

**WORKFORCE INNOVATION AND OPPORTUNITY ACT  
(WIOA)**

PROGRAM YEAR 2021  
July 1, 2021 – June 30, 2024

**LOCAL WORKFORCE AREA #21**

Serving Greene, Macoupin, Montgomery,  
Morgan, Scott and Shelby Counties in Illinois

**REQUEST FOR PROPOSALS (RFP)  
FOR A  
WIOA ONE-STOP OPERATOR**

For the comprehensive Job Center in Carlinville, Macoupin County, IL and the  
affiliate sites in Carrollton - Greene County, IL,  
Litchfield – Montgomery County, IL  
Jacksonville – Morgan/Scott Counties, IL  
Shelbyville – Shelby County, IL

**WIOA One-Stop Operator  
Proposal Cover Sheet  
Program Year 2021  
Local Workforce Area #21**

Organization/Consortium Macoupin Area American Job Center Consortium  
Project Contact Person Valorie Harris  
Title LWIA 21 One Stop Committee Chairperson  
Mailing Address 5800 Godfrey Road, Godfrey, IL 62035  
  
Telephone Number (618 ) 468-4100 FAX (618) 468-7175  
Email Address vharris@lc.edu  
WIOA Funds Requested \$ 10,000  
  
Date of Submission April 8, 2021

If a Consortium, list each Organization in the Consortium:

Name Valorie Harris Name Michael Sherer  
Agency Lewis & Clark Comm. College Agency West Central Development Council

Name Tim Preston  
Agency Illinois Division of Rehabilitative Services

**Macoupin Area American Job Center Consortium  
Program Narrative**

1. Briefly describe the purpose, activities and services of your organization. Indicate the number of years your organization has been in business and the organization's understanding and experience in workforce development, including the local system, and/or of WIOA and WIA. Why is your organization in the best position to deliver an innovative One-stop Delivery system?

The Macoupin Area American Job Center Consortium (the Consortium) includes the Division of Rehabilitative Services (DRS), Lewis and Clark Community College (LCCC), and the West Central Development Council (WCDC). This partnership was initiated approximately twenty years ago to collaboratively operate the comprehensive One Stop in Calhoun, Greene, Jersey, Macoupin, Montgomery, Morgan, Scott, and Shelby counties. The partners in the Consortium had worked together through numerous iterations of workforce legislation but formally came together at that time under the Workforce Investment Act of 1998. Under the newest legislation, the Workforce Innovation and Opportunity Act, the purpose of the Consortium has not wavered. We continue to be the place for both job-seekers and employers alike to go to find employment-related support. This support is reflected through the numerous and varied activities and services included in the following tables:

Career Service	Partner/Provider
Eligibility for Title 1-B participants	WCDC
Outreach, intake and orientation	WCDC, LCCC, IDES, DRS, Caritas Family Solutions- Senior Community Services Employment Program (SCSEP), IVEDC, Lincoln Land Community College (LLCC), Work Partners
Skills and supportive service needs assessment	WCDC, LCCC, DRS, Caritas-SCSEP, IVEDC, LLCC Work Partners
Labor exchange services	IDES
Program coordination and referral	WCDC, IDES, LCCC, DRS, Caritas-SCSEP, IVEDC, LLCC, Work Partners
Labor market information	IDES
Training provider performance and cost information	WCDC
Performance information for the local area as a whole	WCDC, IDES

Information about the availability of supportive services and referral to these services	WCDC, DRS, LCCC, IDES, IVEDC, LLCC, Work Partners
Information and assistance with UI claims	IDES
Assistance establishing eligibility for financial aid	WCDC, IVEDC, LCCC, LLCC
Employment retention services	WCDC, IDES, DRS, Caritas-SCSEP, Work Partners
Follow-up services for Title 1-B participants	WCDC

Training Service	Partner/Provider
Occupational skills training, including training for nontraditional employment	WCDC, LCCC, LLCC, IVEDC
On-the-job training	WCDC
Incumbent worker training	WCDC
Programs that combine workplace training with related instruction, which may include cooperative education programs	WCDC, LCCC, LLCC
Skill upgrading and retraining	WCDC, LCCC, DRS, IDES, LLCC
Entrepreneurial training	Small Business Center SIUE
Job readiness training provided in combination with other career services	WCDC, IDES, DRS
Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs	LCCC, LLCC, ROE #40

<p>Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training</p>	<p>WCDC</p>
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The Consortium is uniquely positioned to operate the best and most innovative One Stop Delivery System in Greene, Macoupin, Montgomery, Morgan, Scott, and Shelby counties. The Consortium partners have been operating a One Stop Center since 1997. During this time, the One Stop Center achieved certification by the State of Illinois and either met or exceeded the requirements needed for a comprehensive center. The Consortium has demonstrated a proven track record of cooperation and collaboration among its partners. Both individually and collectively, consortium partners have demonstrated an interest in innovative approaches to serving their customers, whether they be businesses, clients, or students, youth or adult. The Consortium has ensured that partners' information is shared on site and on a regular basis and the One Stop has operated smoothly over the years. We have participated in quarterly meetings to keep informed about each other's services and to collaborate on various projects. Recently, a common customer referral form was developed and continues to be used to insure customers are informed of the variety of services available to them. See Attachment A for the Partner Referral Form.

2. Describe the qualifications of the proposed one-stop operator in terms of knowledge, skills and abilities. Please include the resumes of key staff who will be assigned to this project and their roles on the project.

West Central Development Council – Michael Sherer, Director – Mr. Sherer brings a keen understanding of Title IB and numerous other programs to this consortium. Mike has worked in Workforce Development in various jobs for over 30 years and brings a lot of experience working with different groups of customers.

Lewis & Clark Community College – Dr. Val Harris, Associate Dean, Adult Education – Val has over thirty years of experience in the field of adult education working in both leadership and direct instructional roles and has never lost the heart for her students. She brings a deep understanding of Title II programming to the consortium.

Illinois Department of Human Services/Division of Rehabilitation Services – Timothy Preston, Public Services Administrator – Tim brings an in-depth understanding of how to best serve individuals with disabilities – from assessment to vocational counseling to training.

See Attachment B for the resumes of these three key staff members for a more detailed description of their knowledge, skills, and abilities.

3. Provide an overview of your organization's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome within structured rules and guidelines while fostering collaboration and partnerships. Specific examples are strongly encouraged. What is your approach in navigating and resolving challenging partnerships?

Over the past 40 years, the workforce development and training programs have evolved through various legislative changes. The system has moved from Job Training Partnership (JTPA) to Workforce Investment Act (WIA) to the current legislation, Workforce Innovation & Opportunity Act (WIOA). In each of these Federal acts, there were funds to collaborate on projects and programs among state and local agencies to enhance their services to youth, adults and dislocated workers. There were also additional opportunities to innovate as a consortium. Listed below are just some of examples of those partnerships:

- Rapid Response workshops for dislocated workers are coordinated by West Central Development Council and IL Department of Employment Security. Other agencies present at the workshops as well. Many times these workshops take place at the business to inform their laid off workers of the services available to them. This is an ongoing activity.
- Lewis and Clark's Adult Education Area Planning Council annually facilitates a meeting of the partners around the goals and needs of adult learners in the area. This is a legislated activity with specific rules and guidelines provided from the Illinois Community College Board.
- Each year, all of the partner agencies work together to host three job fairs, a Job Fair at Lewis and Clark Community College, a Career Fair at Jersey Community High School which targets youth and a regional job fair. The LCCC Job Fair has over 80 participating employers with an average of 300 attendees. The JCHS Career Fair includes 50-60 employers and attracts over 1000 youth from area high schools. We are looking forward to adding these activities back into our collective work this fall.
- The One Stop Committee, Youth Council and Committees, Rapid Response Groups, and various other groups have met throughout the last 20 years to provide planning and service to customers.

4. Explain your organization's customer engagement approach. Include serving diverse customers including employers, economically disadvantaged, individuals with little or no work experience, individuals with disabilities, dislocated workers with experience, and young adults. Explain how information sharing across a variety of partners and programs is an important aspect of great customer service.

Our one-stop delivery system focuses on an integrated customer service strategy with a “single-point of contact” to our job seeker and employer customers. The service delivery model has been and will continue to be driven by providing exceptional customer service, by meeting the needs of business and job seekers, and by providing seamless services with a team approach.

See Attachment C for the One Stop Center Customer Flow chart.

The following examples demonstrate how we serve our customers:

- Community colleges are adding recruitment efforts, career awareness, and transition activities within the classroom and disability transition services. In addition, they continue bridge programming and ICAPS programming, including transition and job skills in the classroom and for the work force.
  - GED and Adult Education services are offered for students, most of whom are economically disadvantaged and have had little or no work experience.
  - The LCCC Carl D. Perkins Student Support Project provides transitional and direct services for eligible students seeking to enter career and technical education training programs. Those students may be displaced homemakers, non-traditional in his or her chosen career field, have limited English-speaking skills, a single parent, low-income, and/or disabled; physically or academically. Those eligible may receive books, supplies and/or other required materials for the CTE program he or she is entering.
- Vocational rehabilitation (DRS) is continuing to focus on employment opportunities that include on the job training and education, work experience and training services for adults and youth. Transition services and work experience services are provided to youth while in, and when leaving, school. These services are especially helpful for individuals with disabilities. They continue to provide a liaison between their office and the One Stop Center. The staff counselor is on call to assist with services for individuals with disabilities that visit the One Stop and to help Center staff with questions regarding employment opportunities and accommodations for persons with disabilities.
- Illinois Department of Employment Security is continuing the Hiring the Future Program, which works with in school and out of school youth. They also work with WIOA partners for referral and services.
- Regional Offices of Education work with agencies to provide work-based learning, career and transition fairs, job shadowing and transition services to primarily K-12 students.
- Community Services Block Grant collaborates with WIOA partners to cover tuition costs and offer scholarships for low-income individuals.
- LCCC has a Youth Build program that serves the surrounding communities. These programs reach diverse and out of school youth – most of whom are low-income with little or no work experience.

- Illinois Department of Employment Security (IDES) publishes industry and occupational projections, both long and short term, along with other useful data on the Virtual Labor Market Information (VLMI) system and the IDES website. Occupational wage data, demographic characteristics of the Illinois labor force and other employment statistics serve to inform policy makers and service providers on local economic trends and assist them in the process of data-based decision making to serve the Illinois residents, especially the targeted populations in the region. The Illinois Career Information System (CIS) includes an online portfolio, career assessments, comprehensive information on careers, schools and educational programs, budgeting tools, as well as a resume creator and job search tips. The VLMI assists the resume and cover letter process with detailed information on businesses, including contact information, and maps to the locations. This information is available to all partners and is critical to help us to understand the local demand so we can provide the most relevant training for our customers.

Information sharing is an important aspect of great customer service. The One Stop Operations Committee meets every other month to share information about programs and services for the diverse customers that each one serves. The Committee coordinates cross training for front line staff. Excellent customer service will be an emphasis of the Consortium. We are planning on participating in a training on “Customer-centered Design” as a consortium to enhance our already great service.

5. Include a concise budget narrative with hourly rates, expenses, etc.

Budget Narrative – A One Stop Operator budget of up to \$10,000 will be used for various expenditures that will support the operation of the Consortium. Of this, \$8,000 will go toward administrative and staff costs for One Stop oversight, survey analysis, and cross training. Another \$2,000 will be spent on outreach and marketing.

6. Discuss your suggestion for you performance on this contract should be measured. Ideally the Consortium’s performance would be measured on how well we meet our purpose, to be the place for both job-seekers and employers alike to go to find employment-related support. To that end, we could use the Customer Satisfaction Survey that is used currently in the center. See Attachment C for survey. Results from this survey will be shared with Consortium members and One Stop Center staff both to ensure we are meeting our purpose and also inform improvements, when indicated.

To measure impact on the employer side, we could use a survey already created and used with employer that use the Center to recruit employees. Every week there are several employers that advertise job openings through our Job Centers. The employer utilizes space for recruitment and interviews. They are asked to complete the survey after their hiring event. By using the results



of this survey, the effectiveness of the methods of recruiting and hiring applicants would be evident.

Results from both surveys could be shared with the LWIA 21 Workforce Innovation Board as an added accountability measure.



**Valorie K. Harris**

805 Logan

Alton, IL 62002

618-978-7090

harmonyforu2@gmail.com

**Summary**

Knowledgeable and enthusiastic leader with 30 years of experience in the development of educational programming. Accomplished in the areas of staff development, strategic planning, proposal development, fiscal and grant management, policy development and partnership development. Motivated by the life-changing power of education, social justice and service.

**EDUCATION**

Ed.D. Higher Education Leadership, 2016  
Maryville University, St. Louis, MO

Dissertation: *Grit and Student Success: Perceptions of Adult Education Students*

Doctoral Professional Practice Experience with YouthBuild USA, Inc., conducting a qualitative review of Mental Toughness II, a bridge to help YouthBuild and adult education students to successfully transition to college.

M.S. Education, Reading Specialist 1993  
Southern Illinois University. Edwardsville, IL

B.S. Liberal Arts and Sciences, Psychology Field of Concentration 1985  
University of Illinois, Urbana-Champaign, IL

**PROFESSIONAL EXPERIENCE**

Associate Dean (full-time), Adult Education, Lewis & Clark Community College, 2012-present

Director, (full-time), Adult Education, 1993-2012

Responsibilities include giving vision and leadership to all programmatic, strategic and financial facets of adult education in partnership with 30-50 staff members, serving 600-1000 students, and managing grants worth nearly \$1 million annually. L&C's Adult Education Division provides Adult Basic Education, GED Preparation, English as a Second Language, Project READ Adult Literacy, Family Literacy, Bridging the Digital Divide Technology Centers, YouthBuild, and College Transition programs.

Accomplishments include:

- Selected as one of eight Illinois community colleges for funding to change the way adult and developmental education is delivered through an innovative I-BEST approach to teaching.
- Principle grant author, oversaw the successful development, implementation and sustaining of L&C's Department of Labor YouthBuild project (currently implementing 3<sup>rd</sup> \$1.1 million, 3-year grant).
- Developed and strategically co-lead L&C's Student Success Team that insures that substantive changes at the college are documented, team perspectives are considered, and that they are informed by evidence to strengthen students' learning and the institution as a whole.
- Selected as one of thirteen Illinois community colleges in FY 2007 to participate in the Joyce Foundation sponsored Shifting Gears initiative. From this effort, assisted with developing contextualized bridge programming to manufacturing. This also led to the creation of bridge programs contextualized to the health sciences area.

- Primary grant author in the federal Community Technology Center grants in FY 2001 and 2003, oversaw development and implementation of these projects. Eight CTCs continued and served over 1500 community members each year, without federal funding.
- Frequent presenter at local, regional, state and national workshops and conferences

**Public Assistance Retention Specialist, Lewis & Clark Community College, 1991-1993**

- Developed, implemented and reported for a special grant program
- Provided assistance to students in goal identification and completion

**Instructor, Southern Illinois University, Lewis & Clark Community College, 1989-1991**

- Taught reading, writing and mathematics to adults at all skill levels

**Reading Disabilities Diagnostician, Southern Illinois University, Lewis & Clark Community College, 1989-1991**

- Diagnosed reading disabilities and prescribed strategies for improvement

**PROFESSIONAL ASSOCIATIONS**

- IACEA - the voice of adult education in Illinois – Executive Board (Past President, Chair of Legislative Committee)
- Workforce Innovation Board, Local Area 22 (Madison and Bond Counties), 2015-present
- L&C Strategic Plan Steering Committee member (2010-2011)
- Lewis and Clark Area Planning Council (Past Chair), 1998-present
- Illinois Community College Board Strategic Planning Task Force (2009)
- The Job Center Board – Workforce Investment Area 21 (2003-present)
- Illinois Community College Board Funding Task Force (2002-2003)
- Illinois Community College Advisory Council (2000-2001)

**COMMUNITY ASSOCIATIONS and AWARDS**

- Alton Area Habitat for Humanity Board (Former President, Secretary, current Board member), 2009-present
- Lewis and Clark Habitat for Humanity Affiliate Board (President, Former Secretary), 2011-present
- Alton Tax Project, Volunteer Tax Preparer, 2006-present
- Weed and Seed Strategy Steering Committee, 2006-2011
- 2016 Alton YWCA Women of Distinction Award
- 2016 Concerned Citizens of Alton Chairman Award
- 2013 Madison County Urban League Community Service Excellence Award
- 2010 100 Black Men Community Service Award recipient
- 2009 IACEA – the voice of Adult Education Administrator of the Year

**MICHAEL A. SHERER**  
408 W. Fairground  
Hillsboro, Illinois 62049  
Telephone: 217/532-6758  
E-mail: [msherer2@hotmail.com](mailto:msherer2@hotmail.com)

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## **PROFESSIONAL EXPERIENCE**

### Supervision

- Responsible for administering and overseeing employment and training programs, as well as community development programs.
- Twenty two years' experience in directly supervising clerical, professional, and administrative staff.
- Accountable for overseeing MIS staff and assuring accuracy of program information.

### Training

- Using State and Federal guidelines to provide technical assistance to staff in an eight-county region.
- Responsible for setting up and providing training on various new policies, regulations, and techniques.

### Auditing

- Monitoring and evaluating programs, work sites, training sites and contract files.

### Counseling

- Provides career counseling, job development, and placement services to customers.

## **EMPLOYMENT HISTORY**

Executive Director	West Central Development Council	Carlinville, IL	06/10-present
Deputy Director	Workforce Development Council	Carlinville, IL	07/97-06/10
Assistant Director/Monitor	Private Industry Council	Carlinville, IL	06/90-06/97
Monitor/Evaluator	Private Industry Council	Carlinville, IL	06/84-06/90
Field Representative	New Start, Inc.	Springfield, IL	04/80-08/83
Counselor/Coordinator	IL Valley Econ. Dev. Corp.	Carlinville, IL	10/79-04/80
Sales Representative	Lincoln Heritage Life Insurance	Springfield, IL	07/78-10/79

## **EDUCATION**

SOUTHERN ILLIOIS UNIVERSITY, Edwardsville, IL	B.S./B.A.	1978
Major – business Administration	Minor - Marketing	
LEWIS AND CLARK COMMUNITY COLLEGE, Godfrey, IL	A.S./B.A.	1976
Major-Business Administration		

## **REFERENCES**

Available upon request.





**TJP**

**TIMOTHY J. PRESTON**

1710 MT ZION RD \* JACKSONVILLE, IL 62650  
217-553-3647 \* COBBERCREST@GMAIL.COM

## **EXPERIENCE**

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### **OBJECTIVE**

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Provide quality Public administration to a social service agency.

### **SKILLS**

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Excellent verbal, written and manual communication for any integrated and diversified work team.  
Fluent in American Sign Language (ASL)

#### **SERVICE ADMINISTRATOR • STATE OF ILLINOIS DHS/DIVISION OF REHABILITATION SERVICE • 9/2013 – CURRENT**

Supervision of local office program service delivery for Vocational Rehab and Home Services. Duties include quality assurance, fiscal management and service provision as well as labor management relationships. Serve as a partner for our local WIOA.

#### **REHABILITATION COUNSELOR FOR THE DEAF • STATE OF ILLINOIS DHS/DIVISION OF REHABILITATION SERVICE • 1/2002 – 9/2013**

Vocational Rehabilitation to multi-disability caseload of adults and students, determining eligibility and service planning in alignment of federal rehabilitation laws. In 2004, promoted to Senior Rehab Counselor title whereby I assisted trainees as well as facilitated the more complex cases, was liaison for increased community agencies and became a State Rehabilitation Council member.

#### **TRANSITION SPECIALIST**

##### **STATE OF ILLINOIS \* ILLINOIS SCHOOL FOR THE DEAF**

Provided evaluational vocational tests and transition services counseling. Assessed accommodation needs of students, participated in multi-disciplinary conferences and wrote vocational assessment reports.

#### **MENTAL HEALTH THERAPIST & PSYCHIATRIC CONSULTANT COMMUNITY COUNSELING SERVICES – MORGAN COUNTY, IL**

Supervised psychiatric consultant team. Evaluated individuals in suicidal crisis intervention modality. Provided individual and group case managements and counseling.







**TJP**

**TIMOTHY J. PRESTON**

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**EDUCATION**

**MASTER OF ARTS - REHABILITATION COUNSELING ADMINISTRATION**  
**DEC 2003 \* NORTHERN ILLINOIS UNIVERSITY – DEKALB, IL**  
Honor Graduate – 4.0 GPA

**BACHELOR OF ARTS - PSYCHOLOGY**  
**MAY 1983 \* SOUTHERN ILLINOIS UNIVERSITY – CARBONDALE, IL**  
Illinois State Scholar Graduate

**VOLUNTEER EXPERIENCE OR LEADERSHIP**

- State of Illinois 4-H program volunteer for 25 years
- Durbin United Methodist Church Council – President 10 years
- United State Aust. Shepherd Association – Founding President
- AKC Breed Mentor and Judging Education Member



**Proposal Assurance and Signature Form**

I, Valorie Harris . One Stop Committee Chairperson  
Name Title

As an authorized representative of Macoupin Area American Job Center Consortium  
Name of Bidder Entity

certify that I am empowered to transact business for Macoupin Area American Job Center

Consortium. I assure that all statements/claims made in this proposal are factual. I further

assure the above named organization is an Equal Opportunity Employer, accessible to the

handicapped and not prohibited from receiving federal funds.

*Valorie K Harris*

Signature

4/13/2021

Date

Witness:

*Michael Sherar*

Signature

Michael Sherar

Name

Director

Title

4/13/21

Date

**Hold Harmless and Indemnification Agreement**

Macoupin Area American Job Center Consortium (Bidder) agrees to hold harmless and indemnify the Local Workforce Innovation Board (LWIB) #21 against any personal injury or property damage or other loss or damage arising out of the Macoupin Area American Job Center Consortium's (Bidder) negligent acts, errors or omissions in performance of the work to be performed by the Macoupin Area American Job Center Consortium (Bidder) under the Agreement between the parties dated July 1, 2021 - June 30, 2022 to provide services as the WIOA One-stop Operator to the LWIB #21 or any other work or services to the LWIB by the Macoupin Area American Job Center Consortium (Bidder). It is specifically understood and agreed that in no case shall the Macoupin Area American Job Center Consortium (Bidder) be required to pay any amount greater than its comparable or proportional fault or negligence as the personal injury or property damage or other losses indemnified hereby.

Dated: 4/13/2021

*Jaloni K Harris*

\_\_\_\_\_  
**Authorized Representative**

Macoupin Area American Job Center Consortium \_\_\_\_\_  
**Bidder Organization**

*N/A*  
\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**City/State/Zip Code**

\_\_\_\_\_  
**Telephone Number**