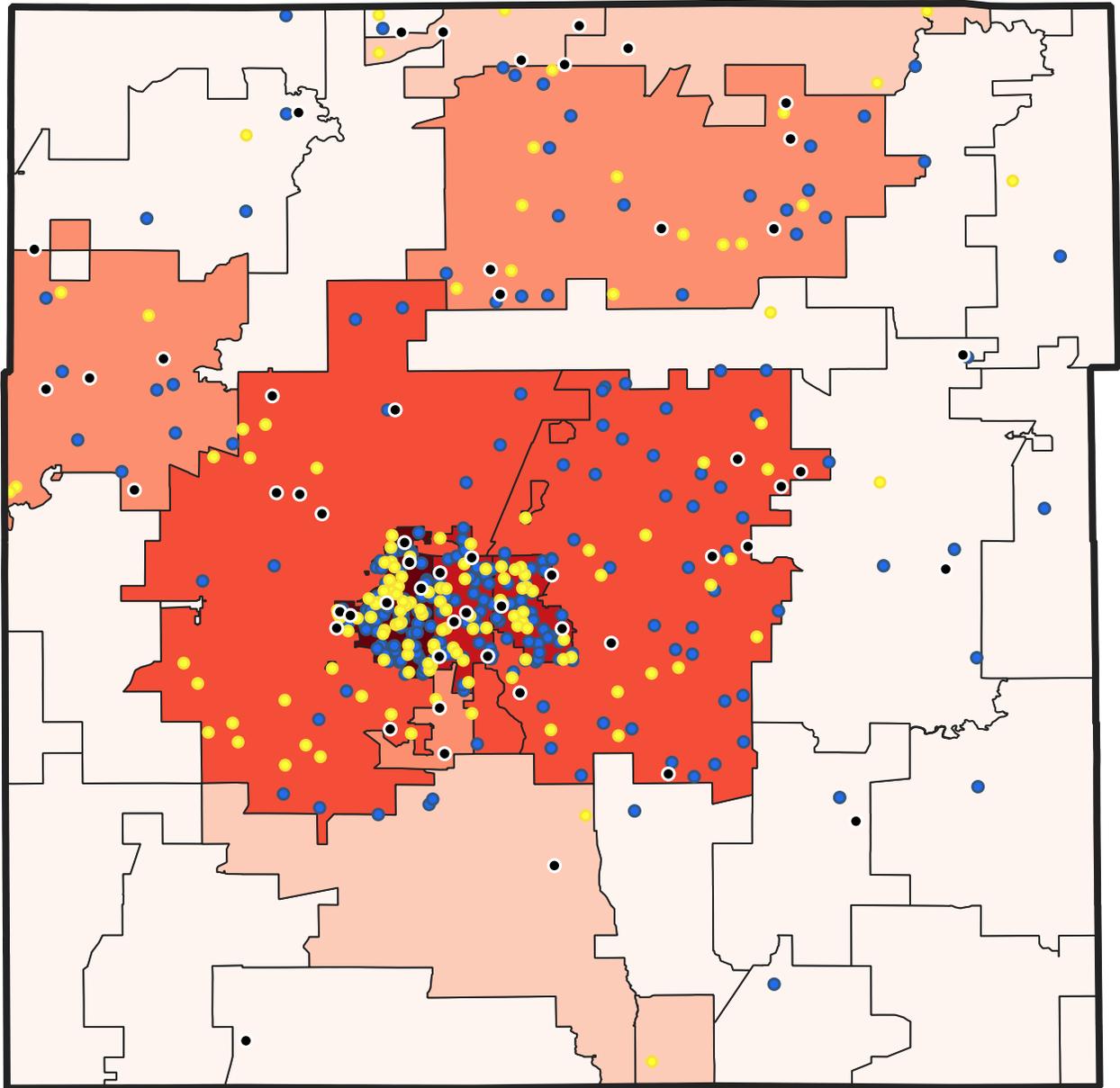




Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client.

Background - Percentage of households that are SNAP beneficiaries within the county zip codes.

-  Champaign County
 - 1D (2018)
 - 1A (2018)
 - 1Y (2018)
- % SNAP Households
 -  0.0 - 4.9
 -  4.9 - 8.6
 -  8.6 - 12.5
 -  12.5 - 22.3



Foreground - Clients of each program served in 2018 within the county zip codes. Each dot represents 1 client.

Background - African American residents within the county zip codes.

-  Champaign County
-  1D (2018)
-  1A (2018)
-  1Y (2018)

- African American Residents
-  0 - 28
 -  28 - 123
 -  123 - 2845
 -  2845 - 3981
 -  3981 - 5379
 -  5379 - 7339

Composite Index

Aim of this index is to measure **service coverage** of a program and in a program-year based on the number of clients and number of **unemployed residents** in the **zip code** (as a proxy for eligible population).

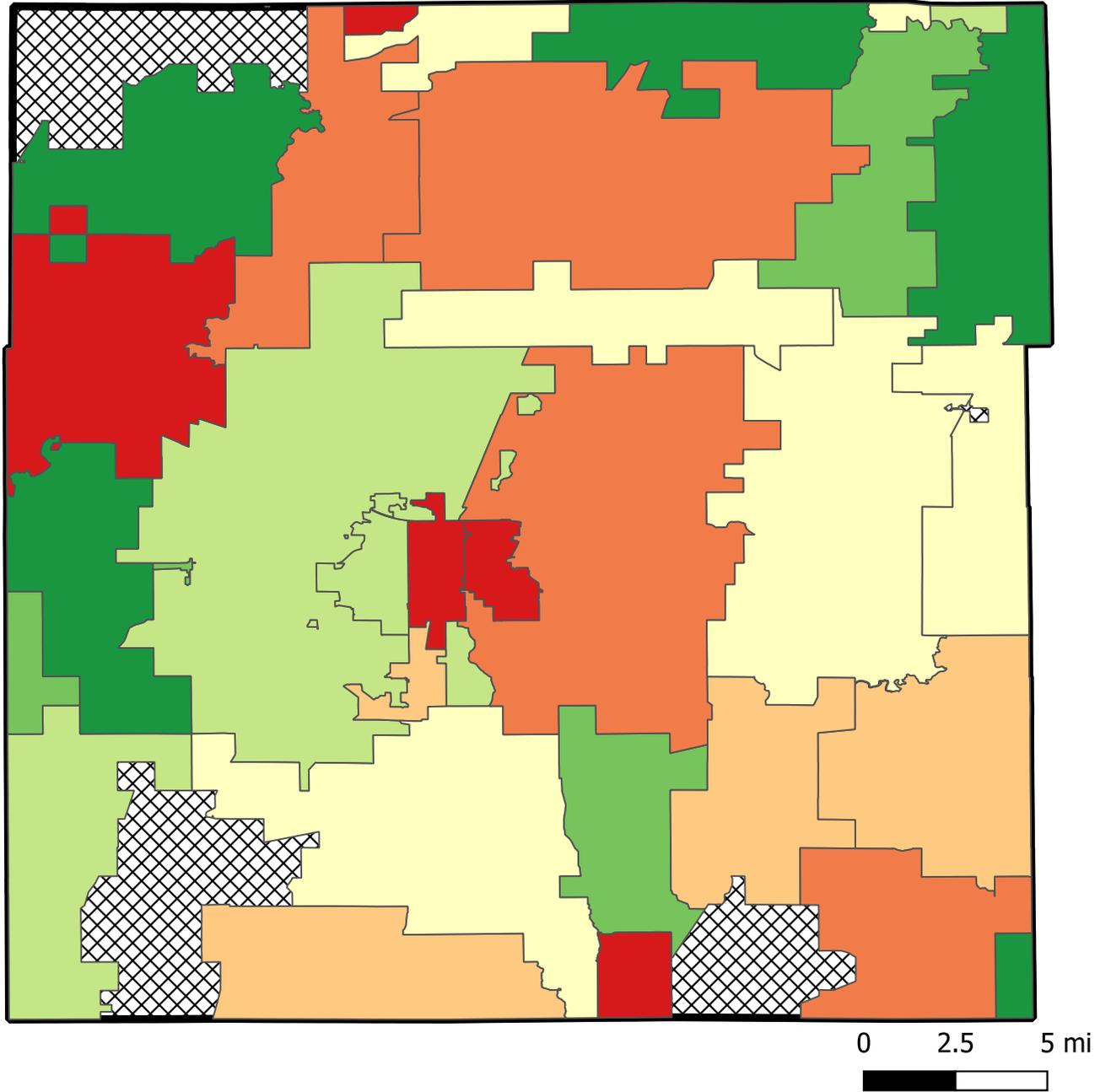
$$\text{Biased Composite Index for a zip code} = \frac{\text{\# of clients in a program for a program year}}{\text{\# of unemployed residents}} \times 1000$$

Higher index indicates higher service coverage in the zip code. This index is biased towards zero. In order to fix this bias, we define an unbiased index as follows –

$$\text{Unbiased Composite Index for a zip code} = \frac{\text{\# of clients in a program for a program year} + 1}{\text{\# of unemployed residents}} \times 1000$$

Hence, the value of the index indicated the number of clients served per 1000 unemployed residents in the zip code.

Map showing served residents per 1000 unemployed residents in Champaign County



unbiased composite index

9 - 13

13 - 19

19 - 25

25 - 31

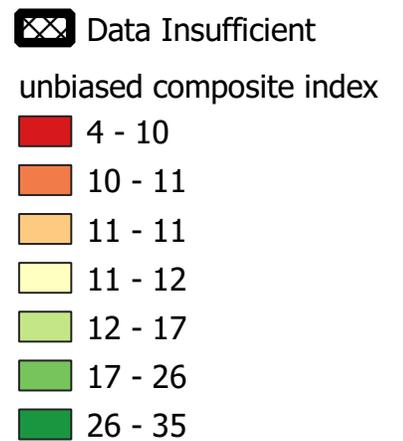
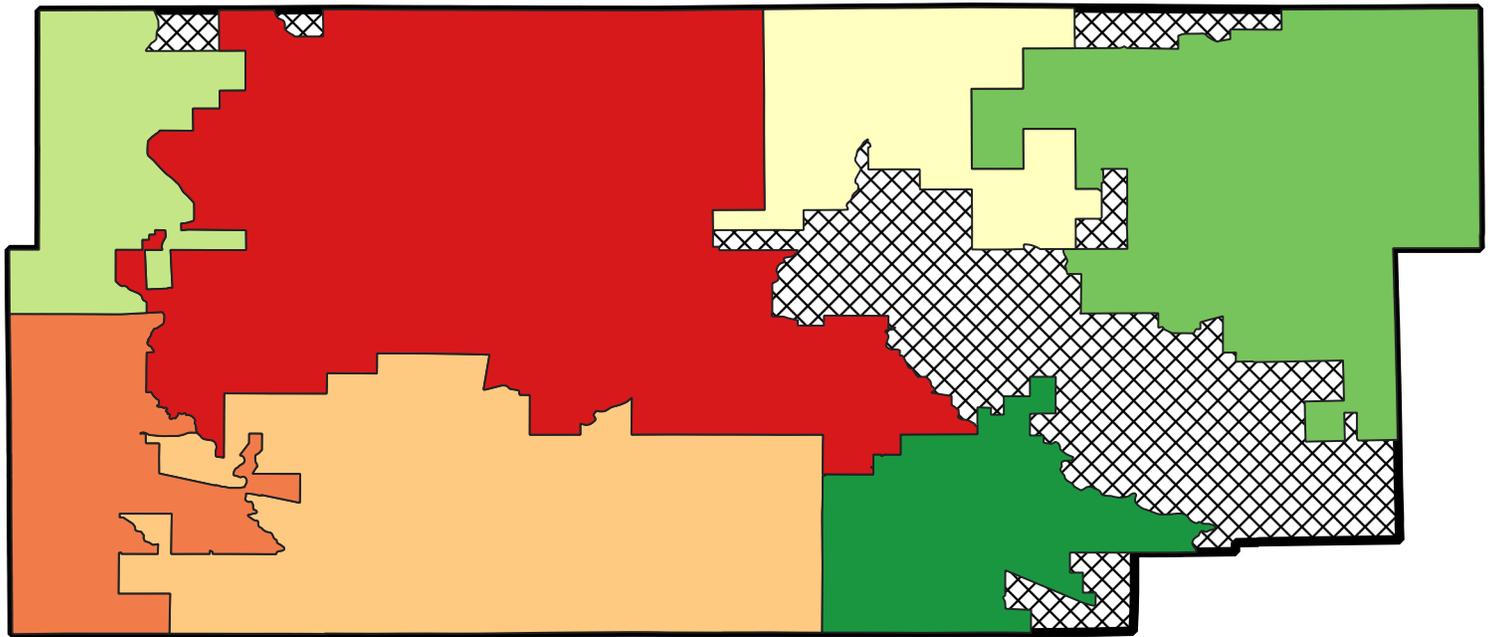
31 - 42

42 - 78

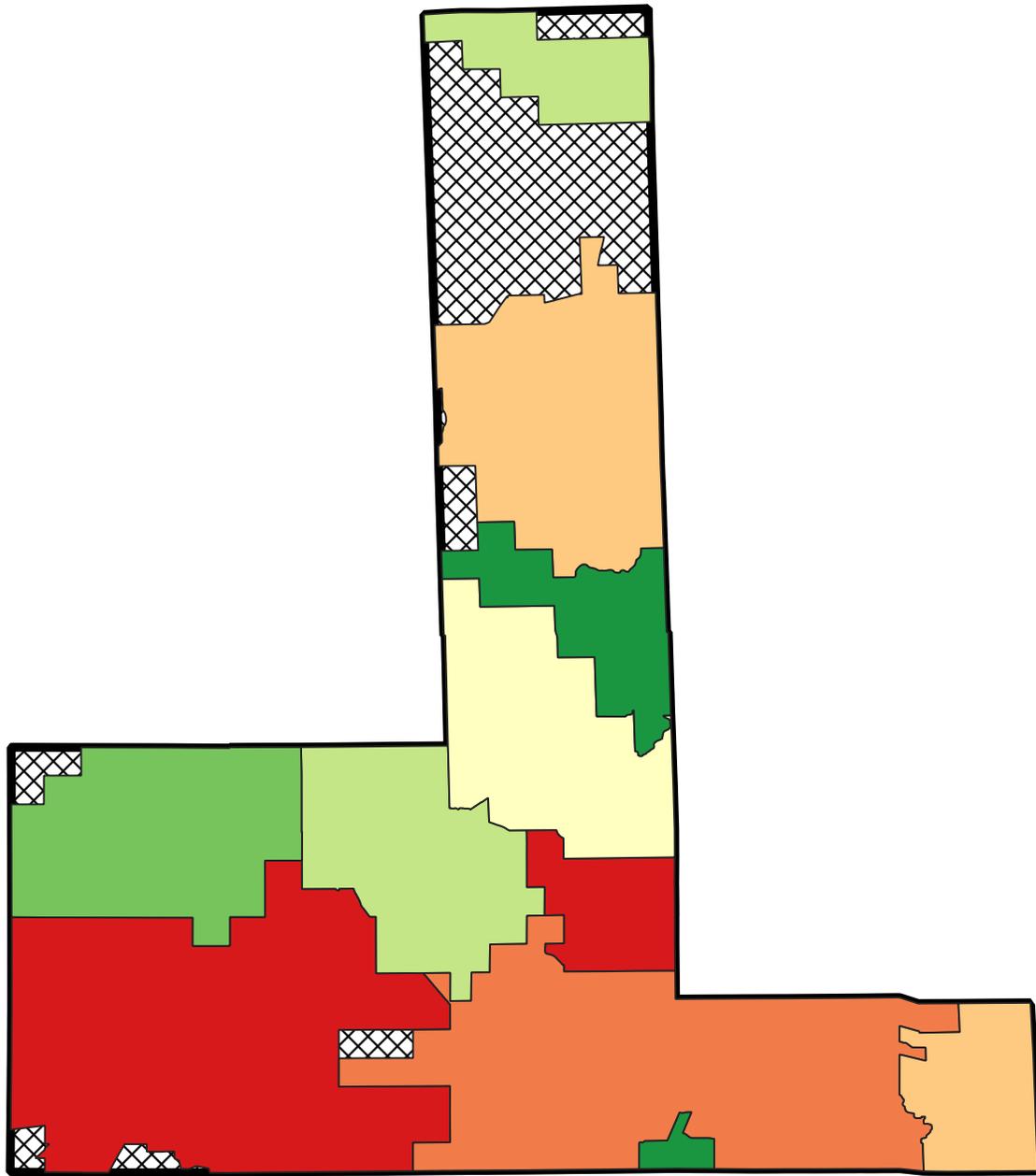
78 - 104

 Data Insufficient

Map showing served residents per 1000 unemployed residents in Douglas County



Map showing served residents per 1000 unemployed residents in Ford County



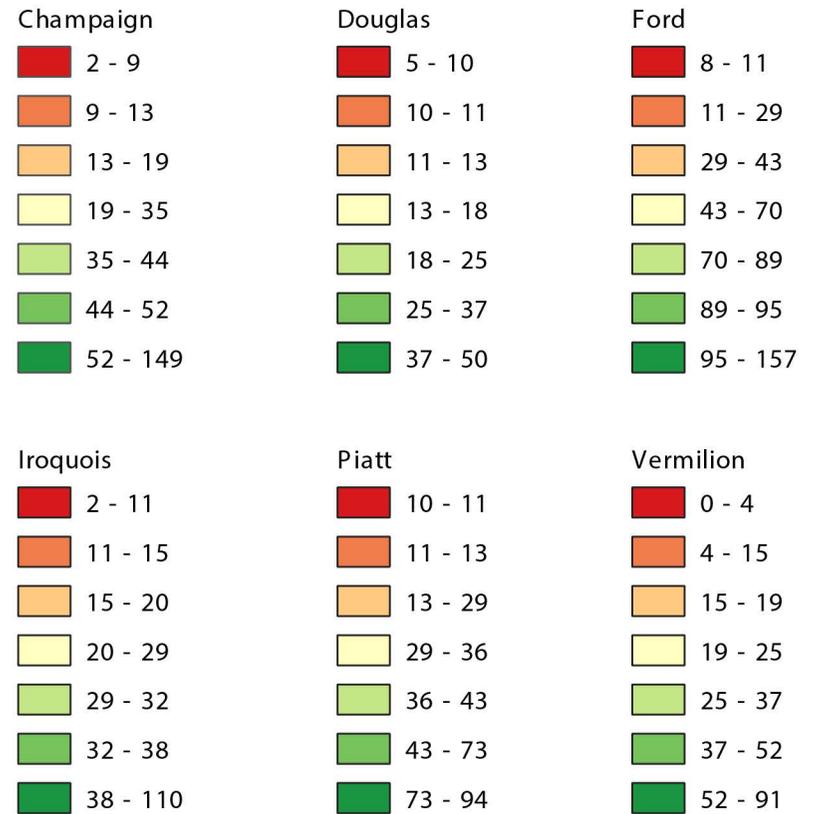
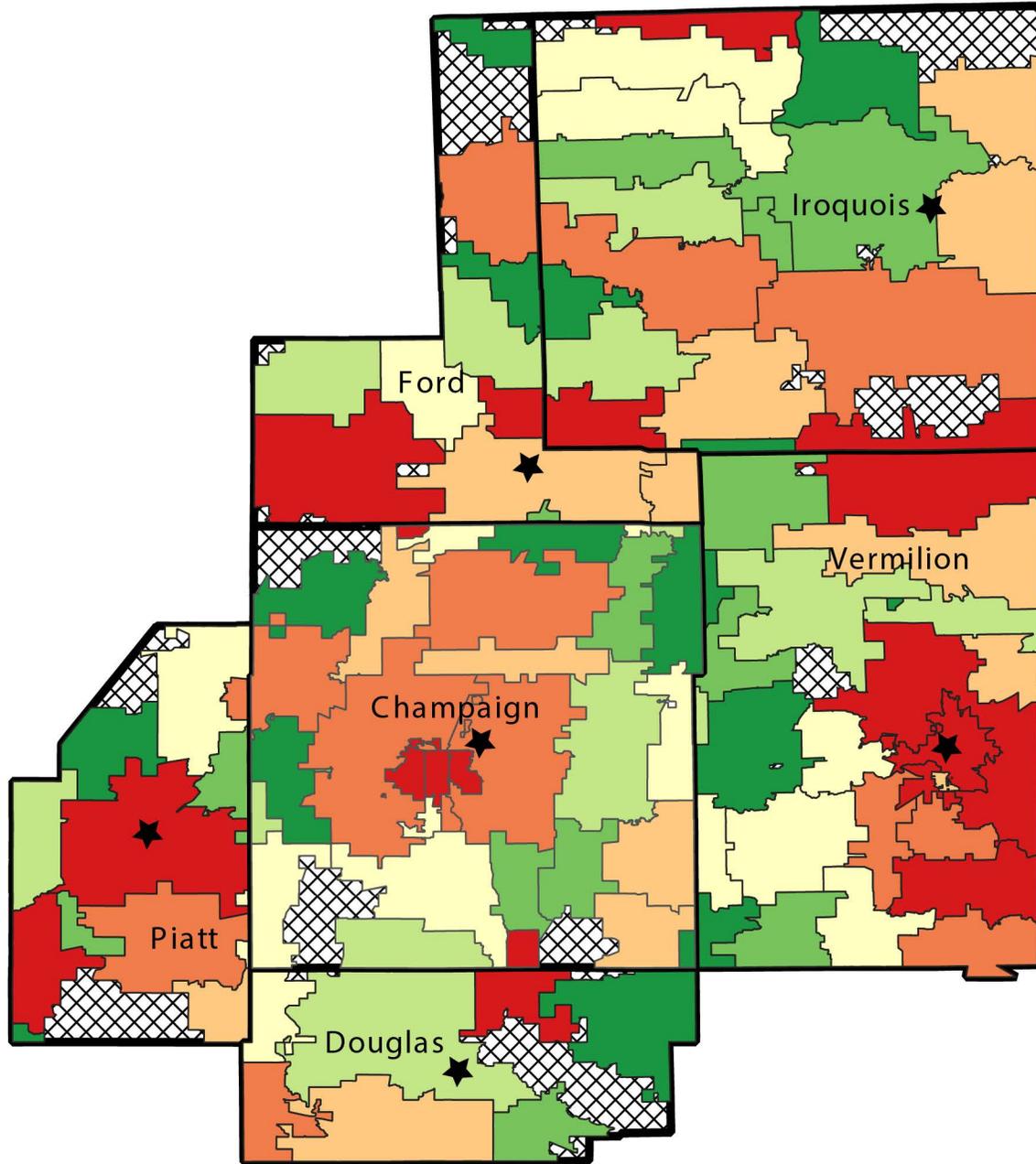
0 2.5 5 mi



-  Data Insufficient
- unbiased composite index
-  9 - 20
-  20 - 26
-  26 - 42
-  42 - 47
-  47 - 79
-  79 - 87
-  87 - 96

Map showing residents served per 1000 unemployed residents in LWIA 17 & 18

★ Comprehensive or Affiliate Center Location



Using Client Race Dataset

Clients served per 1000 unemployed residents (by race) for all programs in 2018					
Champaign Zip codes	White	Black	Asian	American Indian/Alaskan Native	Other or Prefer not to say
61801	14	132	10		152
61802	71	89	33	47	187
61815	90				
61816	31				
61820	13	130	7		107
61821	65	190	92		613
61822	47	231	14		
61843	504				
61847	92				
61849	39				
61853	36				
61859	38				
61863	39				
61866	41	111			61
61873	79				
61874	24		121		
61877	59				
61878	39				
61880	75				

Colors compare service coverage per race across all zip codes within a single county.

Grey cells show zip codes that were discounted due to lack of data or very low unemployment counts (Census Data).

Each column of this chart can be a map for each [program], [program year] and [county].

Possible Permutations

Program Type		Program Year		Client Demographic		Background Variable	
▪ 1A	▪ 1EC	▪ 2018		▪ Race		▪ Unemployment Rate**	
▪ 1D	▪ 1Y	▪ 2017		▪ Age*		▪ SNAP Beneficiaries	
▪ 1DC	▪ All	▪ 2016		▪ Gender		▪ BPL Households etc.	
				▪ Education			

Region		Mapping	
▪ Champaign	▪ Piatt	▪ Dot Density of clients over background variable	
▪ Douglas	▪ Vermilion	▪ Composite Index – Choropleths (thematic maps)	
▪ Ford	▪ LWIA17	▪ Additional Overlays	
▪ Iroquois	▪ LWIA 17+18		

**To match the Census categories available for zip code levels, we will need to change the ranges for age of clients for map making.*

*** Data for eligible population will be very useful as a background variable to study service gaps.*

Comments

1

existing situation

baseline for further study

equity in services

redeployment of resources

16

track

progress/improvements spatially

coordinate services

1

disaggregated data

APPENDIX 14
PY 2020
PROFESSIONAL DEVELOPMENT DATA

PY 2020 Professional Development Data

<p>§ Best Practices for Remote Work March 25, 2020 – 791 attendees</p>
<p>§ Best Practices for Leading a Virtual Team April 1, 2020 – 509 attendees</p>
<p>§ Bringing Your Best Self to the Virtual Workplace April 8, 2020 – 704 attendees</p>
<p>§ The Employer Side of Group Discovery April 15, 2020 – 160 attendees</p>
<p>§ Moderated Evaluation under WIOA: An Introduction April 22, 2020 - 296 participants</p>
<p>§ Supporting our Clients/Students in a Virtual World - Technology to engage with Clients Remind and Zoom April 29, 2020 – 468 participants attended.</p>
<p>§ Evaluation under WIOA: Planning and Performing an Evaluation May 6, 2020 – 196 attendees</p>
<p>§ Evaluation under WIOA: Reporting Evaluation Results May 13, 2020 – 187 attendees</p>
<p>§ Defining Your Workspace and Prioritizing Your Work Now that We are Living in the Virtual Realm May 20, 2020 – 120 attendees</p>
<p>§ How to Integrate Group Discovery into Transition Services into Transition Services May 27, 2020 – 147 attendees</p>
<p>§ Creating a Win-Win Through Partner Integration: Veterans June 3, 2020 – 121 attendees</p>
<p>§ WIOA Innovations: Career Pathway Navigators June 17, 2020 – 187 attendees</p>
<p>§ Navigating Criminal Records Relief in Illinois June 24, 2020 – 165 attendees</p>

APPENDIX 15
PY 2020 PERFORMANCE OUTCOMES
MEASUREMENT DATA

Illinois WIOA Performance Title I, II, III, IV	PY 2020 Negotiated Goal	Adjusted Levels of Performance	Actual Outcome	Status
Employment Rate – 2nd Quarter After Exit				
Title I – Adult	77.0%	N/A	75.4%	N/A
Title I – Dislocated Worker	81.0%	N/A	80.5%	N/A
Title I – Youth ¹	73.5%	N/A	74.5%	N/A
Title II – Adult Education	27.6%*	27.7%	25.6%	Meets Target
Title III- Wagner – Peyser	68.0%		55.9%	Fail
Title IV – Vocational Rehabilitation	Baseline	Baseline	52.6%	Baseline
Employment Rate – 4th Quarter After Exit				
Title I – Adult	75.5%	N/A	73.3%	N/A
Title I – Dislocated Worker	81.0%	N/A	80.8%	N/A
Title I – Youth ¹	73.0%	N/A	71.7%	N/A
Title II – Adult Education	28.3%*	28.4%	26.7%	Meets Target
Title III- Wagner – Peyser	69.0%		61.3%	Fail
Title IV – Vocational Rehabilitation	Baseline	Baseline	47.6%	Baseline
Median Earnings – 2nd Quarter After Exit				
Title I – Adult	\$6,500	N/A	\$7,575	N/A
Title I – Dislocated Worker	\$9,600	N/A	\$10,787	N/A
Title I – Youth	\$3,275	N/A	\$4,175	N/A
Title II – Adult Education	\$4,650*	\$4,651	\$5,053	Exceed
Title III- Wagner – Peyser	\$5,800		\$6,498	Exceed
Title IV – Vocational Rehabilitation	Baseline	Baseline	\$3,337	Baseline
Credential Attainment				
Title I – Adult	70.0%	N/A	74.1%	N/A
Title I – Dislocated Worker	71.0%	N/A	75.3%	N/A
Title I – Youth	65.0%	N/A	69.3%	N/A
Title II – Adult Education	27.0%	27.1%	34.9%	Exceed
Title III- Wagner – Peyser	N/A	N/A	N/A	N/A
Title IV – Vocational Rehabilitation	Baseline	Baseline	27.2%	Baseline
Measurable Skill Gains				
Title I – Adult	39.0%	N/A	56.0%	N/A
Title I – Dislocated Worker	43.5%	N/A	62.2%	N/A
Title I – Youth	31.0%	N/A	55.0%	N/A
Title II – Adult Education	44.7%	44.8%	31.6%	Fail
Title III- Wagner – Peyser	N/A	N/A	N/A	N/A
Title IV – Vocational Rehabilitation	62.2%	50.1%		Meet Target Exceed Adjusted
Effectiveness in Serving Employers				
Retention with the Same Employer in the 2 nd and 4 th Quarter After Exit Rate ²	Baseline	Baseline	63.5%	
Employer Penetration Rate ²	Baseline	Baseline	2.9%	

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. At the time of production of this report, the Title I performance adjustments had not been issued by USDOL.

¹ Title I Youth Program Measure includes participants in education or training activities, or unsubsidized employment.

² Effectiveness in Serving Employers is a combined outcome of Title I, II, III and IV.

PY2020 Outcomes of Performance for Illinois - NARRATIVE

<p>TITLE I ADULT</p>	<p>All measures were negotiated between USDOL Region 5 and the State in May 2020 for Program Years 2020 and 2021. No measures remain in baseline status. However, the Employment Rate 4th Quarter after Exit, Measurable Skill Gains and Credential Attainment rate measures will not be evaluated for performance success or failure until PY2022.</p> <p>A Statistical Adjustment Model (SAM) will be applied to all negotiated goals to determine adjusted levels of performance. Actual performance outcomes will be compared to the adjusted levels to determine success or failure by the State.</p>
<p>TITLE I DISLOCATED WORKER</p>	<p>All measures were negotiated between USDOL Region 5 and the State in May 2020 for Program Years 2020 and 2021. No measures remain in baseline status. However, the Employment Rate 4th Quarter after Exit and Credential Attainment rate measures will not be evaluated for performance success or failure until PY2022.</p> <p>A Statistical Adjustment Model (SAM) will be applied to all negotiated goals to determine adjusted levels of performance. Actual performance outcomes will be compared to the adjusted levels to determine success or failure by the State.</p>
<p>TITLE I YOUTH</p>	<p>The Employment Rate 2nd and 4th Quarter after Exit measures for the Title I Youth program also includes participants who were enrolled in Education or Training.</p> <p>All measures were negotiated between USDOL Region 5 and the State in May 2020 for Program Years 2020 and 2021. No measures remain in baseline status. However, the Education or Training, or Employment Rate 4th Quarter after Exit and Credential Attainment rate measures will not be evaluated for performance success or failure until PY2022.</p> <p>A Statistical Adjustment Model (SAM) will be applied to all negotiated goals to determine adjusted levels of performance. Actual performance outcomes will be compared to the adjusted levels to determine success or failure by the State.</p>
<p>TITLE II ADULT EDUCATION</p>	<p>Employment, credential attainment and MSG targets were negotiated for PY2020 and PY2021 using the Statistical Adjustment Model and targets are 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). In PY2020, Credential Attainment and Median Earnings performance indicators were above OCTAE negotiated targets, while MSG and Q2 & Q4 Employment Rate performance indicators were below negotiated targets. Negotiations for the next two program years should begin in February/March 2022.</p> <p><i>*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. 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 can 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 is included in these rates.</i></p>

TITLE III WAGNER- PEYSNER	<p>Non-baseline measures - Employment Rate 2nd and 4th Quarter After Exit and Median Earnings were negotiated on May 19, 2020, for PY 2020 & 2021. Based on a full year of actual outcomes in PY 2019, Illinois' expected outcomes in these measures for PY20/21 are Employment Rate 2nd Quarter after Exit 68.0%, Employment Rate 4th Quarter after Exit 69.0% and Median Earnings 2nd Quarter after Exit \$5,800. 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 does not apply and will never be reportable for WIOA Title III Wagner-Peyser.</p>
TITLE IV VOCATIONAL REHABILITATION	<p>PY2020 was the first year for which State Title-IV Vocational Rehabilitation programs would have performance success or failure determined for the Measurable Skills Gains (MSG) indicator. For PY2020 and PY2021 the negotiated goal and expected level of performance for our MSG Rate is 62.2%. All other metrics remain in baseline status until PY2022. For that reason, Illinois Title-IV success for PY2020 is determined by 90% of the MSG Rate target goal of 62.2% or 55.98%. For PY20, the Illinois Department of Human Services Division of Rehabilitation Services Vocational Rehabilitation Program attained an MSG Rate of 59.8%. This will be considered successful and is one of the highest rates attained by any VR program in the country. In PY2021, our Title-IV VR program will continue focusing on improving our MSG rate but will also begin implementing steps to prepare for PY2022 and negotiated targets for our remaining Indicators of Performance still in baseline.</p>

PROGRAM WIOA Adult		TITLE (select one):			
STATE: Illinois	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	7,776	3,363	\$25,142,515	\$3,233
Training Services	6,067	2,718	\$28,662,188	\$4,724
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
50.4%		4.1%		38.6%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) ² Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) ² Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020		Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
					Negotiated Targets									
Total Statewide		7,776	3,363		3,251	75.4%	3,707	73.3%	\$7,575	2,659	74.1%	2,667	56.0%	
Sex	Female	4,677	1,903		1,859	81.0%	2,185	78.7%	\$7,355	1,470	72.4%	1,656	56.0%	
	Male	3,022	1,443		1,385	68.9%	1,514	66.7%	\$7,885	1,184	76.3%	978	55.8%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	92	43		42	72.4%	58	82.9%	\$5,406	22	57.9%	42	64.6%	
	19 - 24	1,334	599		637	82.6%	715	79.7%	\$6,958	456	74.3%	511	59.1%	
	25 - 44	4,955	2,135		2,020	75.7%	2,330	74.6%	\$7,874	1,753	75.1%	1,744	56.3%	
	45 - 54	966	401		379	68.3%	425	63.2%	\$7,611	316	71.3%	267	50.0%	
	55 - 59	257	115		126	71.2%	124	64.9%	\$7,698	69	66.3%	64	51.2%	
	60+	172	70		47	56.0%	55	53.9%	\$5,626	43	79.6%	39	51.3%	
Ethnicity/Race	American Indian / Alaska Native	62	19		19	67.9%	22	73.3%	\$10,819	15	83.3%	23	59.0%	
	Asian	260	131		116	74.8%	132	71.4%	\$9,015	105	80.8%	94	59.1%	
	Black / African American	3,584	1,548		1,626	73.6%	1,848	71.4%	\$6,928	1,252	71.5%	1,013	50.6%	
	Hispanic / Latino	1,253	537		485	78.0%	541	76.0%	\$8,356	358	76.2%	408	54.4%	
	Native Hawaiian / Pacific Islander	16	4		6	85.7%	10	90.9%	\$9,955	4	50.0%	4	36.4%	
	White	3,126	1,333		1,223	78.9%	1,389	76.5%	\$8,234	1,053	76.3%	1,274	60.1%	
	More Than One Race	88	33		35	77.8%	39	79.6%	\$8,039	24	72.7%	30	50.8%	

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	7,776	3,363	Negotiated Targets		77.0%		75.5%	\$6,500		70.0%		39.0%
			Actual	3,251	75.4%	3,707	73.3%	\$7,575	2,659	74.1%	2,667	56.0%
Displaced Homemakers	14	3		2	100.0%	3	75.0%	\$9,201	1	33.3%	3	37.5%
English Language Learners, Low Levels of Literacy, Cultural Barriers	3,110	1,692		1,736	74.1%	1,662	70.2%	\$6,877	1,124	74.5%	988	56.4%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	1	1		1	100.0%	0		\$4,605	0		0	
Ex-offenders	296	163		138	67.0%	127	59.3%	\$6,545	115	74.2%	77	48.1%
Homeless Individuals / runaway youth	121	40		61	63.5%	62	61.4%	\$5,647	37	68.5%	28	51.9%
Long-term Unemployed (27 or more consecutive weeks)	237	93		84	63.2%	75	53.6%	\$7,103	64	77.1%	61	52.6%
Low-Income Individuals	6,108	2,624		2,540	74.3%	2,975	72.2%	\$7,340	2,209	73.8%	2,060	55.3%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	231	108		71	54.6%	76	50.7%	\$4,962	62	64.6%	67	53.6%
Single Parents (Incl. single pregnant women)	1,688	717		705	84.1%	797	81.2%	\$8,586	587	69.2%	683	58.4%
Youth in foster care or aged out of system	0	0		0		0			0		0	

ADDITIONAL COMMENTS:

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

PROGRAM WIOA Dislocated Worker		TITLE (select one):			
STATE: Illinois	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

Certified in WIPS: 9/30/2021 2:44 PM EDT

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	7,317	3,035	\$21,752,896	\$2,973
Training Services	5,423	2,274	\$21,504,496	\$3,965
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
52.0%		3.3%		28.7%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) ² Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) ² Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
Total Statewide		7,320	3,035			81.0%		81.0%	\$9,600		71.0%		43.5%
				Actual	2,751	80.5%	2,960	80.8%	\$10,787	1,712	75.3%	2,768	62.2%
Sex	Female	3,101	1,223		1,146	79.9%	1,202	80.1%	\$9,811	635	68.9%	1,008	55.4%
	Male	4,125	1,800		1,602	80.9%	1,754	81.3%	\$11,791	1,074	79.6%	1,725	66.9%
Age	< 16	0	0		0		0			0		0	
	16 - 18	14	2		1	100.0%	0		\$518	0		4	50.0%
	19 - 24	410	153		124	87.3%	118	84.9%	\$8,305	73	83.0%	157	63.3%
	25 - 44	3,574	1,417		1,303	85.5%	1,364	83.2%	\$10,533	871	77.6%	1,376	60.2%
	45 - 54	1,838	789		812	82.5%	907	84.4%	\$11,748	484	75.3%	731	64.2%
	55 - 59	869	403		333	72.5%	392	76.6%	\$10,891	190	68.3%	315	67.3%
	60+	615	271		178	58.0%	179	60.3%	\$10,519	94	66.2%	185	60.9%
Ethnicity/Race	American Indian / Alaska Native	65	23		16	80.0%	31	93.9%	\$10,053	13	86.7%	24	66.7%
	Asian	405	173		141	76.2%	144	75.8%	\$20,749	79	70.5%	168	65.1%
	Black / African American	2,170	845		810	79.6%	869	77.5%	\$9,202	475	71.2%	708	56.6%
	Hispanic / Latino	1,518	628		609	79.3%	588	81.4%	\$10,545	330	69.6%	541	59.1%
	Native Hawaiian / Pacific Islander	13	4		3	60.0%	4	66.7%	\$13,075	6	100.0%	5	71.4%
	White	3,692	1,627		1,435	83.1%	1,584	84.9%	\$11,411	932	79.9%	1,511	65.8%
	More Than One Race	69	22		16	72.7%	27	100.0%	\$6,472	9	69.2%	28	60.9%

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	7,320	3,035	Negotiated Targets		81.0%		81.0%	\$9,600		71.0%		43.5%
			Actual	2,751	80.5%	2,960	80.8%	\$10,787	1,712	75.3%	2,768	62.2%
Displaced Homemakers	48	23		17	85.0%	20	83.3%	\$6,055	19	90.5%	19	67.9%
English Language Learners, Low Levels of Literacy, Cultural Barriers	1,975	1,125		1,158	78.5%	1,076	79.3%	\$9,878	560	70.0%	648	56.6%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	84	43		39	79.6%	32	68.1%	\$9,896	28	82.4%	26	68.4%
Homeless Individuals / runaway youth	81	21		5	71.4%	5	83.3%	\$9,028	3	60.0%	12	46.2%
Long-term Unemployed (27 or more consecutive weeks)	402	123		81	73.6%	74	71.8%	\$9,072	36	59.0%	109	50.2%
Low-Income Individuals	2,042	797		694	81.6%	743	79.0%	\$9,192	438	72.2%	671	57.6%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	122	41		21	80.8%	25	69.4%	\$9,290	16	84.2%	35	56.5%
Single Parents (Incl. single pregnant women)	656	248		245	78.3%	278	87.7%	\$9,651	158	74.9%	252	55.8%
Youth in foster care or aged out of system	0	0		0		0			0		0	

ADDITIONAL COMMENTS:

¹Applies to Title I only.
²This indicator also includes those who entered into a training or education program for the Youth program.
³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.
⁴Barriers to Employment are determined at the point of entry into the program.
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Public Burden Statement (1205-ONEW)
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PROGRAM WIOA Youth		TITLE (select one):			
STATE: Illinois	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			
		<input type="checkbox"/>		<input type="checkbox"/>	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	6,515	2,701	\$38,339,406	\$5,885
Training Services	2,714	1,295	\$8,189,528	\$3,018
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
27.6%		4.0%		32.7%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2019-6/30/2020		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020		Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
					Total Statewide						73.5%		73.0%	\$3,275
					Negotiated Targets									
					Actual	2,227	74.5%	2,584	71.7%	\$4,175	1,321	69.3%	1,496	55.0%
Sex	Female	3,610	1,448		1,174	76.4%	1,403	73.7%	\$4,106	720	69.1%	850	53.6%	
	Male	2,868	1,243		1,046	72.3%	1,171	69.2%	\$4,254	597	69.8%	633	56.7%	
Age	< 16	77	19		7	53.8%	10	76.9%	\$3,342	9	69.2%	39	60.0%	
	16 - 18	2,523	1,058		820	73.1%	979	69.1%	\$3,408	473	66.0%	674	58.8%	
	19 - 24	3,916	1,625		1,399	75.4%	1,595	73.3%	\$4,791	839	71.4%	783	51.9%	
	25 - 44	3	1		1	100.0%	0		\$12,541	0		0	0.0%	
	45 - 54	0	0		0		0			0		0		
	55 - 59	0	0		0		0			0		0		
	60+	0	0		0		0			0		0		
Ethnicity/Race	American Indian / Alaska Native	69	23		19	73.1%	37	67.3%	\$2,700	19	63.3%	13	68.4%	
	Asian	103	41		29	74.4%	33	44.6%	\$6,190	17	34.0%	36	69.2%	
	Black / African American	2,816	1,243		1,080	73.4%	1,177	70.7%	\$3,788	649	68.5%	581	52.0%	
	Hispanic / Latino	1,535	594		508	77.4%	575	74.4%	\$5,070	264	72.9%	321	53.6%	
	Native Hawaiian / Pacific Islander	13	9		7	70.0%	8	44.4%	\$5,215	7	63.6%	1	25.0%	
	White	2,749	1,100		837	74.3%	1,043	72.9%	\$4,105	531	72.3%	709	57.5%	
	More Than One Race	175	79		57	78.1%	55	67.9%	\$3,236	31	67.4%	34	54.8%	

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	6,519	2,703	Negotiated Targets		73.5%		73.0%	\$3,275		65.0%		31.0%
			Actual	2,227	74.5%	2,584	71.7%	\$4,175	1,321	69.3%	1,496	55.0%
Displaced Homemakers	1	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	3,772	1,989		1,730	74.5%	1,872	70.5%	\$3,967	919	67.2%	745	50.6%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		1	100.0%	1	100.0%	\$4,593	0		0	
Ex-offenders	448	214		157	68.9%	139	61.8%	\$4,271	83	73.5%	55	55.6%
Homeless Individuals / runaway youth	413	147		165	77.1%	157	73.0%	\$4,071	64	58.2%	64	50.0%
Long-term Unemployed (27 or more consecutive weeks)	164	61		77	77.8%	74	67.9%	\$3,460	31	64.6%	21	42.0%
Low-Income Individuals	3,122	1,250		1,126	75.3%	1,380	71.8%	\$4,178	756	70.7%	729	52.7%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	1,276	502		374	72.3%	437	67.1%	\$3,335	206	67.1%	362	59.5%
Single Parents (Incl. single pregnant women)	521	210		175	80.6%	248	77.7%	\$5,158	161	73.2%	147	52.9%
Youth in foster care or aged out of system	32	6		11	84.6%	10	66.7%	\$1,287	4	44.4%	7	53.8%

ADDITIONAL COMMENTS:

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Public Burden Statement (1205-ONEW)

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TABLE SPR: STATEWIDE PERFORMANCE REPORT

TABLE SPR: STATEWIDE PERFORMANCE REPORT

OMB Control Number 1205-0526

PROGRAM		TITLE (select one):	
STATE: Illinois	Title I Local Area: N/A	<input type="checkbox"/> Title I Adult	<input checked="" type="checkbox"/> Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser
		<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	
From (mm/dd/yyyy) :	To (mm/dd/yyyy) :		
07/01/2020	06/30/2021		

SUMMARY INFORMATION

Service	Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)	Funds Expended (Cohort Period: 07/01/2020 - 06/30/2021)	Cost Per Participant Served (Cohort Period: 07/01/2020 - 06/30/2021)
Career Services	28,402	21,314	\$4,025,182.73	\$141.72
Training Services	404	269	\$106,485.73	\$263.57
Percent training-related employment:	Percent enrolled in more than one core program:		Percent Admin Expended:	
	0.00%			

BY PARTICIPANT CHARACTERISTICS

	Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)	Employment Rate (Q2) (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate (Cohort Period: 01/01/2019 - 12/31/2019)		Measurable Skill Gains (Cohort Period: 07/01/2020 - 06/30/2021)		
			Num	Rate	Num	Rate		Num	Rate	Num	Rate	
Total Statewide	28,402	21,314	Target	8,279	27.60%	10,077	28.30%	\$4,650.00	2,316	27.00%	25,218	44.70%
			Actual	7,941	25.60%	7,933	26.71%	\$5,053.00	1,823	34.86%	8,972	31.58%
Sex	Female	19,648	13,240	4,620	24.62%	4,632	25.85%	\$4,661.00	950	33.84%	6,282	31.97%
	Male	8,754	8,074	3,321	27.11%	3,301	28.01%	\$5,949.00	873	36.05%	2,690	30.72%
Age	< 16											
	16-18	2,065	1,576	737	39.62%	734	38.91%	\$2,473.00	352	44.16%	827	40.04%
	19-24	5,007	4,003	2,094	34.17%	1,986	34.27%	\$3,610.00	641	39.81%	1,508	30.11%
	25-44	13,968	10,044	3,332	22.20%	3,542	23.93%	\$6,018.00	626	28.94%	4,129	29.56%
	45-54	4,344	3,324	1,154	25.23%	1,066	25.88%	\$7,203.00	124	28.77%	1,434	33.01%
	55-59	1,214	928	356	24.36%	326	24.94%	\$7,137.00	52	36.11%	421	34.67%
	60+	1,804	1,439	268	13.49%	279	15.57%	\$6,217.00	28	33.73%	653	36.19%
Ethnicity/Race	American Indian or Alaska Native	57	36	18	33.96%	13	27.65%	\$2,286.00	5	41.66%	16	28.07%
	Asian	3,324	2,284	709	19.85%	754	21.67%	\$5,655.00	65	26.53%	1,271	38.23%
	Black or African American	4,693	3,263	1,849	36.57%	1,940	38.24%	\$4,145.00	416	31.13%	1,208	25.74%
	Hispanic or Latino	13,006	10,019	2,901	19.30%	2,791	20.11%	\$6,685.00	506	30.66%	3,740	28.75%

	Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)	Employment Rate (Q2) (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate (Cohort Period: 01/01/2019 - 12/31/2019)		Measurable Skill Gains (Cohort Period: 07/01/2020 - 06/30/2021)	
			Num	Rate	Num	Rate		Num	Rate	Num	Rate
Native Hawaiian or Other Pacific Islander	24	13	10	47.61%	6	40.00%	\$3,410.00	1	100.00%	8	33.33%
White	6,984	5,460	2,333	33.41%	2,311	33.25%	\$3,960.00	804	42.56%	2,626	37.60%
More than One Race	314	239	121	40.19%	118	45.55%	\$2,865.00	26	27.36%	103	32.80%

BY EMPLOYMENT BARRIER

	Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)	Employment Rate (Q2) (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate (Cohort Period: 01/01/2019 - 12/31/2019)		Measurable Skill Gains (Cohort Period: 07/01/2020 - 06/30/2021)		
			Num	Rate	Num	Rate		Num	Rate	Num	Rate	
Total Statewide	28,402	21,314	Target	8,279	27.60%	10,077	28.30%	\$4,650.00	2,316	27.00%	25,218	44.70%
			Actual	7,941	25.60%	7,933	26.71%	\$5,053.00	1,823	34.86%	8,972	31.58%
Displaced Homemakers	313	177	30	12.14%	35	16.12%	\$3,115.00	7	18.91%	110	35.14%	
English Language Learners, Low Levels of Literacy, Cultural Barriers	14,712	12,460	3,290	19.16%	3,131	19.89%	\$6,819.00	295	22.67%	5,070	34.46%	
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	92	37	29	46.03%	29	35.80%	\$3,339.00	4	22.22%	12	13.04%	
Ex-offenders	596	417	135	20.08%	147	25.34%	\$3,602.00	52	21.57%	165	27.68%	
Homeless Individuals / runaway youth	218	196	81	30.11%	92	36.94%	\$3,000.00	15	20.00%	52	23.85%	
Long-term Unemployed (27 or more consecutive weeks)	551	378	108	18.12%	154	24.67%	\$3,233.00	73	37.43%	132	23.95%	
Low-Income Individuals	5,927	3,897	1,823	32.07%	1,948	33.81%	\$3,881.00	504	34.83%	1,849	31.19%	
Migrant and Seasonal Farmworkers	388	307	120	42.85%	75	37.50%	\$11,809.00	3	33.33%	124	31.95%	
Individuals with Disabilities (incl. youth)	456	274	66	17.83%	102	23.66%	\$3,611.00	50	39.06%	135	29.60%	
Single Parents (Incl. single pregnant women)	2,067	1,257	765	42.14%	817	45.03%	\$4,133.00	163	33.47%	455	22.01%	
Youth in foster care or aged out of system	0	0	0		0		\$0.00	0		0		

PROGRAM Wagner-Peyser		TITLE (select one):			
STATE: Illinois	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020		Title I Youth		Title IV Vocational Rehabilitation	
To (mm/dd/yyyy) : 6/30/2021		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	9,212	5,902	\$3,760,361	\$408
Training Services				
Percent enrolled in more than one core program:			Percent Admin Expended:	
8.1%			N/A	

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) ² Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) ² Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		9,213	5,902	Negotiated Targets		68.0%		69.0%	\$5,800				
				Actual	12,513	55.9%	14,891	61.3%	\$6,498				
Sex	Female	4,833	2,404		4,707	54.3%	5,997	61.2%	\$5,229				
	Male	4,305	3,447		7,679	56.9%	8,727	61.5%	\$7,456				
Age	< 16	1	0		1	6.3%	5	31.3%	\$3,474				
	16 - 18	12	4		44	32.6%	61	39.4%	\$2,583				
	19 - 24	499	308		841	64.5%	1,091	68.2%	\$4,403				
	25 - 44	4,281	2,554		5,429	59.8%	6,415	66.3%	\$6,588				
	45 - 54	1,837	1,163		3,037	58.2%	3,735	65.0%	\$7,530				
	55 - 59	1,050	657		1,631	55.2%	1,935	59.8%	\$6,787				
	60+	1,533	1,216		1,530	41.4%	1,649	42.8%	\$5,495				
Ethnicity/Race	American Indian / Alaska Native	67	51		104	56.5%	129	59.4%	\$6,128				
	Asian	201	131		148	43.9%	172	55.3%	\$6,923				
	Black / African American	2,555	1,486		3,673	54.7%	4,653	60.3%	\$4,855				
	Hispanic / Latino	1,143	726		1,865	54.5%	2,019	62.4%	\$7,368				
	Native Hawaiian / Pacific Islander	25	17		25	43.9%	35	49.3%	\$6,630				
	White	5,361	3,594		7,015	57.7%	8,211	62.5%	\$7,174				
	More Than One Race	89	72		125	57.6%	158	60.1%	\$4,835				

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	9,213	5,902	Negotiated Targets		68.0%		69.0%	\$5,800				
			Actual	12,513	55.9%	14,891	61.3%	\$6,498				
Displaced Homemakers	14	9		15	45.5%	23	59.0%	\$3,468				
English Language Learners, Low Levels of Literacy, Cultural Barriers	58	54		340	42.6%	430	51.6%	\$6,037				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	24	25		68	60.7%	85	58.6%	\$4,722				
Ex-offenders	107	126		357	50.9%	423	55.4%	\$4,933				
Homeless Individuals / runaway youth	167	197		270	44.8%	268	46.1%	\$5,009				
Long-term Unemployed (27 or more consecutive weeks)	185	137		115	50.0%	140	44.7%	\$4,284				
Low-Income Individuals	483	544		1,679	49.2%	1,722	53.7%	\$4,871				
Migrant and Seasonal Farmworkers	2	1		152	34.2%	260	55.9%	\$4,956				
Individuals with Disabilities (incl. youth)	547	777		856	52.2%	814	50.2%	\$7,985				
Single Parents (Incl. single pregnant women)	292	250		607	58.2%	812	62.6%	\$5,429				
Youth in foster care or aged out of system	2	2		9	64.3%	3	42.9%	\$7,692				

ADDITIONAL COMMENTS:

¹Applies to Title I only.
²This indicator also includes those who entered into a training or education program for the Youth program.
³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.
⁴Barriers to Employment are determined at the point of entry into the program.
 Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-ONEW)
 Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

PY 2020 Qtr 6/30/2021 Performance Report for Jobs for Veterans' State Grants

Time Period: Quarterly Rolling 4 Quarters Program to Date State: Illinois
 (choose only one)

REPORTING PERIOD COVERED: 4/1/2021-6/30/2021

Certified in WIPS: 8/10/2021 11:38 AM EDT

Performance Items		Basic Career Services (other than self service)	Individualized Career Services	Training Services	Total Current Period	Total Previous Period
A. SUMMARY INFORMATION						
1. Total Exiters (Cohort Period:4/1/2020-3/31/2021)		0	1,203	0	1,203	1,621
2. Total Participants Served (Cohort Period:7/1/2020-6/30/2021)		0	724	0	724	1,297
3. Total Reportable Individuals (Cohort Period:7/1/2020-6/30/2021)						
B. PARTICIPANT SUMMARY AND SERVICE INFORMATION1 (Cohort Period:7/1/2020-6/30/2021)						
Sex	1a. Male	0	612	0	612	1,133
	1b. Female	0	106	0	106	155
Ethnicity/Race	2a. Hispanic/Latino	0	70	0	70	122
	2b. American Indian or Alaskan Native	0	5	0	5	17
	2c. Asian	0	11	0	11	14
	2d. Black or African American	0	216	0	216	322
	2e. Native Hawaiian or Other Pacific Islander	0	2	0	2	3
	2f. White	0	435	0	435	840
	2g. More Than One Race	0	9	0	9	18
Other Demographics	3a. Eligible Veterans	0	722	0	722	1,291
	3b. Individuals with a Disability	0	391	0	391	658
	3c. Incumbent Workers	0	0	0	0	0
	3d. Unemployed Individuals	0	661	0	661	1,220
Education Level	4a. Secondary School Graduate or Equivalent	0	201	0	201	384
	4b. Completed 1 or more years of Postsecondary Education	0	213	0	213	401
	4c. Postsecondary Certification, License, or Educational Certificate (non-degree)	0	30	0	30	56
	4d. Associate's Degree	0	78	0	78	110
	4e. Bachelor's Degree or Equivalent	0	110	0	110	188
	4f. Advanced Degree Beyond Bachelor's Degree	0	65	0	65	93
C. EMPLOYMENT BARRIER2 (Cohort Period:7/1/2020-6/30/2021)						
1. Displaced homemakers		0	1	0	1	1
2. Low-income individuals		0	219	0	219	293
3. Older individuals		0	245	0	245	502
4. Ex-offenders		0	51	0	51	79
5. Homeless individuals or runaway youth		0	125	0	125	155
6. Current or former foster care youth		0	0	0	0	0
7. English language learners, individuals with low levels of literacy or facing substantial cultural barriers		0	6	0	6	9
8. Eligible migrant and seasonal farmworkers		0	0	0	0	0
9. Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)		0	9	0	9	12
10. Single parents (Including single pregnant women)		0	31	0	31	63
11. Long-term unemployed (27 or more consecutive weeks)		0	89	0	89	84

PY 2020 Qtr 6/30/2021 Performance Report for Jobs for Veterans' State Grants

Time Period:
 (choose only one) Quarterly Rolling 4 Quarters Program to Date State: Illinois

PERIOD COVERED: 4/1/2021-6/30/2021 Certified in WIPS: 8/10/2021 11:38 AM EDT

Performance Items	Basic Career Services (other than self service)	Individualized Career Services	Training Services	Total Current Period	Total Previous Period
D. Core Indicators of Performance					
1. Employment Rate (Q2) (Cohort Period:7/1/2019-6/30/2020)		54.2%		54.2%	52.4%
2. Employment Rate (Q4) (Cohort Period:1/1/2019-12/31/2019)	68.8%	52.8%		53.0%	55.5%
3. Median Earnings (Cohort Period:7/1/2019-6/30/2020)		\$7,201		\$7,201	\$7,328
4. Credential Rate ³ (Cohort Period:1/1/2019-12/31/2019)					
5. Measurable Skill Gains ³ (Cohort Period:7/1/2020-6/30/2021)					

Performance Items	Total Covered Entrants	Percent Served Current Period	Percent Served Previous Period
E. Veterans' Priority of Service (Cohort Period:7/1/2020-6/30/2021)			
1. Covered Entrants	594		
2. Covered Entrants Who Received a Service During the Entry Period	594	100.0%	100.0%
3. Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	594	100.0%	100.0%

Common Exit Programs: Please indicate by checking the box below each program below that utilizes a common exit policy with this program in this state.

Program	Wagner-Peyser	Adults, Dislocated Workers, Youth	TAA	Job Corps	National Farmworker Jobs Program (NFJP)	Indian and Native American Program (INA)	Reentry Employment Opportunities (Adult)	Reentry Employment Opportunities (Youth)	YouthBuild	H1B	SCSEP
Common Exit?											

ADDITIONAL COMMENTS

¹Participant information is based on data given at the point of entry into the program.
²Barriers to Employment are determined at the point of entry into the program.
³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

Public Burden Statement (1205-0521)

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Do NOT send the completed application to this address.

**WIOA STATEWIDE AND LOCAL PERFORMANCE REPORT
PY2020**

OMB Control Number 1205-0526
Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report					
PROGRAM		TITLE (select one):			
STATE: Illinois	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>
From(mm/dd/yyyy): 7/1/2020	To(mm/dd/yyyy): 6/30/2021	Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	X
		Title I and Title III combined	<input type="checkbox"/>		

SUMMARY INFORMATION				
Service	Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Participants Exited (Cohort Period: 07/01/2020 - 06/30/2021)	Funds Expended (Cohort Period: 07/01/2020 - 06/30/2021)	Cost Per Participant Served (Cohort Period: 07/01/2020 - 06/30/2021)
Career Services	30,295	7,850	\$14,447,087	\$477
Training Services	16,783	3,507	\$20,726,153	\$1,235
Percent training-related employment¹:		Percent enrolled in more than one core program:		Percent Admin Expended:
N/A		12.4%		N/A

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 07/01/2020 - 06/30/2021)	Negotiated Target	Employment Rate (Q2) ² (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) ² (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate ³ (Cohort Period: 01/01/2019 - 12/31/2019)		Measurable Skill Gains ³ (Cohort Period: 07/01/2020 - 06/30/2021)	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
						Baseline		Baseline	Baseline		Baseline		50.0%
Total Statewide		30,419	7,926										
Sex	Female	12,389	3,280		2,145	52.3%	2,139	47.3%	3,200	1,344	27.7%	1,463	60.1%
	Male	18,030	4,646		3,044	52.8%	3,076	47.8%	3,447	811	27.0%	1,588	59.5%
Age	< 16	1,542	199		71	42.8%	68	40.5%	2,817	25	18.8%	52	69.3%
	16 - 18	17,150	3,746		2,598	55.2%	2,604	52.0%	3,253	1,062	28.4%	1,983	63.1%
	19 - 24	4,258	1,276		841	52.5%	867	45.7%	3,287	171	22.3%	562	57.1%
	25 - 44	4,168	1,516		1,002	54.0%	990	47.3%	3,457	60	31.3%	323	53.2%
	45 - 54	1,689	626		390	47.6%	388	41.2%	3,780	22	30.1%	90	45.0%
	55 - 59	838	299		165	43.1%	156	35.4%	3,691	4	18.2%	23	43.4%
	60+	774	264		122	36.7%	142	35.8%	3,360	0	0.0%	18	46.2%
Ethnicity/Race	American Indian / Alaska Native	215	49		46	59.7%	59	56.2%	3,930	10	21.7%	13	56.5%
	Asian	905	158		96	42.7%	107	43.3%	3,388	24	29.6%	113	72.4%
	Black / African American	7,411	1,965		1,290	49.0%	1,250	42.2%	2,868	275	22.1%	583	59.2%
	Hispanic / Latino	4,775	1,080		783	53.9%	757	49.8%	3,703	215	24.6%	388	65.5%
	Native Hawaiian / Pacific Islander	117	27		8	34.8%	16	48.5%	3,416	-	-	18	62.1%
	White	22,325	5,858		3,828	54.3%	3,863	49.6%	3,466	1,058	29.0%	2,371	59.4%
	More Than One Race	544	128		77	54.2%	76	45.5%	2,957	24	27.6%	54	56.3%

**WIOA STATEWIDE AND LOCAL PERFORMANCE REPORT
PY2020**

BY EMPLOYMENT BARRIER⁴												
	Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 07/01/2020 - 06/30/2021)		Employment Rate (Q2) ² (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) ² (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate ³ (Cohort Period: 01/01/2019 - 12/31/2019)		Measurable Skill Gains ³ (Cohort Period: 07/01/2020 - 06/30/2021)	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	30,419	7,926	Negotiated Target		Baseline		Baseline	Baseline		Baseline		50.0%
			Actual	5,189	52.6%	5,215	47.6%	3,337	1,344	27.2%	3,051	59.8%
Displaced Homemakers	95	26		20	62.5%	16	34.8%	2,788	4	26.7%	7	58.3%
English Language Learners, Low Levels of Literacy, Cultural Barriers	13,197	3,136		1,851	52.5%	1,601	45.8%	2,959	361	20.5%	859	61.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	103	31		13	32.5%	7	21.2%	1,102	-	-	7	53.8%
Ex-offenders	862	350		187	46.5%	176	37.8%	3,074	14	34.1%	24	40.0%
Homeless Individuals / runaway youth	259	98		58	45.7%	53	41.4%	3,192	5	22.7%	12	57.1%
Long-term Unemployed (27 or more consecutive weeks)	12,638	3,196		1,734	46.0%	1,505	39.6%	2,829	340	23.1%	1,059	61.8%
Low-Income Individuals	10,275	3,151		1,759	48.9%	1,656	43.7%	3,206	229	22.8%	779	56.2%
Migrant and Seasonal Farmworkers	87	20		17	56.7%	13	39.4%	2,000	-	-	4	30.8%
Individuals with Disabilities (incl. youth)	30,419	7,926		5,189	52.6%	5,215	47.6%	3,337	1,344	27.2%	3,051	59.8%
Single Parents (incl. single pregnant women)	1,009	358		227	51.9%	250	49.0%	3,243	41	22.8%	99	48.8%
Youth in foster care or aged out of system	172	50		34	50.0%	27	45.0%	2,572	6	17.1%	6	30.0%

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Public Burden Statement (1205-0526)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is required to obtain or retain benefits (Workforce Innovation and Opportunity Act, Section 185(a)(2)). Public reporting burden for this collection of information is estimated to range between 240 and 360 minutes which averages 300 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed 9169 application to this address.

APPENDIX 16
EFFECTIVENESS IN SERVING
EMPLOYERS IN ILLINOIS

Effectiveness in Serving Employers in Illinois

Effectiveness in Servicing Employer Data Program Year 2020					
Employer Services					
Category of Services	DCEO Title I	ICCB Title II	IDES Title III	IDHS Title IV	Total Reported
Employer Information and Services	275	0	3682	493	4450
Workforce Recruitment Assistance	315	0	6381	0	6696
Engaged in Strategic Planning/Economic Development	50	0	167	0	217
Accessing Untapped Labor Pools	172	0	80	0	252
Training Services	779	669	18	226	1692
Incumbent Worker Training Services	114	0	0	0	114
Rapid Response/Business Downsizing Assistance	364	0	0	0	364
Planning Layoff Response	296	0	0	0	296

PY 2019 Pilot Approaches	Numerator	Rate
	Denominator	
Retention with The Same Employer in the 2 nd and 4 th Quarter After Exit Rate	23,178	63.5%
	36,520	
Employer Penetration Rate	10,987	2.9%
	385,491	

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 17
REPORT FOR OUTREACH COORDINATION

Outreach Coordination Efforts

Between State and Local Workforce and Education Systems

3/30/2021



3200 Robbins Rd #200a,
Springfield, IL 62704

Executive Summary of Outreach Coordination Efforts Between State and Local Workforce and Education Systems

Background

The Federal Workforce Innovation and Opportunity Act (WIOA) of 2014 prioritizes alignment and integration of workforce, education and economic development efforts to drive better outcomes for both jobseekers and businesses.

The enactment of WIOA in 2015 necessitated required program partners—and the State and local agencies that administer them—to adapt and to have a deeper understanding of each other’s work so they could identify opportunities to streamline the experience for workers, jobseekers, employers and service providers. Specific to serving employers, the workforce and education systems had to examine a more streamlined approach to business engagement to more effectively respond to employers’ needs by region and industry.

Multiple and varied efforts demonstrate a continued commitment to coordinating communications and strategies for serving businesses, jobseekers and workers. A summary of major activities since 2015 follow.

In 2016, State agencies administering four core programs under WIOA requested support from the U.S. Department of Labor’s Chicago Regional Office to integrate their business services design and operations to align with the principals of WIOA. DOL provided Illinois with consulting support from Maher & Maher to perform an environmental scan of business service delivery across the four State agencies:

1. Illinois Department of Commerce and Economic Opportunity (DCEO),
2. Illinois Department of Employment Security (IDES),
3. Illinois Department of Human Services, Vocational Rehabilitation Division (DHS/VR),
4. Illinois Community College Board (ICCB).

A report entitled “[Illinois Integrated Business Services Environmental Scan](#)” was issued by Maher & Maher to the four State agencies on May 27, 2016.

In 2017, in response to the baseline requirements of the report, the [State of Illinois Framework for Integrated Business Services](#) was developed and approved the following year. The framework was meant to help workforce, education and economic development partners better learn from and respond to Illinois’ businesses. The framework explored elements of an

integrated business services model for state and regional programs that would best equip programs to meet ongoing workforce needs and intended to support talent pipeline strategies designed to assist partners in collaboratively addressing the specific business needs of a region.

In January 2019, Governor Pritzker issued [Executive Order #3](#) to identify best practices for investing in industries poised to provide ample jobs and determine strategies for expanding economic opportunities for disenfranchised communities. As part of the response to Executive Order #3, initial efforts formed the Illinois Business Services Team. The team was comprised of workforce, economic development and higher education leaders. At that time, it partnered with the Young Invincibles, a national nonprofit that advances economic opportunity for young adults. The effort included surveying businesses and researching how state agencies can better serve the needs of the state's employers. The initiative resulted in a report entitled, "[Striking the Balance: Addressing the Needs of Illinois' Employers and Most Vulnerable Jobseekers](#)" in October 2019. The Illinois Business Services Team has since evolved into the Illinois Workforce Innovation Board (IWIB) Business Engagement Committee.

The IWIB also built on the vision outlined in the Governor's Executive Order #3 in the development of Illinois' WIOA Unified State Plan for integrating workforce, education and economic development programs. The current [WIOA Unified State Plan](#) outlines the vision, principles and goals for 2020-2024.

Building on the investment in talent pipeline management since the former federal Workforce Investment Act, agency staff from the Departments of Commerce and Employment Security began to participate in the [U.S. Chamber of Commerce Talent Pipeline Management](#) (TPM) initiative to better understand the benefits of business-driven collaboration. The initiative started with implementation trainings in 2019. After completing these trainings, from September 2020 through February 2021, a Talent Pipeline Management Coordinator instructed several workforce entities across Illinois in TPM. This included IWIB groups, Apprenticeship Navigators, an Economic Development Region, Local Workforce Innovation Areas, and an economic development council.

In short, a variety of efforts began to support Illinois in taking significant steps toward mapping the business services design and operations, identifying best practices in integrating business services, and establishing action plans to implement the goals and strategies outlined in the Unified State Plan.

The onset of the COVID-19 pandemic in March 2020 challenged the ability to immediately reach businesses at risk of laying off employees and the unprecedented volume of jobseekers in need of Unemployment Insurance benefits and/or training to obtain a new job.

In November 2020, the Governor's Office appointed representatives to attend a series of workshops hosted by the National Governor's Association to create an agenda for workforce recovery and expand access and facilitate connections to essential support services for jobseekers and workers in response to the economic impact of the pandemic. This included reaching out to Local Workforce Innovation Areas (LWIAs) to provide technical assistance, training and resources in recruiting affected workers to workforce and education services by location and by occupation.

Simultaneously, the Illinois Department of Commerce and Economic Opportunity, Department of Employment Security, Department of Human Resources/Vocational Rehabilitation and Illinois Community College Board explored connecting Unemployment Insurance claimants to workforce and educational services in accessible, remote ways.

With so many groups trying to reach businesses and jobseekers, and with so much already invested in identifying best practices, the pandemic environment added to the urgency of clarifying who, what and how business and jobseeker engagement occurred going forward.

In December 2020, DCEO sought consulting assistance from KEB to assess current efforts related to "Outreach Coordination." This includes taking inventory of groups related to (1) business engagement, (2) rapid response, and (3) efforts to improve linkages to employers and workers/jobseekers in a remote service delivery environment, including through American Job Centers or training institutions.

Consistent themes continue to arise. For example:

1. The COVID-19 pandemic challenged the ability to reach businesses at risk of laying off employees and jobseekers in need of Unemployment Insurance benefits and/or training to obtain a new job—primarily in a remote environment.
2. As economic recovery efforts continue, a common consideration is how to reach employers and participants as the concepts and mechanisms of remote service delivery evolve.
3. Another consideration is what investments, frameworks and connection points are needed to shift from the reactive nature of operating within a pandemic to the ideal of proactive, coordinated strategies for business and jobseeker engagement.

4. This priority of proactive outreach includes the availability and the feasibility of sharing data about employers, workers and jobseekers by region and industry.
5. Before any of that can happen in a coordinated way, clarity is needed about roles, procedures and data connections.
6. More broadly, clarity is also needed around the governance and structure of the groups conducting outreach to achieve more integrated, strategic uses of human and financial resources.
7. In short, the numerous groups involved in outreach coordination need a common foundation about “what is” emerging out of the pandemic environment before they can collaboratively envision “what can be.”

Intended Outcome

The initial and more immediate outcome of the current effort is an updated, comprehensive inventory of which groups do which types of outreach activities related to business engagement, rapid response and remote service delivery. The inventory will help clarify roles, reduce the risk of redundancies and suggest policy and training needed to improve service delivery and impact.

The longer-term outcome is to work toward shared goals and common ways to measure the impact of the outreach activities. While each individual group will continue to be responsive to its statutorily required activities and performance measures, each can work toward improved coordination and evaluation of the extent to which—collectively—the system is meeting employers’ and jobseekers’ needs.

Process

KEB interviewed representatives of multiple groups to help identify “what is.” Once the groups affirm the realities of their current efforts, then collaborative dialogue can begin to identify “what can be.” Groups related to the outreach coordination project include the following:

1. Illinois Workforce Innovation Board (IWIB)
2. IWIB Apprenticeship Illinois Committee
3. IWIB Apprenticeship Illinois Committee/ Marketing Work Group
4. IWIB Business Engagement Committee
5. IWIB Business Engagement Committee / Communications Work Group
6. IWIB Business Engagement / Industry Partnerships Work Group
7. IWIB Business Engagement Committee / Recruitment Work Group
8. IWIB Career Pathways for Targeted Populations
9. Apprenticeship Navigators and Intermediaries using the U.S. Talent Pipeline Management Framework
10. Business Services through local community colleges
11. ICCB’s Apprenticeship grants, along with local community college apprenticeship expansion initiatives
12. IDES Business Services Team / Employer Outreach Team / NGA Workshops on “Creating an Agenda for Workforce Recovery”
13. IDES / DCEO Short-Term Compensation (STC) Outreach Program
14. IDHS/Vocational Rehabilitation Workforce Development Unit
15. Local Workforce Innovation Boards (LWIBs) and staff

16. Local Workforce Innovation Area's Business Services Teams
17. DCEO's OET LWIA Work Group
18. DCEO's Regional Economic Development (RED) Teams
19. DCEO's OET IWP Reopening Work Group
20. DCEO's Small Business Development Centers (SBDC)
21. DCEO's Office of Minority Economic Empowerment (OMEE)
22. State Rapid Response Teams
23. Title IB Administrators

The following report encompasses information about the above groups and charges of each. However, additional work is needed to thoroughly map the processes and data used at state and local levels to conduct each activity. The list of groups focused on business and jobseeker engagement will also continue to grow beyond this initial scope. This report is a foundation for setting initial priorities and for developing longer-term plans for evaluating the effectiveness of outreach activities across the system and within each region.

Contents of This Report

This report outlines the following concepts and supporting materials:

2. **Realities of Outreach Coordination Efforts Since 2016** – This section provides a high-level summary of realities and activities related to outreach since the Illinois Integrated Business Services Environmental Scan conducted by Maher & Maher in 2016.
3. **Outreach Coordination Framework** – This section explains the framework to develop an Outreach Coordination Matrix, including the definition of activities categorized as proactive and reactive outreach.
4. **Outreach Coordination Matrix** – This is a visual of which groups do proactive and reactive outreach to employers and jobseekers or support businesses or partners in providing service delivery in a remote environment.
5. **Description of the Groups Conducting Each Type of Activity on the Outreach Coordination Matrix** – This section explains each box that was marked in the Outreach Coordination Matrix: proactive business engagement, proactive jobseeker engagement, reactive business engagement, reactive jobseeker engagement, remote service delivery.

6. **Next Steps** – This section summarizes conclusions drawn from the information gathering about “what is” in 2020 and offers next steps. This section also shares concepts that stakeholder groups identified as opportunities to explore and recaps the 2016 recommendations made by Maher & Maher.

7. **Appendix:**

- a. **Data Sources and Data Sharing** – This appendix item summarizes some of the data sources and current examples of how groups are sharing data to inform outreach activities. This list is not all-encompassing.
- b. **Summary of Charges, Priorities and Composition of Each Group** – This appendix item provides more detail about each group’s charge, priorities and composition.
- c. **Summary of the Talent Pipeline Management Framework** – This appendix item explains the principles and strategies of the U.S. Chamber’s Talent Pipeline Management Framework, as well as current connection points with the IWIB and its committees.

This report is submitted to the Illinois Department of Commerce and Economic Opportunity for consideration and collaboration with other stakeholders.

Realities of Outreach Coordination Efforts Since 2016

Realities of Outreach Coordination Efforts Since 2016

This section provides a high-level summary of realities and activities related to outreach since the Illinois Integrated Business Services Environmental Scan conducted by Maher & Maher in 2016.

1. A mix of state agencies, divisions, educational institutions, boards and staff at the state and local levels continue to receive funding for and/or are responsible for providing services directly to businesses and jobseekers.
2. While the mission and goals of each group share some common traits, each differs in its funding source, structure, staffing, data sources and responsibility to its authorizing governing body. A common way to measure the effectiveness of each activity is not in place. These factors contribute to siloed efforts and an inherent risk for redundancies in business engagement, in particular.
3. The system continues to recognize and remain open to improving coordination for business and jobseeker outreach.
4. The 2016 Illinois Integrated Business Services Environmental Scan identified key elements for unified business services that were already in place in the first years of WIOA implementation:
 - a. Strong, regionally-based industry partnerships between public agencies and businesses;
 - b. Collaborative identification of key regional industry sectors;
 - c. Sector-based career pathways; and
 - d. Ongoing identification of talent supply chain needs for the region.
5. Portions of the strategic and operational aspects of an ideal unified business services system described in the 2016 Illinois Integrated Business Services Environmental Scan are currently in progress. For example:
 - a. The environmental scan and recommendations were the impetus for the development of a State of Illinois Framework for Integrated Business Services the following year. The framework explored elements of an integrated business services model for state and regional programs to assist partners in collaboratively

- addressing the specific business needs of a region. However, the framework has not been universally adopted at the state and local levels.
- b. Illinois has placed an emphasis on work-based learning through the Unified State Plan, policies and funding opportunities related to work-based training programs.
6. Other aspects of the ideal unified business services system described in the 2016 Illinois Integrated Business Services Environmental Scan have been explored, but they have not been pursued collectively. Examples include:
 - a. An automated, shared customer relationship management (CRM) system is not in place. Different groups currently use different CRM systems. See pages 39-42 of this report for a summary of data sources and data sharing in use.
 - b. A common model for measuring outcomes and impact of various outreach activities is not in place.
 7. Groups involved at business and jobseeker engagement activities still need clarity about which groups are best positioned to develop strategies and policies, and which groups are designed to operationalize and implement. For example:
 - a. The Illinois Workforce Innovation Board (IWIB) and its committees primarily serve in strategic and policy-setting roles with business and public agency perspectives. The focusing question is how the IWIB can promote the system and ensure businesses are meaningfully engaged at the state and local levels.
 - b. State agencies that administer programs required under WIOA then guide regional and local networks in operationalizing those state strategies and policies. State agencies also must be accountable to their funding sources and statutory requirements.
 - c. Local workforce boards, staff, business engagement teams and partners then develop their own regional and local plans and commitments to carry out those plans in alignment with the state strategies and policies.
 8. The 2016 Illinois Integrated Business Services Environmental Scan recommended a single, state-level entity serve as a neutral convener of a team-based approach to developing a common framework for business services. An Integrated Business Services Team initially served as this neutral convener and later evolved to the IWIB Business Engagement

Committee. The extent to which there has been a collective commitment to implement the framework at the State and local levels remains unclear. Currently, the role and authority of implementing a framework and leading outreach coordination efforts spans across multiple groups at the state level.

9. While state-level partners' strategic plans, policies and funding investments have been more coordinated over the first four years of WIOA implementation, a mapping of all state grants, programs and assets has not been done to identify system strengths and gaps in business services¹.
10. One implication is that cross-agency coordination and state-local coordination varies when trying to identify a single point of contact for managing specific relationships. State and local groups frequently do not know who else is interfacing with a business at the earliest stage of needing services. The system does not have a single source for baseline data about who contacts whom for business engagement activities. For example:
 - a. State Rapid Response Teams are charged with reacting to known layoff events, but they also have access to data that can identify at-risk businesses who could benefit from services to avert layoffs before they happen. When their data is most useful and with whom they share it is under exploration. A new cloud-based platform called the Illinois Employment Business System (IEBS) is being developed to support rapid response and is under continued development to enhance business profile information. The intent is to use IEBS to support proactive outreach objectives, but it is not yet universally adopted by the groups interviewed for this report.
 - b. Apprenticeship Navigators have a regional scope and are well positioned to serve as the face of work-based learning programs and resources, as well as serve as a gateway to other workforce and education services. Their increasing use of Talent Pipeline Management engages businesses to identify and better communicate their needs to regional workforce and educational systems. Navigators support Business Engagement Teams, Rapid Response Teams and others in following up on referrals, but how and with whom they share that data is still under evolving.

¹ Illinois Integrated Business Services Environmental Scan, "Solutions-Based Service Offerings and Delivery," Maher & Maher, 2016, page 21

- c. DCEO's Regional Economic Development (RED) Teams are designed to build relationships with businesses throughout a region to connect them to public funding sources and programs that can foster economic development. They, too, can serve as a gateway to workforce and education services for employers. But how they interact with and inform the other groups involved in business outreach varies by region.
 - d. The 2017 "State of Illinois Framework for Integrated Business Services" report called for regional-level business services coordination. Currently, business services teams have been functioning more at a local level, with varied levels of coordination between business services teams and local community colleges in developing programs to serve employers.
11. Significant resources have been invested in more integrated platforms that can better track real-time data related to business status, labor market information, workforce information systems and rapid response filings. Current phases are further developing the Illinois Employment Business System (IEBS) to support strategic analysis of opportunities and threats by more specific search criteria such as geography, industry, business status, business size and targeted populations.

Outreach Coordination Framework

Outreach Coordination Framework

This section explains the framework to develop an Outreach Coordination Matrix, including the definition of activities categorized as proactive and reactive outreach. The Outreach Coordination Matrix appears on page 19 of this report.

Framework

The Outreach Coordination Matrix categorizes activities as one of the following:

1. Proactive Business Engagement
2. Proactive Jobseeker Engagement
3. Reactive Business Engagement
4. Reactive Jobseeker Engagement
5. Remote Service Delivery Support

Another layer of analysis was added to identify whether groups performing each activity primarily served a directional and strategic role or primarily an operational and implementation role.

For each group listed in the matrix, a box is marked if that group participates in one of the activities within that category of proactive, reactive or support of remote activities.

- Each box is marked **blue** if the role is more directional and strategic.
- Each box is marked **orange** if the role is more operational.
- Some boxes include both **blue** and **orange** because that entity performs both roles.

A summary of each group represented in the Outreach Coordination Matrix is listed in this section. A full description of each group is provided in Appendix Item 7b, starting on page 43 of this report.

State and Local Groups that Conduct Outreach:

1. State agencies, state workforce and education systems, and local workforce and education boards and required partners under WIOA all designate resources to business and jobseeker engagement activities. Each has its own role and scope, although some share common membership and have similar missions.
 - a. **The Illinois Workforce Innovation Board (IWIB)** is responsible for the development of strategies to provide effective outreach and improve access for individuals and employers who could benefit from the workforce development and education systems, as well as for using business outreach, partnerships, and service

- delivery strategies to promote the system so that businesses are engaged at the state and local levels. (§ 679.130)
- b. **IWIB standing committees** serve ongoing efforts to develop initiatives that advance priorities in the Unified State Plan.
 - c. **IWIB work groups** have a defined charge to study, synthesize and create policy directives around a specific topic. Once those directives are formally issued, then other groups can begin to develop, operationalize, maintain and provide professional development around those policies.
 - d. **Three state agencies**—the Department of Commerce and Economic Opportunity, the Department of Employment Security, and the Department of Human Services Vocational Rehabilitation Division—receive federal funding to administer programs that have clear requirements regarding service delivery to employers and jobseekers¹. Each agency employs staff to provide services directly to businesses. Some of these state agency staff are located within the state agency offices. Some of these state agency staff work out of American Job Centers in local workforce areas.
 - e. **The Illinois Community College Board (ICCB)** coordinates but does not govern the **Illinois Community College System**. That includes coordinating but not governing the business services that community college staff offer that the local level. Training may be through continuing education; corporate training/business and industry services; professional development/personal enrichment; or a combination. The local institutions conduct needs-based assessments and analyze Labor Market Information (LMI) to inform training, course offerings and programming to serve the public within the community college district. This includes building strong relationships with the businesses in the district. Community colleges may collaborate to develop training and share in the cost of a course or program across districts to meet regional employer training needs. Most of this type of training is non-credit, allowing for a quicker turn-around and flexibility of training design for the employers.
 - f. **Rapid Response Teams** are DCEO's OET Rapid Response professionals who make initial contact with employers that file notices of possible plant closings in compliance with the Worker Adjustment and Retraining Notification (WARN) Act. A Rapid Response team supports companies and workers affected by dislocation events, enabling workers to transition as quickly as possible to new employment. Rapid Response teams are also responsible for supporting layoff aversion strategies

¹ As described in the Illinois Integrated Business Services Environmental Scan, Maher & Maher, 2016

to better identify businesses at risk of layoffs and provide information about services available.

- g. **DCEO's RED Team** is a Regional Economic Development team, which is responsible for developing business partnerships between public and private industries throughout Illinois' 10 Economic Development Regions. RED Team members represent each region, connecting stakeholders to resources to address a range of needs from grants, loans, tax credits and other economic development resources through state or federal programs. The focus is on supporting a comprehensive economic development approach in each region.
- h. **Apprenticeship Navigators** are the conveners, serving as the key point of contact in their region for outreach, partnership development, and education/awareness on the apprenticeship model and other work-based learning solutions. They aggregate employers' needs and skills gaps in the region to collaborate with entities to address those needs. They also help Intermediaries ease the business's administrative requirements associated with apprenticeship programs.
- i. **Regional Business Services Teams and LWIA business services staff** convene representatives of state agencies, local businesses and business organizations, community colleges and other educational institutions to coordinate business engagement efforts.
- j. A summary of each group's purpose, priorities and composition is included as Attachment 7b to this report.
- k. More details about each agency and group are also documented in the "[Illinois Integrated Business Services Environmental Scan](#)" dated May 27, 2016.

The following definitions are used in the Outreach Coordination Matrix.

Definitions Used in the Outreach Coordination Matrix:

- 2. Groups that are involved in developing strategies or conducting outreach to businesses and employers use terms that have distinct meanings, but the terms sometimes get used interchangeably. For purposes of the Outreach Coordination Matrix, the terms marketing, outreach, communications, business engagement, and rapid response are defined here.
 - a. **Marketing** consists of broad, proactive efforts to deliver a message that resonates with target audiences and builds awareness of the workforce system, services and resources available. Marketing can also include an ask for input or activity.

- b. **Outreach** is defined in the WIOA glossary as an effort by staff and/or management of the one-stop system to encourage individuals and businesses in the service delivery area to use the services, programs and activities of the one-stop system. Outreach activities tend to increase the target audience's consideration of the ask and tend to be more targeted to a certain industry or business type.
- c. **Communications** focuses on developing and improving communications mechanisms between employers and the workforce development system to increase employers' awareness of the services and resources. These activities can include marketing and outreach.
- d. **Business engagement** is one goal of conducting marketing, outreach and communications. Once the businesses are aware of the programs and services, then the goal is to engage them in actually participating, providing input and advocating for other businesses to use the workforce system. Putting a face on the businesses that benefit from the workforce and education systems helps develop solutions to state, regional and/or local workforce issues. The business's input also helps set priorities for the workforce development and education systems.
- e. **Rapid Response** is defined in the law and in the WIOA glossary as early intervention services provided by the state or by an agency chosen by the state in case of a factory closing, a natural or other disaster that causes job loss for large numbers of workers, in order to assist dislocated workers in obtaining reemployment as soon as possible.

Outreach Coordination Matrix

Next Steps

This section summarizes conclusions from the interviews conducted in 2020 and early 2021, as well as next steps to consider. The next steps include stakeholder input about opportunities to explore for improved coordination. A high-level recap of the 2016 Maher & Maher recommendations is also included at the end of this section for ease of reference.

The following action steps will lay a foundation for future dialogue about improved coordination of outreach activities at the state and local levels.

1. **Within a calendar quarter: Host a webinar series highlighting the process, the results of this report and the next steps, including the IWIB Business Engagement Committee's initial role in considering the key takeaways.**

Invite all groups who were interviewed to participate and provide feedback about next steps.

2. **Within a calendar quarter: Confirm which groups function mainly in a direction-setting or strategic capacity versus the groups that mainly function in an operational or implementation capacity.**
3. **Within six months: Convene the IWIB Business Engagement Committee to review this report, as well as the frameworks developed since 2015. Recommend next steps to explore whether there is a common commitment to the concepts within each framework.**

This includes assessing the status of the 2016 recommendations outlined in the [Illinois Integrated Business Services Environmental Scan](#) (a high-level summary is included below), the [State of Illinois Framework for Integrated Business Services](#), the [U.S. Chamber of Commerce Talent Pipeline Management](#) Framework, and any others currently in use.

Following are examples of some pathways of exploration recommended by the groups interviewed in December 2020 for this report:

- a. Common Framework and Terminology:

- i. Is the [State of Illinois Framework for Integrated Business Services](#) consistently adopted and applied at the state and local levels?
 - ii. If not, why?
 - iii. What would enable it to be more consistently adopted?
 - b. Training:
 - i. What training is needed at the state and local levels to improve consistency in evaluating effectiveness of outreach activities?
 - c. Customer Relationship Management Systems:
 - i. What is the level of commitment to designating a statewide customer relationship management system (CRM) that can be used by partners at the state and local levels, aggregating data by region?
 - ii. What will help build relationships with employers so they trust the confidentiality of their data if it is housed in a central CRM?
 - d. Role Clarity:
 - i. Clarify the IWIB's role in setting the policy and strategy for business engagement and Talent Pipeline Management.
 - ii. Formalize communications protocol between state-level committees, task forces and work groups to clarify who "rows" and who "steers" as activities transition from strategy to an operational plan.
4. **Within six months: The IWIB Business Engagement Committee and its Communications Work Group should consider priorities for collecting data about how each state and local group evaluates the effectiveness of their outreach activities. Then, once baseline data is known, the BEC and Continuous Improvement Committee can eventually convene the appropriate stakeholders to explore, develop and adopt common terminology and common metrics to evaluate whether outreach activities at the state and local levels are effective or whether training or other tools are needed.**

This action step acknowledges that each group will continue to be evaluated by its authorizing agency according to its own metrics and statutory requirements. However, adopting common terminology and common metrics can improve consistency in evaluating whether activities are actually changing behaviors and increasing the skilled workforce in each region. Common metrics can also help indicate which groups are best positioned to do each type of proactive and reactive outreach.

5. **Within a year: Seek IWIB direction about the potential of maintaining an online directory of groups that conduct outreach to businesses and/or jobseekers by Economic Development Region. Determine where the directory will be posted and maintained online. Set expectations for state agencies related to maintaining and promoting the directory.**

In addition to the primary contact for each group, the directory should include a description of the charges and membership. This will support each group in consulting with others to ensure they are aware of planned activities and whether they should participate. This step would create a centralized directory that could be cross-promoted and linked to from each state agency's website. A regional orientation to the directory would help local efforts include a more regional perspective.

6. **In progress and ongoing: Build on and continue the investment into expanding the Illinois Employment Business System (IEBS) as a source for simple, accessible data to assist with managing data, tracking businesses outreach and measuring outcomes.**

Summary of the 2016 Recommendations from the [Illinois Integrated Business Services Environmental Scan](#)

1. Develop a joint vision for unified business services in Illinois.
2. Embed the vision for unified business services in the policy and planning initiatives.
3. Create a state framework for unified business services.
4. Provide planning grants to the 10 EDR regions to process map their business services and operationalize the state framework.
5. Evaluate training needs and provide the same training for all partner/agency staff.
6. Provide a single, statewide customer relationship management system that can be used by all partners at both the state and local level.
7. Articulate the vision, framework, and regional contacts in marketing collateral.

Summary of the Illinois Integrated Business Services Framework

1. Organizational Structure

- a. Develop organizational structures at the state and regional levels to enable communication between partners to create a single, reliable, agreed upon strategy to support the engagement and contact between businesses and the workforce/economic development system – each EDR developing mechanisms that will connect business to the full range of services, regardless of source.

2. Management of Business Intelligence

- a. Recognizing the challenges of creating a statewide and cross-agency CRM, support creative approaches to meeting regional/local responsibilities of managing business intelligence.

3. Solutions-Based Service Offerings

- a. Focus service offerings to businesses on delivering timely solutions to expressed business needs, each region holding its own standardized process for contacting companies in targeted industry sectors and providing direct access to services or referrals.

4. Emphasis on Work-Based Learning and Other Business-Focused Services

- a. Recognize work-based learning as often the most effective mechanism for delivering training and education solutions, in an environment that is directly shaped to and for the needs of the employer.

5. Accountability and Performance Measurement

- a. Develop appropriate measures of performance based on the significant changes in focus, intent and utilization of business services brought about by the other four framework elements – enabling the measurement and distribution of meaningful results and establishing feedback loops to facilitate data-driven course corrections to the framework elements.

APPENDIX 18

APPENDIX 18A CAREER LINK QUALITY OF SERVICE QUESTIONNAIRE

CAREER LINK

Quality of Service Questionnaire

Staff complete this section:

Date form mailed ____/____/____ County _____ Title Served Under _____

Training Provider _____ Program _____

Directions: Tell us what you think. We really want to know! All responses are anonymous and kept confidential.

1. How did you initially learn about Career Link (WIOA programs & services)?

School Friend or Relative DHS IDES

Other: _____

2. Would you recommend the training provider and program you attended to others?

Yes No

Comments: _____

3. Applying for and participating in federally funded programs can be challenging (applications, interviews, testing, meetings with Career Planners, and completing forms).

Now that your training has ended, was it worth it? Yes No

Comments: _____

4. Would you recommend Career Link (WIOA) services to others? Yes No

Comments: _____

5. How would you rate the Career Planner who worked with you?

Could have been better.

Met my expectations.

Provided high quality service.

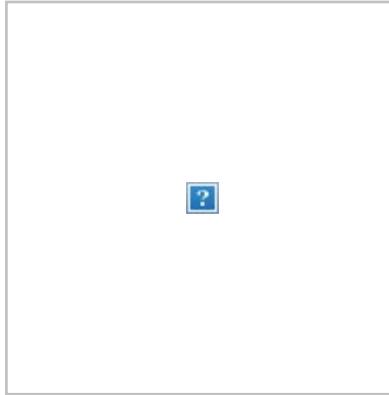
Comments: _____

6. Congress evaluates and funds Career Link by looking to see how many WIOA participants achieve their education and/or employment goals. Do you understand the importance of working with your Career Planner over the next 12 months so we can document your progress or provide you with additional assistance? Yes No

Thank you for completing this questionnaire. We hope Career Link (WIOA) programs and services have helped you to move forward in your career development.

APPENDIX 18

APPENDIX 18B MCHENRY COUNTY CAREER SERVICES WORKSHOP SURVEY



McHenry County Workforce Network Career Services Workshop Survey

*** Please select the workshop / seminar you attended today:**

- Career Pathways Workshop
- Resume and Cover Letter Workshop
- Interview Workshop
- Stress Management Workshop
- Other

*** Please add the date of the workshop / seminar you attended below:**

0/50

*** How did you hear about our services?**

- Email
- Job Club
- Word of Mouth
- Seminar Brochure
- Website
- Referral from another agency
- Other

The presenter(s) demonstrated expert knowledge about the subject:

- Strongly Agree
- Agree

Disagree

Strongly Disagree

The material was useful and easy to understand:

Strongly Agree

Agree

Disagree

Strongly Disagree

The presenter(s) responded well to questions?

Strongly Agree

Agree

Disagree

Strongly Disagree

I would recommend this workshop to others:

Yes

No

Other

How likely are you to continue using our services?

Extremely Likely

Likely

Maybe

Not at all

How would you rate your overall experience?

Excellent

Good

Bad

What did you like most about this seminar / workshop?

What changes would you suggest to this seminar / workshop?

0/500

Any additional comments / suggestions?

0/500

Submit Survey

If you just opted in, you're consenting to receive marketing emails from: McHenry County Workforce Network, 500 Russel Court, Woodstock, IL 60098. You can revoke your consent to receive emails at any time by using the SafeUnsubscribe® link, found at the bottom of every email. [Emails are serviced by Constant Contact](#)

APPENDIX 18

APPENDIX 18C MCHENRY COUNTY YOUR OPINION MATTERS SURVEY

McHenry County Workforce Network - Your Opinion Matters Survey

Please share your experience from your most recent visit at the McHenry County Workforce Center.

1. What was the main purpose for your visit? Please select all that apply.

Job Search

Unemployment Claim

Workshops / Seminars (Please list which one)

Agency / Partner Visit (please list which one)

Other

Comment:

500 characters left.

2. How often do you typically visit MCWN?

1st Time

Once a week

2 or more times a week

Other

Comment:

500 characters left.

3. How was the quality of Customer Service that you received?

Above Average

Average

Below Average

Other

Comment:

500 characters left.

4. Were your needs met?

- Yes
- Somewhat
- No
- Other

Comment:

500 characters left.

5. How likely are you to do the following?

	Very unlikely	Somewhat unlikely	Neutral	Somewhat likely	Very likely
Recommend this Center to others					
Utilize the Center Services Again					

Comment:

500 characters left.

6. Tell us what you think?

350 characters left.

**APPENDIX 19
APPRENTICESHIP ILLINOIS
ORGANIZATIONAL CHART
AND FLOW DIAGRAM**

This is a summary of the types of groups currently active in Apprenticeship Illinois initiatives, including registered and non-registered. Relationships and funding of each type of group continue to be under study.

Governor J.B. Pritzker

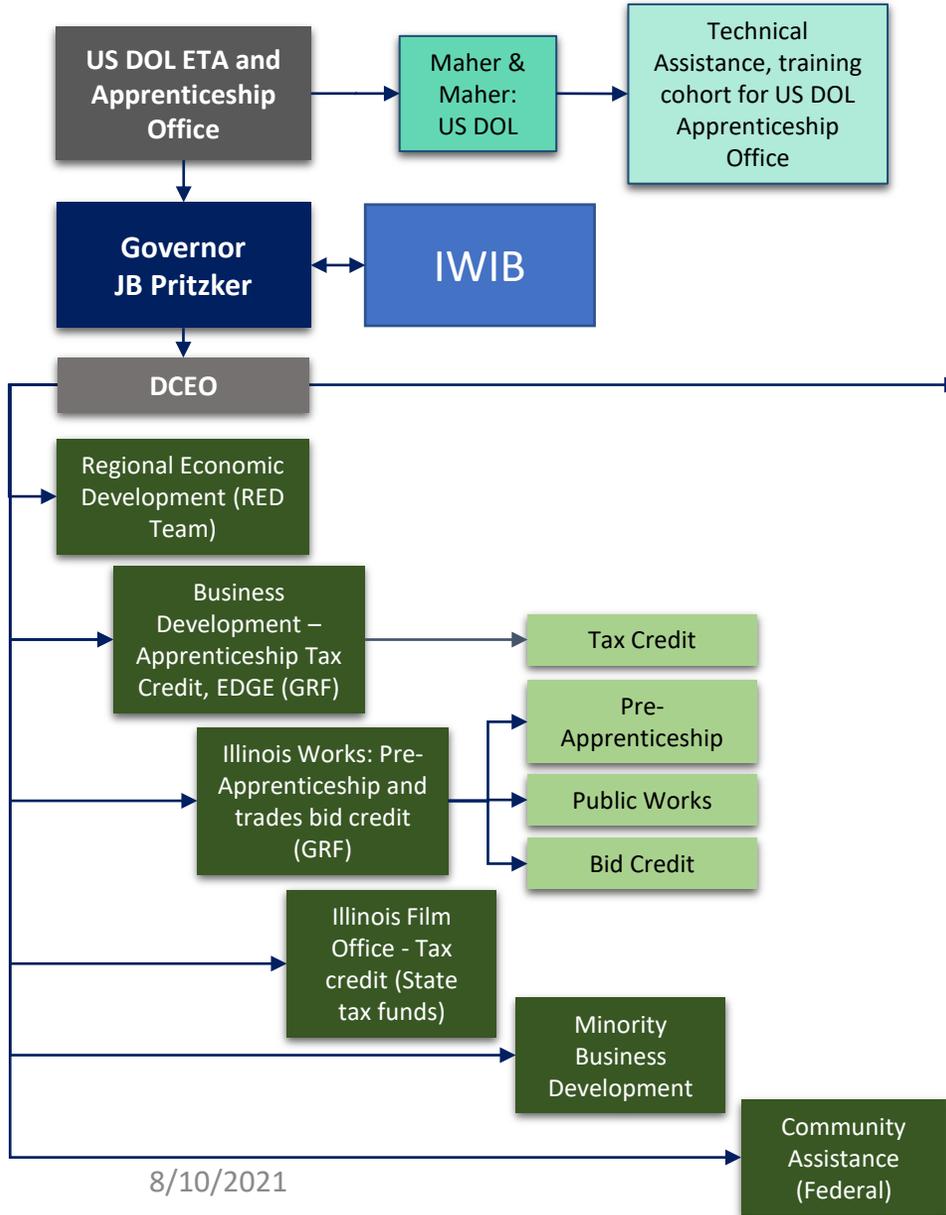
IWIB

- DCEO
- IDHS / Vocational Rehabilitation
- IDoA
- IDOC
- IDOL
- IDOT
- Dept. of Veterans Affairs
- IDES
- ICCB
- IBHE
- ISBE
- Illinois Tollway

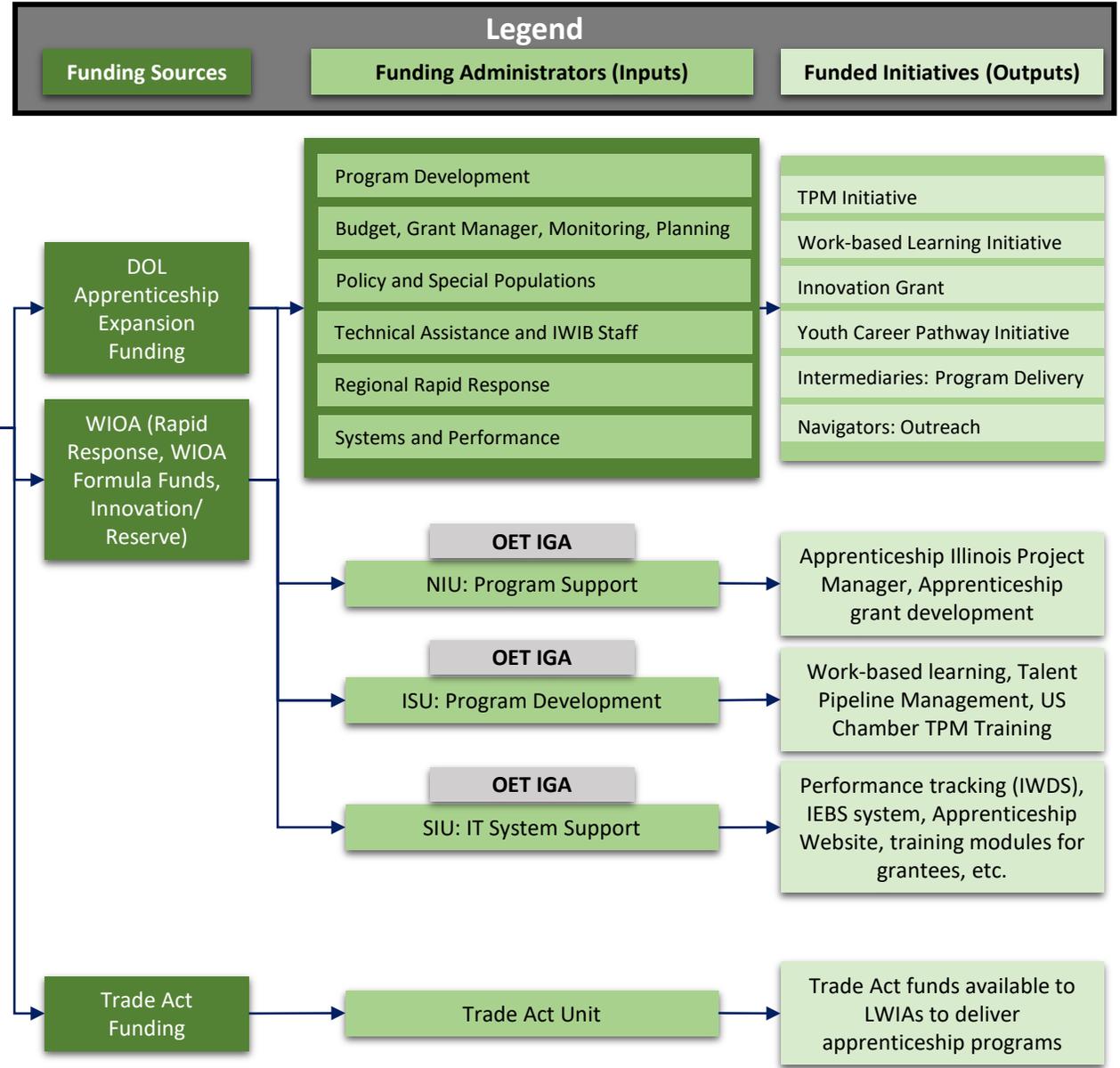
See slides 6-7 for an updated list of Apprenticeship Navigators & Intermediaries

- Private Initiatives/ Employer-Led
- Advocacy Organizations
- Chambers of Commerce and Industry Organizations
- Community-based Organizations
- Unions
- IL Innovation Network
- Chicago Apprenticeship Network

WIOA Apprenticeship Illinois Funding Flow Diagram



8/10/2021





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Department of Commerce
& Economic Opportunity
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This publication was prepared pursuant to a grant from the Illinois Department of Commerce and Economic Opportunity and funded 100% through the Workforce Innovation Opportunity Act.

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