Appendix D
Self-Assessment Identifying Information (Cover Page)

Local Area Number/Region: LWIA 21

Name, Title and Organization of Contact Person: Matt Jones, Executive Director, West Central Development Council/LWIA 21

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WIOA Partner Organizations Participating in Self-Assessment: West Central Development Council, IDES, DHS, DRS, Lewis & Clark Community College, National Able, Illinois Valley & Workforce Development Board Chair

Documents to be Included in the Submission: ☐ Report on the Process and Results Presented to the LWIB   ☒ Self-Assessment   ☐ Other: Click or tap here to enter text.

Goal 1: Customer-Centered Design Goals	Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.	Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.	Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the Local Workforce Investment Board (LWIB) on service integration initiatives, timelines, and progress.	Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. Workforce Innovation and Opportunity Act (WIOA) partners will not retaliate against users who provide negative feedback, complaints, or make appeals.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. 1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.				
Level of Integration of Goal Application	2	2	1	2
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.				
Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.				
Strategy for Application Point a: What specific tactics will we use to address the application point?	Use Survey Monkey or other online survey tool to gather customer feedback. Will be done in person as well as through the West Central Development Council/LWIA 21 website. Looking to finalize tool in upcoming months at One-Stop Partner meeting.			

Key Players for Application Point a. Who is responsible? Who else should be involved?	WCDC/WIOA Staff and all partnering organizations (DHS, DRS, IDES, National Able & Illinois Valley
Expected Outcomes for Application Point a. What will be the result of these strategies?	Collected feedback on an ongoing basis to be aggregated and reported to the Workforce Development Board. Results will then be utilized as part of an ongoing push toward more of a customer centered design & delivery of services.
Timeline for Application Point a. What is the due date of each expected outcome?	Begin seeing collected data by 6/30/24, Aggregated data reported to the Workforce Development Board by 12/31/24.
Questions/Needed Assistance for Application Point a. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Once feedback from the above tool(s) mentioned above is gathered starting on or about 6/30/24, then eventual aggregated data can be shared with the board & partners. This will become an ongoing agenda item for the One-Stop Partner Committee and results/changes from the data will begin to happen in calendar year 2025.
Key Players for Application Point b. Who is responsible? Who else should be involved?	4 core partners and eventually all One-Stop WIOA partners.

Expected Outcomes for Application Point b. What will be the result of these strategies?	Improved services & service delivery
Timeline for Application Point b. What is the due date of each expected outcome?	6/30/24 for customer survey results to be fully received and beginning the process of aggregating data.
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the LWIB on service integration initiatives, timelines, and progress.

Strategy for Application Point c: What specific tactics will we use to address the application point?	The Workforce Development Board (local LWIB) will be integral in overseeing the implementation of the initiatives, goals, etc. as outlined in the One-Stop Operator's scope of work within the proposal. LWIA 21's One-Stop Operator agreement will be put out for bid again in the spring of 2024.
Key Players for Application Point c. Who is responsible? Who else should be involved?	Workforce Development Board and OSO Operator/Consortium Partners
Expected Outcomes for Application Point c. What will be the result of these strategies?	The OSO will be responsible for reporting out on the initiatives, timelines and progress in the format as outlined in the new agreement effective 7-1-24.

Timeline for Application Point c. What is the due date of each expected outcome?	First 2 quarters of PY 24' (by 12/31/24 at the latest)
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. WIOA partners will not retaliate against users who provide negative feedback, complaints, or make appeals.

Strategy for Application Point d: What specific tactics will we use to address the application point?	This is currently happening through the feedback process established for the core partners.
Key Players for Application Point d. Who is responsible? Who else should be involved?	4 core partners at the beginning, eventually expand to all WIOA partners.
Expected Outcomes for Application Point d. What will be the result of these strategies?	Honest, constructive feedback, from both businesses and job seekers, that will enhance & improve services true to the customer centered design model.
Timeline for Application Point d. What is the due date of each expected outcome?	Late PY 23', early PY 24'.

Questions/Needed Assistance for Application Point d. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 2: Partner Staff Goals	Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.	Application Point b. Communication across partners is consistent, comprehensive, and timely.	Application Point c. All partner staff receives current and relevant professional development to service integration goals.	Application Point d. All partner staff are treated as valued and respected team members.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. 1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.				
Level of Integration of Goal Application	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.				

Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.

Strategy for Application Point a: What specific tactics will we use to address the application point?	Cross training needs are discussed at every One-Stop Partner meeting and plans are always being made to provide needed training on not only partner programs and services, but other topics such as career pathway training, human centered design, DEIA.
Key Players for Application Point a. Who is responsible? Who else should be involved?	All One-Stop partners, led by core partners.
Expected Outcomes for Application Point a. What will be the result of these strategies?	Increased awareness of programs and a clearer understanding of possible collaborative efforts
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing and reviewd on a month to month basis.
Questions/Needed Assistance for Application Point a. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Communication across partners is consistent, comprehensive, and timely.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	Email, TEAMS meetings and in-person meetings are used to maintain consistent communication. TEAMS could be used more efficiently by being the place where documents are kept and chats can happen on a frequent basis.
Key Players for Application Point b. Who is responsible? Who else should be involved?	All staff
Expected Outcomes for Application Point b. What will be the result of these strategies?	Improved communication and better trained partners & staff.
Timeline for Application Point b. What is the due date of each expected outcome?	On going and into PY 24'.
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO

Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. All partner staff receives current and relevant professional development to service integration goals.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	Partners consistently review training needs and work together to identify professional development options. Partners are aware of webinars, etc. to be viewed and shared during meetings. Partners to share their individual professional development with the group.
Key Players for Application Point c. Who is responsible? Who else should be involved?	All partners led by the core partners.
Expected Outcomes for Application Point c. What will be the result of these strategies?	More relevant professional development for partner staff at all levels, especially as it relates to the service integration goals. This should always be consistent and ongoing.
Timeline for Application Point c. What is the due date of each expected outcome?	On going and into PY 24'.
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	

Application Point d. All partner staff are treated as valued and respected team members.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	Staff at all levels are invited to training opportunities provided by the other partners, DCEO and other organizations. The staff member is not only valued for the work they do but also in terms of how they are doing with their professional development, mental health, etc.
Key Players for Application Point d. Who is responsible? Who else should be involved?	All partners led by the core partners.
Expected Outcomes for Application Point d. What will be the result of these strategies?	More enhanced opportunities for staff to be well rounded, both professionally and personally. Also more opportunities for staff input and feedback in relation to their own organization, the WIOA partner system and the service integration goals.
Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing, increasing more in PY 24'.
Questions/Needed Assistance for Application Point d.	N/A

What questions do you have?	
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 3: Intake and Assessment Goals	Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.	Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.	Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.	Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.	Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.	Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.

For each application point please rank your area's Level of Integration of Goal Application according to the following scale.

1- This application point is not occurring nor is currently being planned.
2- This application point is currently being planned.
3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	2	2	2	2	3	2

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.

Strategy for Application Point a:	Will add this item to our One Stop Partner meeting agenda. Explore the "Unify" system for sharing intake, referrals, etc. Will also continue using the shared partner power point presentation. Through all of this partners can share more about their intake processes, possibilities for cross training, best practices, etc.

What specific tactics will we use to address the application point?	
Key Players for Application Point a. Who is responsible? Who else should be involved?	One Stop Partners (all), especially Job Center frontline staff and partners that are co-located or visit on a frequent basis.
Expected Outcomes for Application Point a. What will be the result of these strategies?	Customers will have better access to and awareness of services.
Timeline for Application Point a. What is the due date of each expected outcome?	Ramping up early PY 24'.
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.

Strategy for Application Point b: What specific tactics will we use to address the application point?	More detailed and enhanced information will be provided to customers during intake by following the strategy listed above in application point a: Will add this item to our One Stop Partner meeting agenda. Explore the "Unify" system for sharing intake, referrals, etc. Will also continue using the shared partner power point presentation. Through all of this partners can share more about their intake processes, possibilities for cross training, best practices, etc.

Key Players for Application Point b. Who is responsible? Who else should be involved?	One Stop Partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	Enhanced, streamlined and more value driven intake process for customers.
Timeline for Application Point b. What is the due date of each expected outcome?	PY 24'
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.

Strategy for Application Point c: What specific tactics will we use to address the application point?	Share strategies at One Stop Partner meetings. Also provide cross-training about intake & assessment among partners, ensuring that the most appropriate partner is serving the client's needs and that all options are shared during the intake process.
Key Players for Application Point c. Who is responsible? Who else should be involved?	One Stop Partners and front line staff at the Job Center.

Expected Outcomes for Application Point c. What will be the result of these strategies?	Open dialogue between partners as well as customers fosters a relationship of trust and allows partners & customers to make informed choices and that begins the foundation of a solid IEP as well as increasing referrals, etc.
Timeline for Application Point c. What is the due date of each expected outcome?	PY 24'/PY 25'
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.

Strategy for Application Point d: What specific tactics will we use to address the application point?	This wil also be added to the regular One Stop Partner meeting discussions. A determination of which assessments are utilized and for what purposes will help drive a decision on the best, most singular assessment to use in the future (if feasible)
Key Players for Application Point d. Who is responsible? Who else should be involved?	One Stop Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	Having the long term goal of a single assessment tool would help streamline the process for the customer while also providing less testing and generaly anxiety about the process itself.

Timeline for Application Point d. What is the due date of each expected outcome?	PY 25'
Questions/Needed Assistance for Application Point d. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.

Strategy for Application Point e: What specific tactics will we use to address the application point?	Career Specialists/Case Managers make contact with individuals based on their individual service plans and develop a plan of action for securing the required documentation.
Key Players for Application Point e. Who is responsible? Who else should be involved?	All partners, especially Job Center frontline staff.
Expected Outcomes for Application Point e. What will be the result of these strategies?	Better customer experience and overall success rate.
Timeline for Application Point e. What is the due date of each expected outcome?	PY 24'/PY 25'

Questions/Needed Assistance for Application Point e. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.

Strategy for Application Point f: What specific tactics will we use to address the application point?	This will also be added to the One Stop Partner meeting agenda/discussion so that all partners continue to share ideas, training opportunities, etc. around these best practices.
Key Players for Application Point f. Who is responsible? Who else should be involved?	All partners, especially Job Center frontline staff.
Expected Outcomes for Application Point f. What will be the result of these strategies?	Better access for customers, better success and completion rates overall.
Timeline for Application Point f. What is the due date of each expected outcome?	PY 24'/PY 25'
Questions/Needed Assistance for Application Point f. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 4: Service Goals	Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.	Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.	Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.	Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.	Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.

For each application point please rank your area's Level of Integration of Goal Application according to the following scale.

1- This application point is not occurring nor is currently being planned.
2- This application point is currently being planned.
3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	3	3	2	3	3

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.

Strategy for Application Point a: What specific tactics will we use to address the application point?	WIOA partners support service integration with communication and regularly scheduled One Stop Partner meetings. These meetings are hybrid to allow for full participation across all partners.
Key Players for Application Point a. Who is responsible? Who else should be involved?	All partners, led by the core partners.
Expected Outcomes for Application Point a. What will be the result of these strategies?	Partner input is gathered from all partners at the regular meetings. There is (and will continue to be) increased communication and relationship building, which results in improved collaboration and improved services for customers.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing and into PY 24'.
Questions/Needed Assistance for Application Point a. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Cross-training will continue to occur and be planned out during the One Stop Partner meetings. The partner cross-training allows all staff to stay familiar with area agency services, streamline the referral process (including tracking, aggregating and reporting) and improve the follow up process.

Key Players for Application Point b. Who is responsible? Who else should be involved?	All partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	All partners become more familiar with other partner agency services, allowing them to make more educated referrals and improve the overall customer experience. Referral processes are created and implemented. Staff continues to participate in ongoing cross-training sessions.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing and into PY 24'
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.

Strategy for Application Point c: What specific tactics will we use to address the application point?	The use of customer survey information and results will allow partners to explore not only the process itself but how to quantify and utilize the data for ongoing continuous improvement.
Key Players for Application Point c. Who is responsible? Who else should be involved?	All partners

Expected Outcomes for Application Point c. What will be the result of these strategies?	Identification of areas that need improvement, based on the customer's feedback. This could also help reduce duplication of partner services.
Timeline for Application Point c. What is the due date of each expected outcome?	PY 25'.
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.		
Strategy for Application Point d: What specific tactics will we use to address the application point?	Each partner will continue using IEP's/service plans and customer goals as a way to guide services, but partners could regularly talk about the processes and results at the regular One Stop Partner meetings. This will lead to a more enhanced, coordinate experience for the customer based on their needs and desired goals & outcomes.	
Key Players for Application Point d. Who is responsible? Who else should be involved?	All partners	
Expected Outcomes for Application Point d. What will be the result of these strategies?	Better processes for intake, referrals, follow up, etc.	

Timeline for Application Point d. What is the due date of each expected outcome?	PY 25'
Questions/Needed Assistance for Application Point d. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	The Carlinville Job Center is open to walk in customers desiring to see a career specialist. Customers also have immediate access to all agencies not on site through direct linkage and other means. All IDES customers are currently prompted to make an appointment or call the customer service line if needs cannot be met onsite. The local BST or WIOA staff will meet with businesses direcly in person at the one stop if requested or needed.
Key Players for Application Point e. Who is responsible? Who else should be involved?	All partners, especially Job Center frontline staff.
Expected Outcomes for Application Point e. What will be the result of these strategies?	More awareness and utilization of services.
Timeline for Application Point e. What is the due date of each expected outcome?	Ongoing and PY 24'.

Questions/Needed Assistance for Application Point e. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 5: Career Pathways Goal	Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.	Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.	Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.

For each application point please rank your area's Level of Integration of Goal Application according to the following scale.

1- This application point is not occurring nor is currently being planned.
2- This application point is currently being planned.
3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	2	2	3

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.

Strategy for Application Point a: What specific tactics will we use to address the application point?	Career Pathways training will be provided to partners and staff. Partners also attend community meetings with a variety of providers and organizations. These providers/organizations are involved with services such as mental health, pre-K, adult case management, food insecurity and homeless resources. Partner representatives will continue to perform community outreach to find services that can assist customers from all partner programs.
Key Players for Application Point a. Who is responsible? Who else should be involved?	All WIOA core and extended partners through the Carlinville Job Center. These representatives are key to gathering information and sharing it with all partnering organizations.
Expected Outcomes for Application Point a. What will be the result of these strategies?	More complete wrap around supports to help customers identify and overcome barriers toward a more successful career pathway. Having a regularly scheduled meeting of the interagency team will also help provide better access to community services.
Timeline for Application Point a. What is the due date of each expected outcome?	Will start PY 23' with Career Pathways training and extend into PY 24' with the start up of the Interagency Team meetings.

Questions/Needed Assistance for Application Point a. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Business input is frequently received through business services team (BST) meetings and Workforce Development Board meetings discuss current & local labor market trends. LWIA 21 will use Talent Pipeline Management (TPM) training to guide meetings and better serve area businesses by focusing on their businesses and sector. Area educational institutions and training providers have been receptive to meeting the needs of businesses by offering training & other services provide much needed career pathways and skill upgrades. It is also vital to include chambers of commerce, economic development organizations and other interested parties in creating this foundatonal network.
Key Players for Application Point b. Who is responsible? Who else should be involved?	Strong business interaction will be led by all business services team (BST) representatives from partnering organizations. This includes but is not limited to the Carlinville Job Center partner staff.
Expected Outcomes for Application Point b. What will be the result of these strategies?	Effective matching between business and job seekers resulting in a higher probability of success (hiring, retention, etc.). Programming that better meets the needs of the business community and prepares a more highly skilled workforce. This in turn creates more opportunities for backfilling new openings.
Timeline for Application Point b. What is the due date of each expected outcome?	Starting PY 24' (after 7/1/24) and ongoing we will utilize the BST to determine next steps, goals, etc.
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.

Strategy for Application Point c: What specific tactics will we use to address the application point?	All partners use timely labor market information for planning & reviewing a variety of items at each one-stop partner and Workforce Development Board meeting. Each partner discusses what they are experience in regards to trends, events such as large layoffs/closures, new businesses, customer trends, training, etc.
Key Players for Application Point c. Who is responsible? Who else should be involved?	The 4 core partners lead discussions during the meetings, with all other partners expected to provide input from their agency or area of service.
Expected Outcomes for Application Point c. What will be the result of these strategies?	Using timely and accurate LMI will result in a more successful connections to the labor market for customers – both businesses and individual job seekers.
Timeline for Application Point c. What is the due date of each expected outcome?	This is currently ongoing and continuing into PY 24'.
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Strategy for Application Point c: What specific tactics will we use to address the application point?	See Above

Goal 6 Information Goals:	Application Point a. All partners will share information on a continual basis.	Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.	Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.	Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.	Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.	Application Point f. Partners will inform customers of their Appeal Rights.

For each application point please rank your area's Level of Integration of Goal Application according to the following scale.

1- This application point is not occurring nor is currently being planned.
2- This application point is currently being planned.
3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	3	3	3	3	2	2

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. All partners will share information on a continual basis.

Strategy for Application Point a: What specific tactics will we use to address the application point?	Partners share information at the One-Stop Partner meetings. Partners communicate about changes that affect services during the Consortium meetings and through the cross-training sessions that are held almost every month. Partners are also exploring the use of Microsoft TEAMS to store folders with updates, partner information and resources. TEAMS can also be used for chat sessions to help provide easier way to quickly communicate between partners. Unify software/website (electronic referral system) will also be reviewd to determine if all partners may participate in the near future.

Key Players for Application Point a. Who is responsible? Who else should be involved?	Core partners will be the lead players while all partners will participate at some level.
Expected Outcomes for Application Point a. What will be the result of these strategies?	Improved communication regarding services and programs to provide a more seamless & enhanced delivery to customers.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing and into PY 24'.P
Questions/Needed Assistance for Application Point a. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Partners regularly share information regarding changes to state/federal policies and procedures. This information is shared at One-Stop Partner meetings, board meetings, MOU negotiations, local and regional planning sessions.
Key Players for Application Point b. Who is responsible? Who else should be involved?	All One-Stop Partners.

Expected Outcomes for Application Point b. What will be the result of these strategies?	Better informed partners, better delivery of services to customers and an enhanced referral system. Also, maintained compliances in regards to local, state and federal guidelines.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing and into PY 24'.
Questions/Needed Assistance for Application Point b. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.

Strategy for Application Point c: What specific tactics will we use to address the application point?	Labor Market Information (LMI) is reviewed during partner meetings and at each Workforce Development Board (local LWIB) meeting. Each partner provides input regarding LMI from their program perspective – such as program enrollments, trending programs, new businesses, business closures & layoffs, business placements and partnerships. We will continue to share the most up to date LMI to share and review with all partners.
Key Players for Application Point c. Who is responsible? Who else should be involved?	West Central Development Council and IDES are the leads in providing and discussing the many facets of LMI during partner meetings, board meetings and through other means.
Expected Outcomes for Application Point c. What will be the result of these strategies?	Relevant and timely, demand driven decisions for partners and customers.

Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing and into PY 24'.
Questions/Needed Assistance for Application Point c. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.

Strategy for Application Point d: What specific tactics will we use to address the application point?	Currently the One-Stop Operator Consortium hosts partner meetings and cross-training sessions. Implementation of bi-monthly meetings, the use of shared platforms to store information and chat groups through TEAMS will also increase communication across all partners. In person meetings along with virtual/hybrid options also promote more accessible communications for everyone.
Key Players for Application Point d. Who is responsible? Who else should be involved?	All partners led by One-Stop Partner Consortium
Expected Outcomes for Application Point d. What will be the result of these strategies?	Regular consistent communication results in better relationships among partners and increases the likelihood of referrals and improved customer services & results.
Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing and into PY 24'.

Questions/Needed Assistance for Application Point d. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.

Strategy for Application Point e: What specific tactics will we use to address the application point?	Customer information is shared (when appropriate & feasible) when a customer is referred to a partner, is enrolled in multiple programs or receiving services from more than one partner agency. Information is shared by use of partner referrals or through partner intake paperwork. The partners have discussed having meetings with the customer and multiple partners at one time to provide better wrap around services, etc. Customer consent is key to providing wrap around services and customers must be informed and how understand the details of confidentiality. Partners must work to ensure they a full understanding of and respect for confidentiality policies and procedures. Partners will meet to discuss confidentiality requirements within their agencies to ensure all partners understand how this will affect partnerships and providing better, more complete wrap around services to customers.
Key Players for Application Point e. Who is responsible? Who else should be involved?	Partner representatives and/or designated staff.
Expected Outcomes for Application Point e. What will be the result of these strategies?	When partners are sharing information, customers will receive a more thorough experience and will have access to a broader mix of available services. Also partners adhering to confidentiality practices will protect customer rights and individual information.
Timeline for Application Point e. What is the due date of each expected outcome?	Late PY 23' and into PY 24'.
Questions/Needed Assistance for Application Point e. What questions do you have?	N/A

Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point f. Partners will inform customers of their Appeal Rights.	

Strategy for Application Point f: What specific tactics will we use to address the application point?	Partners will meet and review the appeal and grievance policies, how customers are informed and where the customer may obtain the needed information. The Job Center will post and make appeal/grievance rights for all Title 1 programs as well as other partner programs. TEAMS shared folders will be explored to house all grievance and appeals information for partners. The new WCDC website could also provide an outlet for partner information on this topic.
Key Players for Application Point f. Who is responsible? Who else should be involved?	All partners, especially starting with the core partners.
Expected Outcomes for Application Point f. What will be the result of these strategies?	Customers and partners being fully aware of rights and responsibilities associated with their connection to the One-Stop Partners, WIOA, etc.
Timeline for Application Point f. What is the due date of each expected outcome?	Ongoing and increased in PY 24'.
Questions/Needed Assistance for Application Point e. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO

Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 7: Evaluation Goals	Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.	Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.		
Level of Integration of Goal Application	2	1
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.		

Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.	
Strategy for Application Point a: What specific tactics will we use to address the application point?	One Stop Partners will review the customer satisfaction tools that each one of them uses and will share with the group how they gather and process the feedback. They will also review the feedback on an ongoing basis at the One-Stop Partner meetings. This information could be gathered in person or through the new WCDC interactive website.
Key Players for Application Point a. Who is responsible? Who else should be involved?	All partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	The partners will better understand each other, their customer base and can use the feedback to develop strategies to build a unique & comprehensive system of services for the community. This in keeping with the overall concept of human centered design.

Timeline for Application Point a. What is the due date of each expected outcome?	Starting with the tools and gathering of data in early PY 24'.
Questions/Needed Assistance for Application Point a. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	One Stop Partners will thoroughly review the IWIB Evaluation Toolkit and determine the feasibility of using it in assessment of the local service integration efforts.
Key Players for Application Point b. Who is responsible? Who else should be involved?	All partners.
Expected Outcomes for Application Point b. What will be the result of these strategies?	Sharing evidence-based information resulting from successful integration practices will provide justification for policies & procedures that better serve the community.
Timeline for Application Point b. What is the due date of each expected outcome?	PY 24' and PY 25'

Questions/Needed Assistance for Application Point b. What questions do you have?	N/A
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.