

LWIA #21

EDR #1

Workforce Innovation and Opportunity Act (WIOA)

LOCAL PLAN
2024
(Revised 2026)

Chapter 4: Operating Systems and Policies

This chapter provides an overview of all the operating systems and policies within the Local Workforce Innovation Areas (LWIAs). LWIAs must incorporate key documents into the plan that describe the one-stop delivery system and the services that are provided by the workforce partners. LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with the local operating system and policies.

- A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan. As part of this plan, the LWIA will complete a Service Integration Self-Assessment of its progress on service integration. A copy of the documentation associated with the self-assessment process will be submitted as an appendix to this plan. Additionally, this plan must include the following statements in this chapter:
1. The Local Workforce Innovation Area #21 **Memorandum of Understanding** provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (30 CFT Part 678.705). The Memorandum of Understanding (MOU) and any subsequent modifications is incorporated by reference into this plan.
 2. The Local Workforce Innovation Area #21 **Service Integration Self-Assessment Tool** provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Service Integration Policy (WIOA Policy Chapter 1, Section 13) The Service Integration Self-Assessment Tool, and any subsequent modifications, are incorporated by reference into this plan.
- B. *Provide a copy of the following local policies and agreements (see separate attachments after plan)*
1. *Chief Elected Official (CEO) Functions and Agreement Between Multiple Chief Elected Officials (WIOA Policy Chapter 1, Section 2)*
 2. *Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability (WIOA Policy Chapter 1, Section 3)*
 3. *Local Workforce Innovation Board (LWIB) Certification and Recertification Requirements (WIOA Policy Chapter 1, Section 5)*
 4. *One-Stop Operator Procurement (WIOA Policy Chapter 1, Section 7)*
 5. *Career Planning (WIOA Policy Chapter 4, Section 2)*
 6. *General Follow-Up Services (WIOA Policy Chapter 4, Section 3)*
 7. *Selective Service Registration Requirements (WIOA Policy Chapter 5, Section 1.1)*
 8. *Youth Eligibility (WIOA Policy Chapter 5, Section 4)*
 9. *Service Priorities (WIOA Policy Chapter 5, Section 6)*
 10. *Veterans' Priority of Service Requirements (WIOA Policy Chapter 5, Section 7)*
 11. *Individual Training Accounts (WIOA Policy Chapter 7, Section 2.1)*
 12. *On-the-Job Training (WIOA Policy Chapter 7, Section 2.2.1)*
 13. *Incumbent Worker Training (WIOA Policy Chapter 7, Section 2.2.3)*
 14. *Work Experience (WEX) and Transitional Jobs (WIOA Policy Chapter 7, Section 2.5)*
 15. *Training Provider and Training Program Eligibility – Eligible Training Provider List (WIOA Policy Chapter 7, Section 3)*

16. *Supportive Services (WIOA Policy Chapter 7, Section 4)*
17. *Privacy and Security (Personally Identifiable Information) (WIOA Policy Chapter 8, Section 2.2)*
18. *Property Control for Property Purchased with WIOA Funds (WIOA Policy Chapter 8, Section 3.6)*
19. *Compliant and Grievance Procedures (Nondiscrimination) (WIOA Policy Chapter 8, Section 5)*

C. Describe how the use of technology and other alternative means of service delivery in the one-stop delivery system, including a description of:

1. How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).

The workforce center staff have participated in webinars as well as workforce summits to plan and discuss the best way to integrate systems for case management and intake. Better use of IWDS and Illinois workNet will be discussed and plans will be considered to transition to an integrated system.

Furthermore, with the implementation of IWDS 2.0, LWIA 21 and its partners will move one step closer to a more technology driven and mutually shared model. Additionally, with the new partner referral system included in IWDS 2.0, the partners will have a much more efficient and streamlined mechanism in place to not only make referrals between organizations, but also a means of tracking and following up on those referrals.

2. How the local area is using multiple methods to provide orientations for customers, including but not limited to, virtual and asynchronous orientations.

LWIA 21 offers orientations on a one-on-one basis (as needed) at the comprehensive one-stop in Carlinville as well as at the other outlying access centers. Information on WIOA and partner services is also offered by each of the partners as part of their individual intake process, both in-person and through virtual means. Also, a WIOA Partner Power Point has been developed for use in group orientations as well as community outreach and rapid response events.

3. How the Local Board will facilitate access to services provided through the one-stop delivery system through the use of technology and other means, such as online meeting software and mobile workforce centers. (§ 679.560(b)(5)(ii)).

The Local Board will coordinate and facilitate access to services through IWDS, agency internet, Illinois workNet, and various communication systems. These systems will need updated as we move through this process. LWIA #21 has non-designated offices to ensure access in the rural and remote areas. A help-wanted ads/newsletter goes out weekly via e-mail to various individuals, agencies, and especially to job seekers. Printed copies are available in the centers for individuals who do not have computer access or for anyone that will prefer a printed copy.

D. Describe how the Local Board will support the strategies identified in the WIOA State Plan and

work with entities carrying out core programs, including a description of the following (§ 679.560(b)(1)(ii)):

1. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));

The local Workforce Development Board (WDB), in coordination with their local Job Centers, will expand access to employment and training services by constantly promoting our regular WIOA funded programs by listing our program flyers in our weekly help wanted/newsletter and on our website. This information source goes out to hundreds of job seekers and agencies via e-mail. The various agencies then forward this to their customers with barriers to employment. Our program information is also distributed to our local chamber and business organizations.

2. Scaling up the use of Integrated Education and Training models to help adults get their State of Illinois High School Diploma and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations;

Local adult education programs across LWIA 21 partner to offer Integrated Education and Training models (ICAPS) that promote Illinois High School Diploma attainment and English language acquisition while simultaneously participating in training that produces industry-recognized credentials. Lewis and Clark's Adult Education Program offers three in-demand IET/ICAPS pathways: 1) Construction where they receive the HBI-PACT industry-recognized credential; 2) Computer Careers where they receive the IC3 Digital Literacy credential. We support students in additional college programs as well with supported Integrated Education and Training models in Welding, Automotive Technology and Health Sciences Certified Nurse Assistant programming. In fact, we can customize IET's/ICAPS around most of the college's career programs. Students attending on campus or at any of the college's locations also receive a transition course as they finish their first semester in each pathway to ensure that they understand how to navigate their next step whether it is employment or further training. This relationship with their Transition Coordinator who is familiar with college and partner supports will continue to support students as they transition. Students will learn that pathways have on and off ramps; if they do need to go to work they will also understand how to return to college for further education to move them further along the pathway. This includes service integration components and the ability to serve our rural as well as our urban students.

3. How the core programs in the local area will leverage their business services to provide more holistic support to employers;

LWIA 21 has a very robust Business Services Team (BST) that meets on a regular basis in accordance with the Workforce Development Board and its other committees. By involving the core WIOA partners as well as other organizations, board members and interested parties, the BST follows the state's framework for a more well-rounded, holistic approach to serving the business community. In addition to sharing information about hiring events, job openings, etc. the BST utilizes (along with its committee members) the new West Central Development Council website as a portal for business services activities. This includes the ability for businesses to register on the

website, post positions and other vital information as well as browse resumes for individual job seekers. Also, the BST members are fully aware of the work-based learning programs available to local businesses, including On-The-Job Training, Incumbent Worker Training, Customized Training and Paid Work Experience.

4. Increasing the awareness of the services the workforce development system offers to both individuals and employers in the local area;

The Business Services Team, One-Stop Partner Committee, Youth Committee and Policy Committee all meet on a regular basis in accordance with the Workforce Development Board. Information is regularly shared and reported out at these meetings and also through the new West Central Development Council website, which is highly interactive and designed for all of the WIOA partners. LWIA 21 also regularly participates in discussions with local chambers of commerce, economic development organizations, educational institutions and community-based organizations as a way to provide information on job seeker and business services.

5. Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;

Currently local colleges in the region rely on partnerships with high schools, sharing information via college catalogs on websites and word of mouth to inform students about the availability of Prior Learning Assessments and/or Credit for Prior Learning. Local Boards could support increasing marketing efforts around such things as improved use of technology, nurturing strategic partnerships with local businesses or military personnel, or through more structured approach to academic planning and orientation.

6. How targeted marketing will be used to reach various segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations, as well as younger jobseekers that do not yet have a plan for a post-high school career;

In the one-stop network, we are fortunate to have as partners the Illinois Department of Human Services and National Able, who work with such segments of the population.

The local Illinois Department of Human Services (DHS) office in Carlinville work with the ABAWDs in the local area. An ABAWD is a person between the ages of 18 and 49 who has no dependents and is not disabled. ABAWD stands for Able Bodied Adult Without Dependents. Most are low-income working adults on SNAP. SNAP rules require all recipients meet work requirements unless they are exempt because of age or disability or another specific reason. Some of these working individuals are ABAWDs, or able-bodied adults without dependents. ABAWDs must meet special work requirements, in addition to the general work requirements, to maintain their eligibility.

The Senior Community Service Employment Program (SCSEP) is the only national employment program specifically for older Americans. It is authorized by the Older Americans Act and overseen through USDOL/ETA. The Title V program SCSEP program is designed to help older job seekers build skills and connections to employment opportunities in their community, and subsequently obtain meaningful employment. Participants achieve these goals through a combination of work

experience and skills training. National Able Network (Able) delivers the program locally. Potential participants are referred to Able through a variety of methods, including direct referrals from the Job Centers. To qualify for participation in the SCSEP program, an individual must meet initial qualification requirements including: be 55 years or older; unemployed; seeking employment; have barriers to employment; have household income that does not exceed 125 percent of the federal poverty guidelines; require skill development to become “employment ready”; and be a resident in the state and county in which they are applying for services.

7. Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii)); and

All of our grant funds also include sector-based grants and promote career pathways in high growth employment such as transportation and healthcare. Co-enrollment is also promoted when appropriate and necessary. At our local LWIB meetings, we discussed how to best facilitate the development of career pathways and co-enrollment. Various partners give reports that include these strategies.

8. Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (§ 679.560(b)(2)(iii)).

All of our training programs result in recognized credentials such as a CDL license, CNA, LPN, RN, HVA, welding, etc. IWDS tracks credentials and each of the three funding streams have the credential rate as a performance measure.

Improving access to activities leading to a recognized post-secondary credential will be achieved by continuing to partner with the local community colleges and training providers to improve access to activities leading to recognized postsecondary credentials including industry recognized certificates, certifications, and portable and stackable credentials. In some instances, these colleges offer bridge programs to assist with building contextualized reading, writing and math skills to prepare individuals for these programs. For example, both Lewis and Clark Community College and Lincoln Land Community College offer a Bridge to the Certified Nurse Assistant program to assist people with lower reading skills to better prepare for the CNA class and improve the likelihood of their passing their certification exam and earning their credential. Also receiving the CNA credential is an important first step in obtaining an LPN or RN degree.

- E. Describe how local strategies will be coordinated with state (including the Illinois’ WIOA State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of the following:

1. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6))

The **WIOA Dislocated Worker Program** provides career and training services to help job seekers who meet the definition of a dislocated worker. Additionally, separating service

members are eligible for dislocated worker services as they transition from military to civilian careers if they meet the requirements. The goal of the Dislocated Worker Program is to help individuals return to the workforce with the skills they need to obtain quality employment in “in-demand” industries. These career and training services are provided through the one-stop delivery system at the American Job Center.

The Dislocated Worker Program’s delivery of career and training services is tailored to the individual needs of job seekers. The Dislocated Worker program is identified as a core program under WIOA and, among other things, is responsible for combined planning, shared performance indicators and aligned service delivery with other core and One-Stop Partner programs.

The WIOA **Youth Program** provides services for young adults to succeed in education and the workforce. WIOA provides a significant opportunity for coordination across all core and partner programs including planning, reporting, and service delivery. This creates an opportunity for the WIOA Adult Program to work closely with the WIOA Youth Program. Individuals who are 18-24 years of age may be eligible for both the WIOA Youth and Adult Programs and can be co-enrolled in the two programs. ETA encourages the WIOA Adult and Dislocated Worker Programs, along with the Employment Service, to coordinate closely with the WIOA Youth Program to maximize flexibility and service delivery to eligible populations. Some examples where enhanced coordination could take place are as follows:

- Referring 16-24 year old individuals to Youth Formula Program if they need more intensive support around specific program elements;
- WIOA allows all Out-of-School Youth (OSY) and In-School Youth (ISY), ages 16-24, access to Individual Training Accounts (ITAs), which expands training options, increases program flexibility, enhances customer choice, and reduces paperwork for all OSY.
- When using youth funds for ITAs, the Eligibility Training Provider List (ETPL) must be used. Accessing the ETPL allows the program to avoid further procurement processes.
- Utilizing work-based training opportunities for Youth Program participants co-enrolled as adults or dislocated workers, as identified in their Individual Service Strategy (ISS) as part of a career pathway.
- Title I Youth Program can partner with the VR program to coordinate the provision of services to youth with disabilities transitioning from school to post-school life, including postsecondary education and employment.
- Career pathway planning.
- The Title I Youth Program can partner with the Title II Adult Education and Family Literacy Act Program by co-enrolling OSY in Adult Education and Literacy Programs to expand educational services to those who are basic skills deficient.

Local program operators determine, for these individuals, the appropriate level and balance of services under the Youth and Adult programs. Such determinations regarding the appropriate program for the participant must be based on the service needs of the participant and if the participant is career-ready. This determination is based on an assessment of their occupational skills, prior work

experience, employability, and the participant's needs. An important difference to note here is while receiving an assessment from the Adult, Dislocated Worker or Employment Service (ES) programs does trigger participation and inclusion in the performance accountability calculations, this is not the case for Youth. Local program operators must identify and track the funding streams which pay the costs of services provided to individuals who are participating in Youth and Adult Programs concurrently, and ensure no duplication of services. When working with the other WIOA partners and improving the referral/tracking process, there is also less risk of duplication of supportive services such as transportation, childcare, etc. This can be documented through the IEP/ISS.

2. Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (§ 679.560(b)(12)).

Adult Education programming in LWIA #21 is offered by Lewis and Clark Community College (L&C) in partnership with the Regional Office of Education #40 (ROE 40) and Lincoln Land Community College (LLCC). These programs will work closely with the one-stop delivery system in LWIA #21 to coordinate strategies concerning its programming. This includes participation on local Area Planning Councils (APCs), legislated councils that include all adult education providers and WIOA partners in each community college district. The work of the APCs is to ensure that adult education services are not duplicated and that they meet the adult education needs of all residents across the district and includes the following:

- Adult Basic Education and Illinois High School Diploma preparation classes for adults over the mandatory school age.
- English Language Acquisition/English as a Second Language (ELA/ESL) classes when needed.
- Project READ tutoring for all lower level adults, over the age of 16, in reading, math and ELA/ESL offered at convenient sites is offered in some capacity.
- Bridge Programming that lead to college and/or careers.
- ICAPS (integrated college and HSE instruction) for Manufacturing, TDL, Computer Careers, Construction and Healthcare for students to finish their Illinois High School Diploma and access college simultaneously
- The Highway Construction Careers Training Program (HCCTP) at LLCC is for individuals, especially disadvantaged, minorities, and females, interested in entering trades, especially those in the highway construction fields.
- The CEJA Ready For The Trades program is designed for equity-eligible populations interested in entering the trades throughout the Lewis & Clark district.
- CNA scholarships are available and provided through Illinois Valley Economic Development Corporation CSBG funds (financial need is necessary) or adult education funds.
- Additional supports for students including career services, access to additional financial assistance, the Access and Accommodations Center, the library resource center, computer labs and free parking.

On a broader scale, these programs are also involved in:

- Developing curriculums that align with the state's elementary and secondary education content standards which specifies what adult education learners should know and be able to do in the areas of reading, language arts, mathematics, and English language acquisition.
- Promoting transition from adult education to postsecondary education and employment through career pathways by providing adult education instructional services that are contextually related to workforce training and the needs of employers.
- Assisting immigrants and English language learners in (a) improving reading, writing, math, speaking, and comprehending the English language and (b) acquiring understanding of American government, individual freedom, and responsibilities of citizenship.
- Establishing of high-quality professional development programs to enhance the instructional services provided by adult education providers.

The Local Workforce Development Board will carry out the review of local Adult Education/APC applications submitted under Title II annually. Typically, this will occur each year during the September board meeting. It may also be reviewed at other any other board meetings throughout the year.

3. Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).

Title III (Employment Services under Wagner-Peyser) – Onsite. (IDES has a representative onsite full-time at the Carlinville Job Center that is dedicated to RESEA workshops, but also provides assistance in the resource room and is a great referral source for services) IDES' Employment Services and outreach is a program designed to sustain economic growth by expanding employment opportunities to qualified job seekers who meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individual's unemployment. For job seekers who are not job ready, Employment Services (ES), in cooperation with other workforce partners, assist clients with accessing training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois Job Link in order for the claimant to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

The ES program provides "universal access" to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving Unemployment Insurance.

WIOA provides new opportunities for coordination and referrals for the Title I Adult and Dislocated Worker Programs, as well as the Wagner-Peyser ACT ES, to collaborate with and enhance service delivery to individuals with disabilities, including those served under the Vocational Rehabilitation Program. Individuals with disabilities are included in the definition of an “individual with a barrier to employment at sec. 3(24) of WIOA and should receive any and all American Job Center Services typically provided to any other job seeker. LWIA 21 coordinates participation with IDHS at hiring events, re-entry fairs and other activities as a way to better streamline service delivery and avoid duplication.

4. Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).

Title IV (Rehabilitation Services) – Onsite. Direct Linkage and Cross Training. Title IV of WIOA makes a number of significant changes to the Rehabilitation Act of 1973, with some of the most extensive programmatic changes affecting the Vocational Rehabilitation (VR) Program, authorized under Title I of the Rehabilitation Act. Many of WIOA’s changes, including those affecting the VR Program which is one of the six core programs of the One-Stop System, are designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. To implement these new statutory requirements, the Department of Employment Services Programs impose new limitations on the payment of subminimum wages to individuals with disabilities. These final regulations, most of which took effect on September 19, 2016, were published at 81 FR55629 (Aug. 19, 2016).

WIOA makes the following key changes to the VR Program:

- Strengthens the alignment of the VR Program with other core components of the Workforce Development system by aligning requirements governing unified state planning, performance accountability, and integration into the One-stop Delivery System;
- Places heightened emphasis on coordination and collaboration at the Federal, State and local levels to ensure a streamlined and coordinated service delivery system for job seekers, including those with disabilities and employers;
- Includes a new definition of “competitive integrated employment” that combines, clarifies and enhances the two separate regulatory definitions of “competitive employment” and “integrated setting” for the purpose of employment under the VR Program, which had existed since at least 1997;
- Revises the definition of “employment outcome” in order to identify customized employment as an employment outcome under the VR Program;
- Places heightened emphasis on the provision of pre-employment transition services and transition services to students and youth with disabilities, as applicable, to improve their abilities to achieve competitive integrated employment; and
- Expands the scope of services that the VR agencies may provide to employers in order to increase opportunities for individuals with disabilities to achieve competitive integrated employment.

VR Counselors are responsible for determining whether an individual is eligible to receive VR services. In order to be eligible, an individual with a disability must meet the following criteria:

- Must be an “individual with a disability,” as defined in section 7(20)(A) of the Rehabilitation Act; and
- Require VR services to obtain, maintain, advance in or regain employment.

While an individual may be determined eligible to receive VR services, the VR agency may not be able to provide services to all eligible individuals due to insufficient staff and/or fiscal resources. In this instance, the VR agency must implement an order of selection (OOS) that establishes the priority categories by which individuals can be served based on the severity of their disability, with individuals with the most significant disabilities given priority under the OOS. For those individuals not in a priority category being served in the OOS, the State VR Agency must refer the individual to another program that may be able to meet their needs. Therefore, effective partnering with the Adult, Dislocated Worker, Youth and Wagner-Peyser Act ES Programs is essential in order to ensure individuals with disabilities seeking employment and training services receive the services needed need for employment.

In order to align the core programs and create additional flexibility for the purposes of achieving the goals under WIOA, funds allocated to a local area for Adult and Dislocated Worker activities may be used to improve coordination between employment and training programs carried out in the local area for individuals with disabilities through the One-stop Delivery System. The local area will utilize this flexibility, consistent with the scope of a program’s authorized activities, to ensure a highly coordinated services delivery in coordination with VR Program activities to ensure the individuals with disabilities receive the services needed for their career, whether the allowable services are provided by the Adult, Dislocated Worker, Youth, Wagner-Peyser Act ES or VR Program, or some combination thereof, including other community resources.

Additionally, the local area will coordinate with programs carried out by State agencies relating to intellectual and developmental disabilities, as well as local agencies and organization serving individuals with significant disabilities, including the local network of centers for independent living. This coordination and collaboration with DRS/Voc Rehabilitation at all levels ensures a more streamlined delivery of services and reduces the risk of duplication.

5. Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).

Local area colleges participate as a provider of Title I services which reduces duplicated services. In the past, the Workforce Development Board has co-sponsored a career fair event with a local school district where students get to talk directly with local employers. Presenters typically talk about their own occupations during 3-6 breakout sessions with anywhere from 10-50 students per session. Presenters dress as they would on the job and bring their tools of the trade, and sometimes enhance their presentations with power point

slides, photos and examples of work. Students and school staff are given the opportunity to learn about non-traditional high growth and some little-known occupations in addition to the more traditional jobs. Careers represent many walks of life and require a diversity of training and educational requirements from technical training to high level degrees. The Job Center also worked with local high schools to assist students with disabilities in a variety of opportunities and placements.

A secondary focus is the delivery of three online courses in welding that if taken concurrently with the face to face dual credit options could lead to two welding certifications – industry-recognized credentials - by the time a high school student completes high school. These students will be well on their way to transition to further welding credentials up to an including their AAS in Welding. They could also go to work or work while attending and completing college courses.

The Job Center will offer paid work experience for eligible youth. It will be the goal of the project to find work experience that gives youth pathway-related experience.

A unique model will be explored - with the concurrence of the North Greene School Board, superintendent and high school principal, adults and out-of- school youth can be enrolled in the same high school classes if seats remain unfilled. This career pathway offers multiple entry and exit points and stackable credentials and aligns with priority sectors in local and regional WIOA plans.

For customers who enter the one-stop network without an academic and/or career plan, the utilization of career assessments, identification of an initial career goal and exploration of potential next steps within a career pathway may be explored in collaboration with our Community College Adult Ed partners and other post-secondary institutions.

Adult Education programs are transforming to better align Illinois High School Diploma to postsecondary education using two main strategies. The first strategy focuses on contextualized bridge programs. Rather than focusing solely on passing the test, these courses have been designed explicitly as a pathway to college. In the redesigned classes students attend more hours than traditional Illinois High School Diploma classes, receive guidance and support from caring staff, and participate in contextualized curricula in either health sciences or technology fields. The second strategy is Integrated Instructional models called ICAPS in Illinois. Based on Washington State's I-BEST, these models were developed in response to the recognition that adults with less than a high school education could benefit from college credit in a technical skills field and a credential. In this model, basic skills experts and professional-technical faculty jointly design and teach college credit courses and also provide an additional academic adult education support class. These courses must be part of larger program that leads to college credential(s) and in-demand jobs. One of the strengths of these programs for adult learners is that energy is focused on innovative instruction and supports and with internal partners who already have existing partnerships with employers.

6. How the Local Board will support the state strategies identified under § 676.105 and work with the entities carrying out core programs and other workforce development programs,

including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21st Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).

Every college technical program has an advisory committee made up of local employers who advise faculty coordinators on current practices and make recommendations to maintain relevance and alignment to the workplace.

The region has seen continued growth and demand for post-secondary Career and Technical Education (CTE) in both higher completion rates and increased program offerings. All three local community college districts receive these federal funds from the Illinois Community College Board (ICCB) to support post-secondary CTE programs. The Carl D. Perkins Strengthening Career and Technical Education for the 21st Century Act of 2019 (Perkins V) is the most important piece of legislation affecting CTE in Illinois. Perkins V focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students by: strengthening the connections between secondary and post-secondary education; restructuring the way stakeholders, high schools, community colleges, universities, business and parents work together; and increasing state and local accountability standards. The intent of Illinois post-secondary CTE is to provide students with the skills and knowledge necessary to excel in the global economy. Career and technical education equip students with the foundational knowledge to explore a cluster of occupations and careers. As a student evolves through their educational experience, their focus is narrowed to a particular program. This process allows students to transition seamlessly while providing them with hands-on exploration, rigorous academics and the support necessary to succeed.

Lewis and Clark Community College and Lincoln Land College are dedicated to ensuring that all students have access to rigorous and relevant educational opportunities preparing them for success in college and careers and providing them with the academic and technical skills necessary to succeed in the 21st century knowledge and skills-based economy. Students participating in these programs are held to specific and reliable industry-based learning standards to ensure that they are fully prepared for both post-secondary education and the high-wage, high-skill and high-demand career of their choice. Additionally, Lewis and Clark recognizes the need for other alternative educational alternatives in response to the ever changing economy. For example, L&C offers an entrepreneurship certificate as part of its management degree program. Growing start-ups and small businesses is key to a strong economy in LWIA 21.

A key to a robust career pathways system is portable, stackable credentials incorporated fully into the system, particularly at the post-secondary level. The incorporation of portable, stackable credentials has been an ongoing commitment of the post-secondary CTE system since the implementation of the Carl D. Perkins Career and Technical Education Improvement Act (Perkins IV) and will continue and expand under Perkins V.

7. Provide a copy of the local supportive service policies and describe how the Local Board

will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.

As per the Support Services Policy Letter, customers, other than Trade customers, may be reimbursed for transportation costs between their homes and the training sites. Every effort has been made to keep the determination of transportation payments as simple as possible while still being equitable. The Notice of Participation and the WIOA Travel Allowance form will be the official documents verifying mileage reimbursement and are necessary for authorizing supportive services payments for travel reimbursement to customers. In addition, many of the WIOA partners provide transportation support to students that may or may not be eligible for traditional WIOA assistance. For example, Lewis and Clark College provides transportation services, bus passes and bus tokens.

F. Describe how the local area will provide adult and dislocated worker employment and training activities including:

1. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).

Along with the work and training programs (Work Experience, OJTs and Classroom Training) provided by the formula grant and any other competitive grants the WCDC agency receives, the Career Services to be provided through the One-stop Delivery System for Adults and Dislocated Workers are as follows:

- Outreach, intake and orientation to information and other services available through the One-Stop Delivery system;
- Initial assessment of skill levels including literacy, numeracy and English;
- Labor exchange services;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-stop Delivery system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-stop Delivery System;
- Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance;
- Provisions of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation;

- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Services provided to Dislocated Workers include:

- Comprehensive assessments of an individual's skills and service needs
- Development of an individual employment plan
- Group counseling
- Individual counseling, career planning, resume preparation
- Case Management
- Short-term pre-vocational services
- Follow-up services after re-entering the workforce

Once enrolled in training services, Dislocated Workers may receive the following services:

- Occupational skills training, including training for non-traditional employment
- On-the-Job Training (OJT)
- Workplace training and cooperative education programs
- Skill upgrading and retraining
- Training programs operated by the private sector
- Job readiness training
- Adult education and literacy activities in combination with training
- Customized training
- Entrepreneurial training

2. A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)).

The Local Area will provide a system of sequence employment and training services to the adult job seekers. Our local Job Centers promote customer choice and provide universal access to employment-related services. The approach is designed to empower individuals to obtain the services and skills they require to enhance their employment opportunities.

Rapid Response activities are coordinated with other agencies to provide as much information as possible to the effected workers. Rapid Response meetings are held as soon as possible when the area is made aware of a potential closing or lay-offs.

The meeting agendas are normally finalized with DCEO staff when there will be at least 50 (fifty) workers affected. Usually IDES, the local WIOA provider, Department of Insurance, as well as DHS are included in the workshops. Various information is given out which includes approved training programs, job hunting tips, local supportive service listings, Illinois workNet information, as well as other fact sheets and brochures about other available services. Job Fair and other workshop information are also distributed at the meetings. In some cases, extra peer counselors are hired to help the laid-off workers return to work and keep close contact with job seekers. Sometimes local job training

funds are not available, so other funds are requested from DCEO as soon as possible.

G. Describe how the local area will provide youth activities including:

1. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).

An objective assessment is considered the first important step to determine if a youth is eligible for WIOA funded program or as a basis for referral to another program within the youth system more suitable to the needs of the youth customer. An object assessment is designed to ascertain basic skill levels, occupational skills, prior work experience, employability, career interests, aptitudes, income information, supportive service needs, and developmental needs. When working with youth that may one or more disabilities, Career Specialists work closely with DRS/Vocational Rehabilitation and other core partners, including the school district when applicable, to make sure all needs are being addressed and this is case noted and consistently documented in the ISS.

Ideally, the objective assessment should be a joint and cooperative effort between the Job Center/Career Specialist and the youth applicant. The Career Specialist will assist the youth in creating a career pathway by utilizing the Illinois workNet site to explore different careers and the academics/training to prepare for that career.

The Career Specialist will develop an Individual Service Strategy (ISS) that will become the career plan for our youth customers. The individual service strategy is important because it outlines the activities necessary to the youth participant to achieve his/her employment and education goals. Development of individual service strategy is considered to be a joint activity between the career specialist and the youth (and the youth's parent/guardian (if appropriate)).

The Job Center also sponsors Career Fairs at local high school for the youth.

2. A description of how local areas will meet minimum expenditure rate for out of school youth.

In order to meet the 50% requirement for the Out-of-School Youth as currently outlined in a waiver initially approved in June 2022. WCDC has a very capable Fiscal Officer who works closely with the Career Specialists making sure to meet the mandated requirement. Reports are finalized monthly and reviewed by staff, board members, as well as the DCEO staff to ensure the current 50% requirement is met. In addition, Career Specialists keep in close communication with the local adult education providers and their students, many of whom are Out-Of-School Youth who are in need of paid work experience opportunities.

3. The design framework for youth programs in the local area, including how the 14 program elements will be made available within that framework (§ 681.460).

The Workforce Development Board Youth Committee meets every other month and discusses many youth program ideas and issues, including the need to provide a more comprehensive and formalized way of delivering youth services while also directly addressing the required 14 youth program elements. In collaboration with the WIOA partners and as part of the human-centered design

approach, a variety of steps are being explored moving forward in 2024.

H. Provide a description of how the local area will provide services to individuals with barriers to employment and training⁶ as outlined in Illinois' WIOA State Plan:

1. How priority will be given to recipients of public assistance, other low-income individuals and

The local board uses a points system to determine priority populations per local policy, which includes a Priority-For-Services checklist based on the Veterans' Priority Provision of the "Jobs for Veterans Act." The checklist includes other barriers to employment and criteria to help ensure that funds are provided to the hardest-to-serve individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).

2. Provide information on local programs, policies and procedures to address and mitigate barriers to employment and training.

LWIA 21 is always looking for ways to better identify, address and mitigate barriers. First, travel reimbursement is provided as well as other general and emergency support services. This has been highlighted in policy and is constantly reviewed by staff and the boards for relevancy and continuous improvement. Also, the partners are looking at ways to improve the referral system as a means to provide an improved and more inclusive approach to service delivery. Additionally, LWIA 21 has applied for and received 2 rounds of QUEST funding, which allows flexibility in providing training and services to customers that may not normally qualify under WIOA. A Walmart Community Grant was also awarded to LWIA 21 to assist with emergency or much needed items that may not normally be covered under WIOA.

3. How the local workforce areas will ensure equitable access to workforce and educational services through the following actions:

- a. Disaggregating data by race, gender, and target population to reveal where disparities and inequities exist in policies and programs.

Customer data will continue to be reviewed to ensure that disparities will be kept to a minimum. In addition, the recently released IDES Report "Women and Minorities in the Illinois Labor Force – 2022 Progress Report" will be utilized as part of an ongoing, comprehensive approach to developing planning strategies that will address disparities & inequities.

- b. Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.

⁶ The term "individual with barrier to employment" means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

Our offices and staff will continue to promote STEM and parts of Illinois workNet to emphasize this. We will also continually work with the K-12 and community college system to further analyze data and trends, especially in light of the lessons learned during the pandemic and in recent months, as a way to be more inclusive of high school minority and female students as well as students with disabilities. This especially applies to the STEM fields, which were hit even harder during the pandemic and are still struggling to fully recover today. Efforts are already under way to promote local and regional events, as well as social media campaigns, that highlight the great need to fill training and immediate employment opportunities in a variety of STEM fields.

- c. Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.

The Workforce Development Board and the One-Stop Partner Committee will continue exploring how mentoring can be expanded to the various groups, including adult customers transitioning to a new career. There have been numerous discussions at committee meetings some of the ideas have included peer to peer groups (including previous customers that have gone through career transition) and discussion groups led by community college staff, business/sector leaders, etc. In addition, local chambers of commerce and economic development organizations will be included in future discussions.

- d. Ensuring workforce services are strategically located in relation to the populations in need. Our areas still use various outreach offices to ensure that our services are located close to populations most in need and our website is promoted throughout the area. Maintaining the various offices throughout the six county service area is a continuing challenge, especially given the current budget situation, but we continue to look at different ways to not only keep the current offices open to serve the populations most in need, but also are continually exploring additional ways to provide services at partner locations, municipal offices, etc. Also, we are improving our means of providing information and services electronically through the West Central website, social media and virtual presentations.
- 4. Describe any efforts in the local area to support immigrants and migrants through appropriate and allowable workforce services.

LWIA 21, in working with the United Migrant Opportunity Services (UMOS) under the IDES National Migrant Farmer Seasonal Worker program (MSFW), as well as other WIOA partners including DHS, Adult Education, etc., will work to support immigrants and migrants within our 6 county workforce area. This will be achieved through increased outreach as well as expanding and providing appropriate & allowable services. These efforts align with the language and efforts cited in the 2024 Illinois WIOA Unified Plan as well as RIA efforts referenced in the Local & Regional Plans.

- 5. Describe efforts in the local area to support SNAP program recipients.

LWIA 21, in response to the new work requirements for SNAP recipients and in alignment with the 2024 Illinois WIOA Unified Plan and ongoing RIA efforts in the Local Plan, will work with DHS and its other WIOA partners on enhanced outreach and referrals. This includes sharing information

related to the changes in SNAP work requirements with not only partners, but board members, businesses, chambers and other community-based organizations. Job search, resume preparation, vocational training, supportive services and other allowable activities will also be greatly emphasized as a means to career pathways and family sustaining wages for SNAP recipients.

6. Describe plans in the local area to coordinate services with recipients of Workforce Pell Grants beginning with the 2026-2027 academic year.

LWIA 21 and its WIOA partners will work toward a cohesive plan and set of strategies to coordinate services in response to the upcoming (and yet to be finalized) Workforce Pell Grant changes effective in the 2026-2027 academic school year. In alignment with the strategies laid out in the 2024 Illinois WIOA Unified Plan and continuing with the RIA efforts outlined in the Local Plan, there will be a focus on planning, direction and ongoing collaboration between partners to provide effective service delivery for participants receiving Workforce Pell Grants.

- I. Describe how the local area will utilize a customer-centered approach to its service delivery model, including the following:

1. How a customer-centered or human-centered approach will be used over the course of this plan to improve local service delivery methods⁷.

A customer-centered and human-centered design approach is already under way in LWIA 21. Initial training has been provided to all partner staff and this will be an ongoing agenda item for the One-Stop Partner Committee. This will be implemented moving forward through customer surveys, focus groups, etc. This will help improve and streamline services and service delivery while also providing a more focused approach on barrier mitigation and career pathways. Staff from all partners will be more informed and empowered to make impactful referrals and career counseling decisions within these customer driven concepts.

2. Any efforts to provide services to customers in the spaces where they commonly visit (i.e., using a bus or other mobile solution to provide services outside of the one-stop center or having a local workforce area representative available at a public library at set times).

All of the partners within LWIA 21 have made a commitment to providing services in a variety of ways besides the traditional one-stop center. With the recently completed Partner Power Point, information is travel ready for in-person presentations (examples include re-entry summits through the Illinois Department of Corrections, hiring events, career fairs, etc.) as well as through virtual orientations and meetings. Also, LWIA 21 staff are consistently meeting with Out of School Youth at Illinois High School Diploma classes and In-School Youth at the high schools and in the community.

3. Any efforts to review and update the referral process, including creating a universal referral process, utilizing an electronic referral management system, expansion of referral pathways, etc. If there are obstacles to updating the local area's referral process, describe them here.

The LWIA 21 partners have reviewed the existing referral form and are looking at ways to improve the consistent use as well as the form itself. Also, the new West Central Development

Council website will be helpful in providing information on services, local contacts, etc. for the partner referral process. In addition, the partners have looked at 2 electronic/online methods of referral, Unite Us and Unify, and are looking to incorporate one of these platforms into future referral processes.

J. Describe training activities in the local area, including the following:

1. How the local area will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;

Our work-based learning strategies will include the use of Work Experience and OJT. Goals for these activities will be based on what is needed by customers and the various requirements of WIOA. Monthly, the customer will be evaluated on specific work-based activities which include the following goals: attendance and punctuality, attitude toward work, attitude toward co-workers, complete tasks assigned, quality of work, and trainee's overall progress. During the work-based learning activity, a general performance appraisal will also be completed which rates the trainee unsatisfactory, below expectation, meets expectations or exceeds expectations. Also monthly, the work-related skills attained by the customer is also listed and documented. The outcomes will be based on the employer's feedback on work-based activities. Additionally, WIOA partners such as Lewis and Clark College offer work-based learning experiences such as clinicals, internships, externships, field work and co-op placements.

2. How local areas will provide training and professional development opportunities to staff regarding access, trauma-informed care, and other topics concerning a customer-centered approach to service delivery.

Through the One-Stop Partner Committee, LWIA 21 has access to many opportunities for training covering a variety of topics, including but not limited to access, trauma-informed awareness and care, RIA and career pathways for all customers. This is accomplished through outside providers, such as WIOA Wednesdays, Workforce GPS and others as well as through our local partner network. Professional Development is ongoing and an agenda item at every committee meeting.

3. How training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (§ 679.560(b)(18));

The Individual Training Account Policy describes the Career Specialists' responsibilities in determining if WIOA funding will be used to enroll the customer into a training component. WIOA emphasizes the empowerment of individuals and encourages customer choice; however, it is the responsibility of the Career Specialist to provide appropriate guidance, aptitude testing and career exploration activities to ensure an appropriate training program match. The

customer who is qualified will be provided with the LWIA #21 list of Job Center Board approved and certified training programs and the Statewide Training Program list. The training programs selected should be within fields related to in-demand occupations, based on current Labor Market Information with an emphasis on employment opportunities within LWIA #21's priority industry sectors.

4. How the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers; and

The local Training Provider Approval Policy will be based on the current state policy on eligible training providers, the demand occupation training list criteria and our local additions (special requests). The agency policy letter describes specific details on the training provider application process, information to be entered into the IWDS system, training program certification, out-of-state certified programs and requirements, certification/re-certification timelines and dates. Once the data is collected from the potential training provider relevant to program duration, estimated cost for training, certificate or degree to be earned, entered employment rates, placement assistance, accreditations, etc., the Executive Director/Program Manager will transmit this information to the Workforce Development Board - Provider Review Committee via email. They will be given a period of time to review the information and comment either "yea or nay" on whether to add the training provider and/or program to the approved list.

5. How the local area tracks non-enrolling basic services provided to reportable individuals.

LWIA 21 tracks Core A Services through an IWDS report and reports it to all 3 boards and also shares the information with all partners. LWIA 21 staff is also looking at other ways to gather and aggregate more detailed basic services as part of its approach of moving toward a more customer-centered and human-centered approach to providing high quality customer services and service delivery methods.

- K. Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

1. To transfer funds between the adult and dislocated worker funding streams.

WIOA Sec. 133(b)(4) allows the local board to transfer, if approved by the Governor, up to 100% of the funds allotted to the local area for adult activities or dislocated worker activities. The transfer of funds between funding streams will be analyzed each year and will be based on the hold lists of our area. LWIA #21 usually has a larger waiting list of unemployed adults than of dislocated workers. Therefore, transferring of funding occurs mostly by transferring dislocated worker dollars to adult funding. Specific amounts will change yearly according to need.

2. To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).

Currently only Incumbent Worker Training (IWT) is utilized, not transitional jobs or pay for performance contracts. Annual IWT funding is set aside from the Dislocated Worker funding stream

based on historical data and projected future project needs.

3. To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).

N/A – See #2 Above

4. To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).

N/A – See #2 Above.

- L. Describe how responsiveness, inclusivity and accessibility are or will be incorporated in the operating systems and policies as part of the Local Workforce Innovation Areas (LWIAs).

Responsiveness, Inclusivity and Accessibility (RIA) will be applied to help better serve underserved and harder to serve populations and communities within LWIA 21. Policy will be further developed to reflect the minimum information and services needed to support RIA across LWIA 21.

1. How the local area tracks non-enrolling basic services provided to reportable individuals.

- M. Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

1. To transfer funds between the adult and dislocated worker funding streams.
2. To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).
3. To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).
4. To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).

- N. Describe how responsiveness, inclusivity and accessibility are or will be incorporated in the operating systems and policies as part of the Local Workforce Innovation Areas (LWIAs).

⁷ There are multiple online resources describing how to incorporate human-centered/customer-centered design into your work. One recommended article for reading is available here: <https://online.hbs.edu/blog/post/what-is-human-centered-design>

Chapter 5: Performance Goals and Evaluation

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with performance goals and evaluation.

- A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)).

1. WIOA Performance Measures

WIOA Performance Measures (PY 24 & 25)

	<u>PY 24</u>	<u>PY25</u>
Adult		
• Employment Rate 2 nd Quarter after Exit	83.0%	83.0%
• Employment Rate 4 th Quarter after Exit	84.0%	84.0%
• Median Earnings 2 nd Quarter after Exit	\$10,000	\$11,000
• Credential Attainment within 4 Quarters after Exit	65.0%	70.0%
Dislocated Workers		
• Employment Rate 2 nd Quarter after Exit	85.0%	86.5%
• Employment Rate 4 th Quarter after Exit	85.0%	86.5%
• Credential Attainment within 4 Quarters after Exit	\$10,000	\$10,500
• Measurable Skills Gain	64.0%	70.0%
Youth		
• Employment or Education Rate 2 nd Quarter after Exit	76.0%	78.0%
• Employment or Education Rate 4 th Quarter after Exit	78.0%	78.0%
• Median Earnings 2 nd Quarter after Exit	\$5,000	\$5,7000
• Measurable Skills Gain	63.0%	70.0%

Partner Performance Measures (PY 26 & 27)

Title II - Adult Education

<u>Metric</u>	<u>PY 26</u>	<u>PY27</u>
• Employment Rate 2 nd Quarter after Exit	23.6%	23.7%
• Employment Rate 4 th Quarter after Exit	24.0%	24.1%

• Median Earnings 2 nd Quarter after Exit	\$6,250	\$6,350
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Title III Wagner Peyser

<u>Metric</u>	<u>PY 26</u>	<u>PY27</u>
• Employment Rate 2 nd Quarter after Exit	65.0%	65.0%
• Employment Rate 4 th Quarter after Exit	66.0%	66.0%
• Credential Attainment within 4 Quarters after Exit	\$8,500	\$8,500

Title IV Voc Rehab

<u>Metric</u>	<u>PY 26</u>	<u>PY27</u>
• Employment or Education Rate 2 nd Quarter after Exit	57.3%	57.8%
• Employment or Education Rate 4 th Quarter after Exit	50.5%	50.5%
• Median Earnings 2 nd Quarter after Exit	\$4,550	\$4,600

2. Additional State Performance Measures

Our area continually strives to meet other state performance measures, which include meeting the 50% direct training minimum expenditure rate, the 80% obligation requirement, and the youth 20% work-based learning expenditure requirement.

B. Describe how the current and planned evaluation activities and how this information will be provided to the Local Board and program administrators as appropriate.

Local service levels will basically remain as reported on our planned levels that were submitted with our current plan for individuals enrolled into training and support services.

Customers using our local Job Centers will continue to be tracked using our current system. Reports are available on IWDS.

1. What existing service delivery strategies will be expanded based on promising return on investment?

We will continue to promote careers in healthcare and transportation due to their good return on investment. The majority of our approved training programs that we currently use have a high completion rate, high entered employment rate and a livable wage, which ends with a good return on investment. We continually meet and exceed the various performance standards, which shows a good return on investment. When customers receive a credential and/or a degree, the return on investment continues and increases throughout their working career.

In the future, we are planning to expand funding for careers in Healthcare and CDL career pathways which based on our past performance measures have shown a good return on investment. We will also be doing research on finding new grants to help cover more customers in these high growth, high paying careers which have shown to be a good return on investment. We will continue to educate our interagency staff, school systems, board members and customers that going into these high growth, high paying training options are a very good return on investment. We will continue to review labor market data on the industries and occupations that are seeing a good return on investment, as well as community colleges and other training providers who will also continue to ensure that training programs provide a good return on investment.

2. What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?

We are constantly reviewing training providers to review which training has been successful, which has had poor performance and making changes as needed based on current LMI and other factors.

3. What new service strategies will be used to address regional educational and training needs based on promising return on investment?

Based on promising return on investment, new service strategies will be explored, identified, developed and implemented based on the review of contracts, previous history & data and looking at the expansions and/or elimination of existing strategies as previously cited.

- a. What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?

Title IB provides a report to the LWIB every other month documenting planned vs actual enrollments per adult, dislocated worker and youth funding streams, universal number of customers visiting the resource room and number of services accessed in the resource room and current performance measures. Business hiring event surveys, customer profile forms, our common referral forms and customer satisfaction surveys are also collected and reviewed to identify barriers. In addition, annually, the average cost of training is calculated to determine if ITAs, books and materials, or supportive services costs need to be adjusted to better serve the customers.

L & C is participating in the Perkins V driven Comprehensive Local Needs Assessment (CLNA) to use an equity lens to identify barriers to enrollment and to plan together around the needs identified, including evaluation. As a region, we should determine the types of evaluation we could do together as partners to identify barriers to enrollment as well as determine cost-effective approaches for overcoming those barriers.

In Adult Education, qualitative data is collected in the form of student input. Students are asked to give feedback regarding their satisfaction with instruction each semester and with programming each year at graduation. We also convene a monthly session for gathering student input into barriers as well as ideas for overcoming them. We also ask for their feedback into a variety of other aspects of programming, such as how to best conduct outreach for reaching other students

- b. What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

The most cost-effective way toward taking down barriers is providing local training where feasible and offering supportive services such as mileage reimbursement, to ensure rural customers can take advantage of training at various locations.

- C. Describe how a lens of responsiveness, inclusivity and accessibility are or will be incorporated in the analysis of performance goals and implementation of evaluation activities.

LWIA#21 will continue to work with the 3 boards (Workforce Development, CEO and West Central Development Council) and staff to incorporate performance goals and implementation of evaluation activities within current activities as it relates to Responsiveness, Inclusivity and Accessibility (RIA). This includes supporting current relationships with community partners, business owners, and local chambers. Development of such relationships will help for participant placement and board member replacement within the RIA framework.

Chapter 6: Technical Requirements and Assurances

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec. 121 (c)(2)(iv)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with meeting the administrative requirements of the Workforce Innovation and Opportunity Act programs.

A. Fiscal Management

1. Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor under WIOA Sec. 107(d)(12)(B)(i) (§ 679.560(b)(14)).

The CEO Consortium Board, consisting of the Chief Elected Officials of each of the six counties with LWIA 21, has chosen West Central Development Council, Inc. as the entity responsible for the disbursement of grant funds.

2. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities (§ 679.560(b)(15)).

We do seldom contract for WIOA Title I activities. However, we use several different training providers throughout our area. Our Procurement Policy and Procedures is found in the Attached Policies.

B. Physical and Programmatic Accessibility

1. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (§ 679.560(b)(5)(iii)).

The Comprehensive One-Stop Center (The Carlinville Job Center) has a layout supporting a culture of inclusiveness in compliance with Section 188 of WIOA, the American Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. This includes ensuring the Comprehensive One-Stop Center's location and layout are inclusive of individuals, regardless of their range of abilities and mobility. The physical characteristics of the facility, both indoor and outdoor, meet compliance with 29 CFR part 37, the 2010 or most recent ADA Standards for Accessible Design and the Uniform Federal Accessibility Standards. Services are available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designated in an "equal and meaningful" manner providing access for individuals with disabilities.

The LWIB and required partners are committed to establishing and maintaining high-quality workforce development systems and centers providing program participants the ability to move along their chosen career pathway, leading to high paying jobs in growing sectors of the economy offering long-term opportunities for stable employment. This will ultimately assist businesses in Illinois to be competitive in a global economy.

The Partners have adopted the State's vision which is to "promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals and communities with the opportunity to prosper and contribute to growing the State's economy"

In furtherance of the plan developed for the Central Regional, LWIA #21 Partners will build a system that:

- Is employer-centric and built upon common efforts of our economic development partners with strong industry partnerships in place.
- Is holistically focused on the industry sectors that are being targeted.
- Uses regional labor market data for an up-to-date understanding of both the supply and demand sides of our regional economy, including the talent needs and qualifications of employers and our education and training systems effectiveness in meeting them.
- Builds upon educational efforts throughout the region to identify and create job relevant career pathways for all on-ramps within a given industry sector and their associated occupations.
- Advances opportunities for all job seekers including low skilled adults, youth, individuals with disabilities, veterans and other individuals with multiple barriers to employment.
- Create a system of workforce, education and economic development partners providing excellence in meeting the needs of businesses and individuals with multiple barriers to employment.
- Create a system of workforce, education and economic development partners providing excellence in meeting the needs of businesses and individuals thus growing a vibrant and robust regional economy.

Aspects of the vision that are currently in place include:

- Highlighting a business demand driven orientation implemented through sector strategy framework. The Partners are well versed in the need to train individuals for jobs in occupations paying a living & family-sustaining wage.
- The use of labor market information to understand the supply and demand side of the economy. Work-based learning projects are built through the use of labor market information. The Partners use a LMI product such as the Career Information System (CIS) to understand which occupations will be most in demand and what training is required to obtain jobs within that occupation.
- The Partners have worked together to implement career pathway initiatives in targeted sectors.
- Targeted services to individuals with barriers to employment are an area of focus. The Partners work with local community groups to identify persons, who with some

encouragement, might benefit from WIOA services. We recognize in order for customers with significant barriers to employment to be successful, basic needs, education barriers, perceptions of work, peer pressure and a range of issues must be addressed. Career services need to include support and counseling services from grass roots people to work with persons facing multiple barriers on an ongoing basis.

2. Provide copies of executed cooperative agreements (as applicable) that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities (§679.560(b)(13)). This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.

DRS staff visit the outreach offices on a weekly basis to provide their services to people with disabilities; however, we have no cooperative agreement other than the Memorandum of Understanding between the partner agencies.

C. Plan Development and Public Comment

1. Describe the process used by the Local Board to provide a public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations (§ 679.560(b)(19)).

A legal notice was placed in the Macoupin County Enquirer Democrat in LWIA 21/EDR 1. This legal notice provided a brief description of the intent to submit the plan, and also contained a phone number (217/854-9642 ext. 1235) and email contact (matt.jones@west-central.org) so that interested parties could ask questions, request a copy of the plan and know where to file a written comment. The draft plan was also posted on the West Central Development Council at www.west-central.org. If comments had been received, they were to have been presented to the Workforce Development Board and such comments would have been considered by the board and the board would have determined what steps, if any, would be taken as a result of the written and oral comments. A summary of comments was to be included with any submission of a grant or other similar action, to the Department of Commerce. These actions were set to occur during the 30-day comment period, and any comments received were to be summarized in the plan.

2. Provide a summary of the public comments received and how this information was addressed by the CEO, partners and the Local Board in the final plan.

N/A – No comments were received on the LWIA 21 local plan or EDR 1 regional plan

3. Provide information regarding the regional and local plan modification procedures.

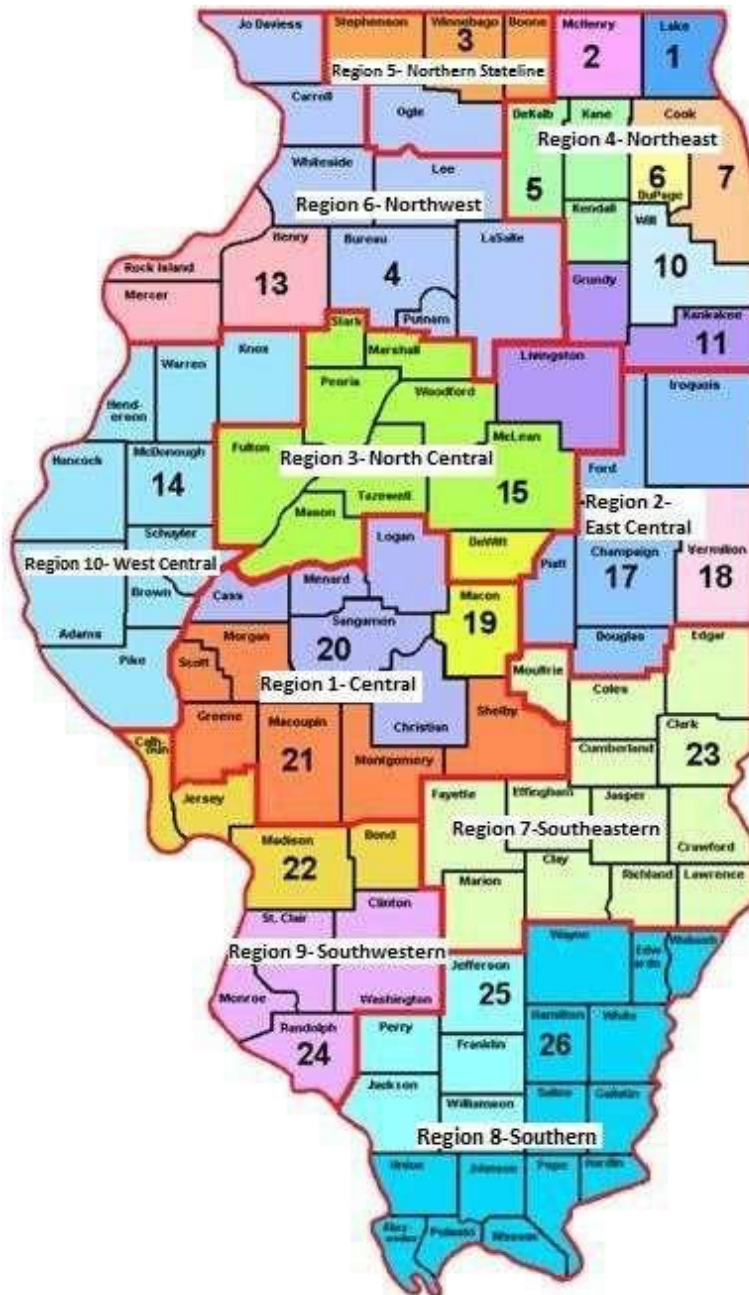
Modification and updates to the plans will be made on an as-needed basis and approved by our CEO, WDB and LWDB Chair. Our current local policies will be changed to reflect the changes in the regulations for WIOA when it is necessary.

D. Describe how responsiveness, inclusivity and accessibility are or will be incorporated in meeting the administrative requirements of the Workforce Innovation and Opportunity Act programs.

LWIA #21 shall review and clarify current policy for Responsiveness, Inclusivity and Accessibility (RIA) found under Title 20: Chapter V: Part 683 Subpart B: § 683.285. This would include physical and programmatic accessibility and reasonable accommodation/modification pertaining to the WIOA program, as required by sec. 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990, as amended; sec. 188 of WIOA; and the regulations implementing these statutory provisions.

Policy will be developed to reflect minimum information needed to support RIA among underserved individuals and communities.

APPENDIX ITEM I
REGIONAL ECONOMIC DEVELOPMENT REGIONS AND LOCAL
WORKFORCE INNOVATION AREAS UPDATED JULY 1, 2019



WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #1

WORK EXPERIENCE PROGRAM
YOUTH/ADULT/DISLOCATED WORKERS

TO: LWIA 21 Staff

SUBJECT: Work Experience Program – Youth/Adult/Dislocated Workers

EFFECTIVE DATE: July 1, 2022

Purpose: To issue Local Workforce Innovation Area 21's (LWIA 21) Policy for enrolling a participant in the Paid Work Experience (PWE) program. **This policy may be adjusted to meet the new requirements of Workforce Innovation and Opportunity Act (WIOA) or special projects/grants.**

General Information: PWE, under the Workforce Innovation and Opportunity Act, is intended to serve youth, adults, and dislocated workers as part of their career plan. LWIA 21 has been the recipient of several WIOA 1-E Emergency Grants, i.e., flood clean-up, programs for veterans, etc., where work experience has been considered a Training component for Adults and Dislocated Workers. The length of this program will be based on O*NET/Specific Vocational Preparation (SVP) Level of the job as well as the career plan of the participant. The wage will be based on a comparable wage for that job at the specific employer/worksites. Training period cannot exceed 1000 hours.

Adults & Dislocated Workers: Local Workforce Investment Area 21 may choose to operate a Work Experience Program for Adults and Dislocated Workers as part of WIOA Title 1-B under Career Services. LWIA 21 may also operate a PWE as a component of a WIOA special grant, i.e., National Emergency Grant (NEG), veterans' work program, etc.

Youth Customers: WIOA enrolled individuals who are at least 16 -24 years of age can participate in the PWE.

Policy: LWIA 21 may operate PWE periodically throughout the program year targeting all funding streams that allow work experience. Guidelines and timeframes for program operation may vary and these variances will be based on funding levels, grant conditions, and the needs of the customer. WIOA staff will be involved in the planning process and assist with the development/implementation of the program. This policy letter contains forms and instructions for operation/implementation of LWIA 21's PWE Program.

Follow-Up: Staff shall abide by the LWIA 21 Follow-Up Policy. Please see Follow-Up Policy Letter #11 for additional information.

Sincerely,

Matthew Jones

Executive Director

Related Documents:

- Work Experience (WE) Contract – LWIA 21 PL 01-01 to PL 01-01.5
- OJT and Work Experienced Training Outline – LWIA 21 PL 01-02
- Employer Worksite Questionnaire – LWIA 21 PL 01-03
- Job Description Summary and Participant Information – LWIA 21 PL 01-04
- Supervisor Orientation Checklist - LWIA 21 PL 01-05
- Participant Orientation Checklist - LWIA 21 PL 01-06
- Work Experience Agreement Modification - LWIA 21 PL 01-07
- Participant Monitoring- LWIA 21 PL 01-08
- Time and Attendance Record – LWIA 21 PL 01-09
- Performance and Evaluation Report – LWIA 21 PL 01-10
- Emergency Contact Form– LWIA 21 PL 01-11

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #2

INCIDENT REPORTING RESPONSIBILITIES
AND GRIEVANCE PROCEDURE

TO: LWIA 21 Staff

SUBJECT: Incident Reporting Responsibilities and Grievance Procedure
Suspected Fraud, Program Abuse, or Criminal Conduct

EFFECTIVE DATE: November 17, 2022

This policy sets forth the procedures to be followed at the local and state levels regarding complaints and grievances that may occur during the administration of any *Workforce Innovation and Opportunity Act (WIOA)* funded and related activities. These procedures will outline the receipt, review, and resolution of the complaints and grievances. The policy also requires each Local Workforce Innovation Board (*LWIB*) to develop and maintain a procedure for complaints and grievances from participants and other interested parties as they pertain to WIOA Title IB services and benefits.

Types of Issues Covered

1. There are two (2) types of issues covered by this policy.
 - a. Complaints are those that are non-criminal complaints of violations of *WIOA* and WIOA-related regulations or policies.
 - b. Grievances are those filed against an employer for violations of labor standards.

Please note, criminal complaints alleging fraud, waste, Misconduct, or other illegal activity under WIOA must be reported immediately to the U.S. Department of Labor's, Office of Inspector General as required by 20 CFR 683.620. These types of complaints or grievances are not covered by this policy.

Definitions

1. The following definitions apply to this policy only.
 - a. "Appellant" means the person or organization that requests a review from the State of Illinois, Office of Employment and Training (OET) of either a decision made by the Local Area Hearing Officer that is not satisfactory, or if the Local Area Hearing Officer fails to timely issue a decision on a Complaint or Grievance as described herein.
 - b. "Complaint" means an allegation of a violation of *WIOA* or WIOA-related regulations or policies by another person, persons, or organization.
 - c. "Complainant" means the person submitting the Complaint.
 - d. "Days" means calendar days, not business days.

- e. “Grievant” means the person submitting a Grievance.
- f. “Grievance” means an allegation against an employer that receives WIOA Title IB funding for a violation of labor standards.
- g. “LWIA” or “Local Area” means Local Workforce Innovation Area.
- h. “LWIB” means Local Workforce Innovation Board.
- i. “Party” means either the Complainant, Grievant, Appellant or the Respondent. Collectively, the Complainant, Grievant, Appellant and Respondent(s) shall be referred to as the “Parties.”
- j. “Respondent” means the person(s) or organization(s) against whom a Complaint or Grievance or an appeal of a Complaint or Grievance decision has been filed.

Designated Grievance Officer

Each *LWIB* shall designate a *Local Area* Complaint/Grievance Officer to be responsible for handling all Complaints and Grievances at the local *Workforce Development System* level (Local Level) submitted by participants and other interested persons affected by, and who allege, violations of the requirements of *WIOA* Title IB, including the *WIOA* regulations and policies.

1. Each *LWIB* should establish, publish, and maintain a procedure for resolving Complaints and Grievances that allege violations of the requirements of *WIOA* Title IB, including the *WIOA* regulations and policies. These procedures must be:
 - a. Readily available to all interested parties, including applicants, participants, employees, one-stop partners, service providers, other interested parties, and members of the public.
 - b. Made available in a timely manner when an individual expresses interest in filing a Complaint or Grievance or upon request by any other individual.
 - c. Easily understood by all affected participants and other individuals, including youth and those who are limited-English speaking individuals. The procedures must comply with the language requirements of 29 CFR 37.35 regarding the provision of services and information in languages other than English.

Complaint and Grievance Procedures for Local and State Levels

At a minimum, the *LWIB* Complaint and Grievance procedures must include the following provisions:

1. Local Level Complaints/Grievances
 - a. Complaints and Grievances must be filed within one hundred eighty (180) days of the alleged violations.
 - b. All individuals filing Complaints and Grievances shall be free from restraint, coercion, retaliation, and discrimination.
 - c. The Complainant and Grievant must file the Complaint or Grievance in writing to the *Local Area* Complaint/Grievance Officer.
 - d. The Complaint or Grievance must include the following information:
 - 1) Name, address, and telephone number of the Complainant/Grievant;
 - 2) Name, address, and telephone number of the person(s) and/or organization(s) that the Complaint/Grievance is against (the Respondent(s));
 - 3) A clear and concise statement of allegation(s) and facts of the case;
 - 4) The date of the alleged occurrence(s);

- 5) The provisions of the *Workforce Innovation and Opportunity Act*, or the *WIOA* regulations, or policies believed to have been violated;
 - 6) The resolution being sought; and
 - 7) The signature of the Complainant/Grievant or his or her legal guardian/representative, if applicable.
- e. Upon receipt of a Complaint or Grievance, the Local Area Complaint/Grievance Officer or designee, shall acknowledge receipt of the Grievance or Complaint, if possible, by certified mail, return receipt requested. This must be done within ten (10) days of receipt of the Complaint or Grievance. If sending an acknowledgement via certified mail is not reasonable or possible, it may be sent by email or regular U.S. Mail. This acknowledgement shall be sent to the Complainant/Grievant and the Respondent(s) and shall:
- 1) Attach a copy of the Complaint/Grievance filed;
 - 2) Outline the steps to be taken to resolve the matter;
 - 3) Advise the Parties to attempt to reach an informal resolution;
 - 4) Notify all Parties of the right to request a hearing if an informal resolution cannot be met; and
 - 5) Provide a summary of the issues to be decided.
- f. If a Complainant or Grievant seeks to amend or withdraw a Complaint/Grievance, the Complainant or Grievant must make a request to the Local Area Complaint/Grievance Officer in writing.
- g. Complaints or Grievances may be resolved through an informal resolution or a hearing process.
- h. An opportunity for an informal resolution and a hearing shall be completed within sixty (60) days of the filing of the Complaint or Grievance.
- i. If a Party is dissatisfied with the local area hearing decision or no decision is made within sixty (60) days of filing a Complaint or Grievance, a Party may file an *Appeal* to the state.
- j. If a Grievant alleges a violation of labor standards, that individual may submit the Grievance to a binding arbitration procedure, if there is a collective bargaining agreement that covers the parties to the Grievance, which so provides.
- k. All local Complaint/Grievance(s) must be sent by certified mail, return receipt requested, to the following address:

West Central Development Council
Attention: Equal Opportunity Officer
116 South Plum Street
Carlinville, IL 62626

2. Local Level Informal Resolution and Hearing Process

a. Informal Resolution

- 1) When a Complaint or Grievance has been resolved through an informal resolution process, the Complainant or Grievant and the Respondent(s) shall enter into a formal written resolution agreement.

- a) If the Complainant and Respondent choose to resolve the Complaint or Grievance through an informal resolution, they must make good faith efforts to do so prior to the scheduled hearing date and within sixty (60) days of the filing of the Complaint or Grievance.
 - i) Parties are encouraged to resolve matters informally; however, failure to informally resolve a matter does not warrant dismissal of the Complaint or Grievance, nor should it be taken into consideration as part of the facts to be judged during the resolution process.

b. Hearing

- 1) Requests for a hearing shall be made by the Complainant or Grievant to the Local Area Complaint/Grievance Officer as soon as possible after the Complaint or Grievance is filed, but in no event later than thirty (30) days after the filing of a Complaint or Grievance.
 - a) The Local Area Complaint/Grievance Officer shall appoint a Local Area Hearing Officer to conduct the hearings on Complaints or Grievances.
 - b) The Local Area Hearing Officer shall be an individual who has qualifications necessary to conduct the proceedings and shall be impartial.
 - c) Any Party may make a request for a change in the Local Area Hearing Officer within five (5) days of receiving notification of the hearing schedule and the designation of the Local Area Hearing Officer.
 - d) Only one (1) request for designation of an alternate Local Area Hearing Officer may be made by any Party for each Complaint or Grievance filed.
- 2) Written hearing notices shall be sent by the Local Area Hearing Officer to the Complainant or Grievant and Respondent(s), at least fifteen (15) days prior to the scheduled hearing date to allow for proper preparation of the case. The notice will include the date, time and place of the hearing.
 - a. The Local Area Hearing Officer shall conduct the hearing in an informal manner. Technical rules of evidence do not apply.
 - i) If circumstances allow, the Local Area Hearing Officer may conduct the hearing via telephonic or electronic means.
 - ii) The Parties shall be allowed the opportunity to present evidence, cross-examine witnesses, and be represented by legal counsel.
 - iii) The Party requesting the hearing shall have the burden of establishing the facts and the entitlement to relief requested.
 - iv) The Respondent(s) shall cooperate by making available any information and releasing any documentation requested by the Complainant or Grievant after the Local Area Hearing Officer deems it appropriate and relevant to the Complaint or Grievance.
 - v) The Respondent(s) shall also make available any person under their control or employ to testify, if these persons are requested to testify by the Complainant or Grievant and the Local Area Hearing Officer deems the testimony to be elicited from such persons appropriate and relevant to the Complaint or Grievance.

- vi) Hearings will only cover those issues listed in the written Complaint or Grievance. If a Complainant or Grievant files more than one (1) Complaint or Grievance against the same Respondent(s) at or near the same time, the Local Area Hearing Officer may combine the issues from the Complaints or Grievances into a single hearing for purposes of administrative efficiency and after providing notice to the Parties.
- b) Complete records shall be kept of the hearing via audio recording, a court reporter, or by other means of recording as needed.
- c) The Local Area Hearing Officer or designee will make a written decision and it shall be sent to the Parties, if possible, by certified mail, with return receipt requested within sixty (60) days of the filing of the Complaint or Grievance. If sending a decision via certified mail is not reasonable or possible, the decision may be sent by email or regular U.S. Mail.
- d) The Local Area Hearing Officer's decision shall contain the following:
 - i) The names of the Parties involved;
 - ii) A statement of the allegations;
 - iii) A statement of the facts presented during the hearing;
 - iv) The issue(s) being decided;
 - v) The decision and the reasons for the decision;
 - vi) A statement of corrective actions or remedies, if appropriate;
 - vii) A statement assuring that all steps included in these Complaint and Grievance Procedures have been adhered to; and
 - viii) Notice that either Party has the right to appeal to the State the decision by the Local Area Hearing Officer within ten (10) days of receipt of the decision.
- e) A copy of all decisions will be concurrently sent to the *Office of Employment and Training (OET)* staff listed on the Contacts tab.
- 3) Remedies that may be imposed for violations of any requirement of WIOA Title I, its regulations and policies shall be limited to:
 - a) Suspension or termination of payments under WIOA Title I;
 - b) Prohibition of placement of a *Participant* with an employer that has violated any requirement under WIOA Title I;
 - c) Where applicable, reinstatement of an employee, payment of lost wages and benefits, and reestablishment of relevant terms, conditions, and privileges of employment; and
 - d) Where appropriate, other equitable relief.

Responsible for Receiving and Administering Complaints and Grievances

The *OET* staff listed on the Contacts tab shall be responsible for receiving and administering: (a) all Complaints and Grievances filed by participants and other interested persons affected by the statewide *WIOA* Title IB programs, and who allege violations of WIOA Title IB, or the WIOA Title IB regulations or policies at the State Workforce Development System level (State Level) and (b) appeals of local level Complaints/Grievances.

1. Through this policy, the State establishes, publishes, and maintains the procedures for resolving Complaints and Grievances that allege violations of WIOA Title IB, or the WIOA Title IB regulations or policies at the State workforce development system level. These procedures are:
 - a) Readily available to all interested parties, including applicants, participants, employees, one-stop partners, service providers, and members of the public.
 - b) Made available in a timely manner when an individual expresses interest in filing a Complaint or Grievance or upon request by any other individual.
 - c) Drafted to be easily understood by all affected participants and other individuals, including youth and those who are limited-English speaking individuals.
1. State Level Complaints and Grievances
 - a) Initial Complaints and Grievances filed with the state must relate to issues at the statewide *Workforce Development System* level. If an individual files a Complaint or Grievance at the state level that is more appropriately handled at the local level, *OET* will forward the Complaint/Grievance to the appropriate *Local Area* Complaint/Grievance Officer, who will then administer the Complaint/Grievance.
 - b) Complaints and Grievances must be filed within one hundred eighty (180) days of the alleged violations.
 - c) All individuals filing Complaints or Grievances shall be free from restraint, coercion, retaliation, and discrimination.
 - d) The Complainant or Grievant must file the Complaint or Grievance in writing to the OET staff listed on the Contacts tab.
 - e) The Complaint or Grievance must include the following information:
 - 1) Name, address, email address and telephone number of the Complainant/Grievant;
 - 2) Name, address, email address and telephone number of the person(s) and/or organization(s) that the Complaint/Grievance is against (the Respondent(s));
 - 3) A clear and concise statement of allegation(s) and facts of the case;
 - 4) The date(s) of the alleged occurrence(s);
 - 5) The provisions of the *Workforce Innovation and Opportunity Act*, or the *WIOA* regulations, or policies believed to have been violated;
 - 6) The resolution being sought; and
 - 7) The signature of the Complainant/Grievant or his or her legal guardian/representative, if applicable.
 - f) Upon receipt of a Complaint or Grievance, the OET staff listed on the Contacts tab or his or her designee, shall acknowledge receipt of the Complaint or Grievance, if possible, by certified mail, return receipt requested. If sending an acknowledgement via certified mail is not reasonable or possible, the acknowledgement may be sent by email or regular U.S. Mail. This must be done within ten (10) days of receipt of the Complaint or Grievance. The acknowledgement shall be sent to the Complainant/Grievant and the Respondent(s) and shall:
 - 1) Notify the Complainant/Grievant if the allegation(s) are more appropriate for handling at the local level and that OET staff will forward the Complaint/Grievance to the appropriate Local Area Complaint/Grievance Officer;
 - 2) Outline the steps to be taken to resolve the matter;
 - 3) Advise the Parties to attempt to reach an informal resolution;

- 4) Notify all Parties of the right to request a hearing within thirty (30) days of the date the Grievance/Complaint was filed if an informal resolution cannot be met; and
 - 5) Provide a summary of the issues to be decided.
 - g) If a Complainant or Grievant seeks to amend or withdraw a Complaint/Grievance, the Complainant or Grievant must make a request to the designated OET staff in writing.
 - h) An opportunity for an informal resolution and a hearing shall be completed within sixty (60) days of the filing of the Complaint or Grievance.
 - i) If a Party is dissatisfied with the State hearing decision or no decision is made within sixty (60) days, the Party may file an *Appeal* to the U.S. Secretary of Labor.
 - j) If a Grievant alleges a violation of labor standards, that individual may submit the Grievance to a binding arbitration procedure, if there is a collective bargaining agreement that covers the parties to the Grievance, which so provides.
 - k) Complaints or Grievances may be resolved through an Informal Resolution or Hearing Process which is outlined in the State Level Informal Resolution and Hearing Process section of this policy.
2. State Level Appeals of Local Level Complaints/Grievances
- a) If a Party does not receive a satisfactory decision at the local level, or the local level decision is not made within sixty (60) days of the filing of the Complaint/Grievance at the local level, a Party may appeal to the state.
 - 1) The request for State review must be made within ten (10) days of notification of the local level decision, or ten (10) days from the date a decision was due (i.e., sixty (60) days from filing the Complaint/Grievance) but not issued, and shall be made in writing to the OET staff listed on the Contacts tab.
 - 2) Appeal requests of local level decisions to the state level shall include:
 - a) Name, address, email address, and telephone number of the Appellant;
 - b) Name, address, email address, and telephone number of the Respondent(s);
 - c) A clear and concise statement of allegation(s) and facts of the case;
 - d) The date(s) of the alleged occurrence(s);
 - e) The provisions of the Workforce Innovation and Opportunity Act, or the WIOA regulations, or policies believed to have been violated;
 - f) The resolution being sought;
 - g) Specific information supporting the grounds upon which the appeal is sought, a copy of the original written Complaint/Grievance, a transcript of the local level hearing proceedings (if available), all exhibits/evidence introduced by the Parties at the local level hearing and a copy of the Local Area Hearing Officer's written decision, if applicable; and
 - h) The signature of the Appellant or his or her legal guardian/representative, if applicable.
 - b) State Level Review of Appeal
 1. The State may take any of the following actions regarding an appeal request:
 - a) **Reject the Appeal:** An appeal request may be rejected, and a final determination issued, for any of the following reasons:
 - i) The Appellant failed to comply with the applicable procedures prescribed in this policy (e.g., the ten (10)-day filing requirement);

- ii) The time for appeal is not yet ripe (i.e., the local level process has not been completed);
 - iii) The request for appeal does not state an appealable issue; or
 - iv) There is no relief that can be granted.
 - b) **Resolution:** The Parties may decide to resolve the appeal informally. See State Level Informal Resolution and Hearing Process section below for procedures.
 - c) **Decision on the Papers:** The Parties may waive the right to a hearing and seek a decision from the State based on the papers submitted related to the Appeal.
 - d) **Hearing:** An opportunity for a hearing must be provided to the Parties for an appeal of a local level decision unless the appeal is rejected by the State, the Parties agree to waive a hearing, the Parties decide to resolve the matter informally or the Appellant withdraws the appeal. See State Level Informal Resolution and Hearing Process section below for procedures.
 - e) **Remand the Matter to the Local Level:** If the appeal to the State is based on the local level not issuing a decision within sixty (60) days of filing a Complaint or Grievance, and proceedings have occurred at the local level or the matter is more appropriately handled at the local level due to the nature of the issues, the state may remand the appeal to the local level with instructions to complete the proceedings as expeditiously as possible.
2. After the OET staff listed on the Contacts tab or their designee receives a request for an appeal the OET staff will:
- a) Send a notification to the Appellant and Respondent(s), if possible, by certified mail, return receipt requested, within ten (10) days after receiving the request for appeal. If sending a notification via certified mail is not reasonable or possible, the notification may be sent by email or regular U.S. Mail. The notification shall include the following information:
 - i) The date of the request for appeal, name of the Appellant, and name of the party or parties designated as Respondents;
 - ii) Advise the Parties that they may resolve the appeal by requesting a hearing (within thirty (30) days of the appeal filing date), seeking an informal resolution, or instead, waiving the opportunity for a hearing and requesting a decision based on the papers related to the Appeal that will be submitted to the state;
 - iii) Advise the Parties to attempt to resolve the matter informally;
 - iv) A statement of the allegations that accurately reflect the original content of the request for appeal submitted by the Appellant;
 - v) Advise the Respondent(s) that he or she will have ten (10) days to file an optional written response to the appeal request;
 - vi) Notify the Parties that a hearing must be requested no later than thirty (30) days after the date the request for appeal was filed; and
 - vii) The name, address, and telephone number of the contact person issuing the notice.

- b) If an informal resolution is requested, follow the informal resolution procedures set forth herein.
 - c) If a hearing or informal resolution are not requested, conduct a State review to determine whether: (1) the local level hearing was conducted in accordance with the local level hearing procedures and (2) the actions complained of violated any WIOA statute, regulations or policies. OET staff will make a final written determination within sixty (60) days of receipt of the appeal.
 - 3. An opportunity for an informal resolution and a hearing shall be completed within sixty (60) days of the filing of the appeal request.
 - 4. If the Party appealing the local level matter seeks to amend or withdraw his or her appeal, that Party must make a request to the designated OET staff in writing.
- 3. State Level Informal Resolution and Hearing Process (for initial State Level Complaints/ Grievances and Appeals)
 - a) Informal Resolution
 - 1) An opportunity for an informal resolution shall be completed as expeditiously as possible so that a hearing and decision issued, if necessary, may be completed within sixty (60) days of the filing of the Complaint, Grievance or appeal request.
 - 2) When a Complaint, Grievance, or appeal has been resolved through an informal resolution process, the Complainant/Grievant or Appellant and the Respondent(s) shall enter into a formal written resolution agreement.
 - a) If the Parties choose to resolve the Complaint, Grievance, or appeal through an informal resolution, they must make good faith efforts to do so prior to the scheduled hearing date and within sixty (60) days of the filing of the Complaint, Grievance or appeal.
 - i) Parties are encouraged to resolve matters informally; however, failure to informally resolve a matter does not warrant dismissal of the Complaint, Grievance, or appeal, nor should it be taken into consideration as part of the facts to be judged during the resolution process.

1. Hearing Process

- 1. Requests for a hearing shall be made by the Complainant, Grievant or Appellant to the OET staff listed on the Contacts tab as soon as possible after the Complaint, Grievance or appeal request is filed, but in no event later than thirty (30) days after filing a Complaint, Grievance or appeal request.
 - a) The OET staff listed on the Contacts tab shall notify the Legal Office of the Department of Commerce and Economic Opportunity (DCEO) to assign a state Hearing Officer (State Hearing Officer) to conduct the hearing on a Complaint, Grievance, or appeal.
 - b) The State Hearing Officer shall be an individual who has qualifications necessary to conduct the proceedings and shall be impartial.
 - c) Any Party may make a request for a change in State Hearing Officer within five (5) days of received notification of the hearing schedule and the designation of the State Hearing Officer.
 - d) Only one request for designation of an alternate state Hearing Officer may be made by any Party for each Complaint, Grievance, or Appeal.

2. Written hearing notices shall be sent from the State Hearing Officer to the Parties at least fifteen (15) days prior to the scheduled hearing date to allow for proper preparation of the case. The notice will include the date, time, and place of the hearing.
3. Complete records shall be kept of the hearing via audio recording, a court reporter, or by other means of recording as needed.

4. **Hearing Procedures Specific to Complaints/Grievances Initially Filed at the State Level:**

- a) If circumstances allow, the State Hearing Officer may conduct the hearing via telephonic or electronic means.
- b) The State Hearing Officer shall conduct the hearing in an informal manner. Technical rules of evidence do not apply.
 - i) All Parties shall be allowed the opportunity to present evidence, cross-examine witnesses, and be represented by legal counsel.
 - ii) The Party requesting the hearing shall have the burden of establishing the facts and the entitlement to relief requested.
 - iii) The Respondent(s) shall cooperate by making available any information and to release any documentation requested in advance of a hearing by the Complainant/Grievant after the State Hearing Officer deems it appropriate and relevant to the Complaint or Grievance.
 - iv) The Respondent(s) shall also make available any person under their control or employ to testify, if these persons are requested to testify by the Complainant or Grievant in advance of a hearing and the State Hearing Officer deems the testimony to be elicited from such persons appropriate and relevant to the Complaint or Grievance.
 - v) Hearings will only cover those issues listed in the written Complaint or Grievance. If a Complainant or Grievant files more than one (1) Complaint or Grievance against the same Respondent(s) at or near the same time, the State Hearing Officer may combine the issues from the Complaints or Grievances into a single hearing for purposes of administrative efficiency and after providing notice to the Parties.

5. **Hearing Procedures Specific to Appeals:**

- a) If circumstances allow, the State Hearing Officer may conduct the hearing via telephonic or electronic means.
- b) The State Hearing Officer shall conduct the hearing in an informal manner.
- c) All Parties shall be allowed the opportunity to present oral arguments on the facts and issues presented at the local level and may choose to be represented by legal counsel.
- d) The Parties shall not be permitted to submit new evidence or new documents on appeal from local level matters, and the State Hearing Officer's review and decision shall be based solely on the written record from the local level, the appeal request, any response filed by the Respondent(s) and the oral arguments made by the Parties.

- e) The Appellant shall have the burden of establishing the entitlement to the relief requested.
 - f) Hearings will only cover those issues appealed from the local level and specified in the Appellant's appeal request.
- c) Decisions Issued After a Hearing by the State Hearing Officer or After State Review of an Appeal
 - 1) The State Hearing Officer (for hearings) or the OET State Staff (if a hearing is waived on appeal), as applicable, will make a written decision and it shall be sent, if possible, by certified mail, with return receipt requested, within sixty (60) days of the filing of the Complaint, Grievance, or appeal request. If sending a decision via certified mail is not reasonable or possible, the decision may be sent by email or regular U.S. Mail.
 - 2) The State Hearing Officer (for hearings) or the OET State Staff (if a hearing is waived on appeal), as applicable, will determine whether: (1) the local level hearing was conducted in accordance with the local level hearing procedures, if applicable, and (2) the actions complained of violated any WIOA statute, regulations or policies.
 - 3) The State Hearing Officer or OET State Staff's decision, as applicable, shall contain the following:
 - a) The names of the Parties involved;
 - b) A statement of the alleged violations;
 - c) A statement of the facts presented during the hearing or in the appeal request and response if the hearing was waived;
 - d) The issue(s) being decided;
 - e) The decision and the reasons for the decision;
 - f) A statement of corrective actions or remedies, if appropriate;
 - g) A statement assuring that all steps included in the state level procedures have been adhered to; and
 - h) Notice that any Party has the right to appeal the decision by the State Hearing Officer or OET State Staff to the U.S. Secretary of Labor.
 - 4) A copy of all decisions by the State Hearing Officer will be concurrently sent to the OET staff listed on the Contacts tab.
 - 5) Remedies that may be imposed for violations of any requirement of WIOA, its regulations and policies shall be limited to:
 - a) Suspension or termination of payments under WIOA Title I;
 - b) Prohibition of *Placement* of a *Participant* with an employer that has violated any requirement under WIOA Title I;
 - c) Where applicable, reinstatement of an employee, payment of lost wages and benefits, and reestablishment of relevant terms, conditions, and privileges of employment; and
 - d) Where appropriate, other equitable relief.
 - e)

Complainant/Grievant Appeal

1. Under 20 CFR 683.610(a), if the state has not issued a decision within the required sixty (60)-day time limit, the Complainant/Grievant or Appellant can file an *Appeal* to the U.S. Secretary of Labor

(the Secretary). An appeal to the Secretary under this circumstance must be made within one hundred twenty (120) days of the filing of the Complaint or Grievance with the state or the filing of the appeal with the state of a local level Complaint or Grievance. An appeal can also be made if the state renders an adverse decision against a Party. That Party must file an appeal to the Secretary within sixty (60) days of receipt of the adverse decision.

- a) All appeals must be sent by certified mail, return receipt requested, to the following address:

Secretary of Labor
U.S. *Department of Labor*
200 Constitution Avenue, NW
Washington, DC 20210
Attention: ASET

- b) Copies of the appeal must be simultaneously provided to the opposing party, the *OET* State Staff and to the *Employment and Training Administration* Regional Administrator as follows:

Illinois Department of Commerce and Economic Opportunity
Office of Employment and Training
500 East Monroe Street, 9th Floor
Springfield, IL 62701

Regional Administrator – *Region 5*
U.S. Department of Labor/*ETA*
230 South Dearborn Street, 6th floor
Chicago, IL 60604

Sincerely,



Matthew Jones
Executive Director

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #2

INCIDENT REPORTING RESPONSIBILITIES

TO: LWIA 21 Staff

SUBJECT: Incident Reporting Responsibilities
Suspected Fraud, Program Abuse, or Criminal Conduct

EFFECTIVE DATE: July 1, 2022

Purpose: To issue Local Workforce Innovation Area 21's (LWIA 21) policy on incident reporting responsibilities of known or suspected fraud, program abuse, or criminal conduct in Workforce Innovation and Opportunity Act (WIOA) funded programs.

Policy: Allegations regarding fraud, program abuse or criminal Misconduct in WIOA programs shall immediately be reported to the Department of Commerce and Economic Opportunity (DCEO), Office of Employment and Training (OET), the U.S. Department of Labor (USDOL), Employment and Training Administration (ETA) Region V Office, and the USDOL Office of Inspector General (OIG). The process in the Incident Reporting - Notifications section of this policy outlines how reporting should occur.

Action Required: All LWIA 21 staff, LWIA 21 sub-grantees, and LWIA 21 contractors must be informed of the incident reporting policy and procedure. It is the responsibility of the WDC/Job Center Staff person who develops a contract or negotiates an agreement with an outside entity to make sure the entity is provided a copy of DCEO WIOA Policy Chapter 8, Section: 3.7.2.2. LWIA 21 staff must be aware of the reporting procedures and be able to identify the kinds of events that generate incident reports. LWIA 21 staff, contractors, and sub grantees will adhere to the steps outlined in the attached policy letter to ensure they fulfill their responsibility in reporting the suspect of criminal fraud, waste, abuse, or other criminal activity immediately upon discovery of the occurrence.

Sincerely,



Matthew Jones
Executive Director

Related Documents: <https://apps.illinoisworknet.com/WIOAPolicy/Policy/Home/>

DCEO WIOA Policy Chapter 8, Section: 3.7.2.2

Incident Report Form - LWIA 21 PL 02-01

Incident Report Instructions – LWIA 21 PL 02-02

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #3

SUPPORTIVE SERVICES POLICY

TO: LWIA 21 Staff

SUBJECT: Supportive Services – WIOA Title IB, I-E, and Trade (TAA/TGAAA)

EFFECTIVE DATE: July 1, 2022

Purpose: To transmit Local Workforce Innovation Area 21's (LWIA 21) policy on providing supportive service payments to Workforce Innovation and Opportunity Act (WIOA) -eligible customers and individuals who have lost their job due to foreign trade. **This policy may be adjusted to meet the new requirements of WIOA or special projects/grants.**

Policy: LWIA/WIOA Staff will utilize the procedures outlined in LWIA 21 Policy Letter #3 when determining whether WIOA funds or Trade Funds in the form of supportive services should be provided to a customer. WIOA legislation mandates that the Workforce Development Board, in consultation with our One-Stop Partners, coordinate resources and services. Funds for supportive services are to be expended only when necessary and reasonable. In the event WIOA funding levels for a specific WIOA Program or Title are limited, the LWIB may suspend issuing supportive services or changing the reimbursement amount during these periods.

Supportive Services for Adults, Dislocated Workers, Youth and Trade customers will include linkages to community services, assistance with transportation, child care, dependent care, and other payments that are necessary to enable an individual to participate in workforce activities. WIOA intends for supportive service information to be made available to all customers who are in need of assistance. This means that Job Center Staff and our local partners must be aware of, and provide accurate referral information about the availability of supportive services in the local area.

Supportive Services for WIOA I-B and I-E (transportation, child care/dependent care and other supportive services) utilizing WIOA funds may only be provided to customers who are:

- enrolled in Career or Training Services (adults & dislocated workers)
- unable to obtain supportive services from another provider or program
- only when necessary to enable the customer to participate in WIOA Title I activities
- an eligible/enrolled youth as defined in WIOA Section 129.

Supportive Services for Trade Customers is in the form of mileage reimbursement for attending classroom training. Trade customer mileage reimbursement is based on the distance from the customer's home to the training site. To receive mileage reimbursement, the distance must be ten (10) miles or more – one way – and the customer's commute to training must be farther than the commute to their former employment site. (Staff will be notified if this distance amount changes based on changes made by the State and/or Federal guidelines) The reimbursement amount is based on these

two factors and the mileage is calculated using data acquired from an unbiased source, i.e., Google Maps.

Mileage is paid at the federal rate. Trade customer mileage is paid at a rate set by the US General Services Administration. For Trade, LWIA 21 shall not pay mileage to any participant, who is a passenger in a carpool. Participants making a misleading statement by any means could be subject to mileage repayment in full to LWIA 21 or could result in termination from the program.

The LWIB (Local Workforce Development Innovation Board) has authorized the West Central Development Council to provide support services utilizing the policies they have agreed to for transportation, child care/dependent care, and for other supportive services (uniforms, work-related tools, protective eye wear, car repairs, etc).

GENERAL INFORMATION: The LWIB realizes that there may be special circumstances or situations arise when an enrolled customer will require supportive service assistance to enable them to participate in an active job search, workshop, or training program. For these rare situations/circumstances (other than an on-going transportation reimbursement or regular child care/dependent care) of dire necessity, the Career Specialist/Case Manager may request additional supportive services to assist the customer with a special need. Customers should be referred to other local community sources and partner agencies for assistance. In the event no other sources were available, financial assistance utilizing WIOA funds may be considered pending approval from the Administrative Office/Program Operations Department.

The LWIB realizes there they may be situations or circumstances that arise where the customer may need assistance to fill an employment need other than on-going “child care or transportation reimbursement”. This need may be special clothing, uniforms, auto insurance payment, special tools for employment, transportation to a job interview, limited child care assistance while conducting a job search or attending an interview, etc., each individual circumstance and amount of support may be different. Since it would be difficult to outline each scenario, the LWIB has decided that “other supportive services” might be available to the customer, utilizing WIOA funds, when no other sources are available.

The Career Specialist will be responsible for determining whether WIOA funds should be considered for “other supportive services.” The Career Specialist must submit the proper documentation and paperwork to the West Central Development Council administrative office for consideration prior to authorizing WIOA funds for “other supportive service” costs.

1. Prior to being considered for “other supportive services,” the customer must seek other forms of financial assistance. The Career Specialist must first provide the customer with information on other agencies, local community providers, and one-stop partners that could possibly provide assistance.
2. This type of supportive services will be made only to customers who are enrolled in an approved WIOA activity (Career Services Training or Work Based Learning program).
3. In the event WIOA funds are determined the only resource available to assist with the special need, the customer and Career Specialist will be required to provide reasonable information and/or document on why the need existed. (Rent notices, past due utility bill, auto repair estimates, special clothing, uniforms, etc.)

4. When considering “supportive services” sound judgment must be exercised since many situations occur daily that are not and cannot be fully detailed by written regulations. Each request must be evaluated in light of need. It is the responsibility of the agency administrative office to make the final decision whether to grant or deny any “supportive services payment” prior to the commitment of WIOA funds.

The Career Specialist and the customer are required to submit a formal request using the **Other Supportive Services- Request Form** and submit it to the administrative office for review by the Executive Director.

Transportation is one of the supportive services that may be available to a customer who is enrolled in a training program, or in some cases to a customer enrolled in Staff Assisted and Career Services. In the event WIOA funds are limited, transportation reimbursement may be reduced or curtailed.

Customers who are involved in Career Services or in a Youth Program may be considered for transportation reimbursement to attend a job interview or participate in a job search workshop. Career Specialists will utilize the policies outlined in the supportive services narrative. Consideration should be made in light of need.

Customers enrolled in an on-going training program, may be eligible to receive transportation reimbursements during the duration of their training. The Career Specialists will adhere to the policies below.

Customers, other than Trade Customers, may be reimbursed for transportation costs between their homes and the training sites. *(In cases where it would be of benefit to the customer or to the programs, the WIOA agency has the authority to provide the “transportation allowance amount” for housing costs “in lieu of” transportation costs).* Every effort has been made to keep the determination of transportation payments as simple as possible while still being equitable. The **Notice of Participation** and the **WIOA Travel Allowance Form** will be the official documents that verify mileage reimbursement.

1. The customer’s mileage reimbursement will be determined by the WIOA Career Specialist. **The Notice of Participation** form will be completed to ascertain necessary information and to solidify the payment amount. This form must be signed by both the customer and WIOA Agency Representative. This form should be sent to the WIOA administrative office and a copy maintained at the local office for future reference.
2. It will be the responsibility of the training site **Instructor** to verify the daily attendance by completing the **WIOA Travel Allowance Form** and signing it on the appropriate spaces. The customer is responsible for making sure their WIOA Travel Allowance Form is completed each day of attendance and is delivered to the appropriate local office for reimbursement at the end of each two-week period.
3. Mileage will be computed based on Google Maps and other approved map programs. Mileage for one round trip will then be figured on a daily rate.
4. Total weekly mileage will be multiplied by **\$0.50/per mile*** to determine the customer’s transportation allowance. The maximum daily transportation allowance will not exceed

\$60.00* The WIOA Travel Allowance Form will be used for vouchering and should be verified by a WIOA Agency Representative and submitted to the WIOA Fiscal Office on a bi-weekly basis.

5. Customers will only be reimbursed for miles traveled between their homes and the training site.
6. Customers must provide verification of their auto insurance prior to receiving reimbursement for travel.
7. Because of the need to encourage energy conservation, the **\$0.50/per mile***, **\$60.00/per day** maximum reimbursement will be extended to customers who utilize car pooling.
8. The customer will be required to sign a certification that he/she is not receiving reimbursement for mileage from any other private or public source.
9. A per diem not to exceed **\$60.00/per day*** may be paid to a customer, upon approval from their Career Specialist, for circumstances that would prevent the individual from commuting long distances on a daily basis.

Due to the rapid rise in fuel costs, the West Central Development Council Board approved an increase in travel allowance to the highlighted amounts. This increase was approved at the March 17, 2022 board meeting becoming effective 03/28/2022 and was set to expire 06/30/2022. Extensions were granted from 7/1/2022 until 12/31/2023 by the West Central Development Council Board. In May of 2024, the West Central Development Council Board agreed to extend the increase in travel allowance from \$.45 to \$0.50 and maximum of \$60.00 per day until 12/31/2024. This extension takes effect on 07/01/2024 and expires 12/31/2024. On or before the expiration date of 12/31/2024, the West Central Development Council Board will reconsider the travel allowance and approve an updated amount going forward.

The WCDC Notice of Participation and the WIOA Travel Allowance form will be the two forms of documentation necessary for authorizing supportive services payments to customers for travel reimbursement.

Child Care and/or Dependent Care may be available to customers enrolled in Staff Assisted, Career Services or an authorized Youth Program. Career Specialists will be responsible to review the requests for such reimbursement and can authorize payment when no other resources are available. The Career Specialist should refer to the policy outlined under 'supportive services'. The Child Care/Dependent Care supportive service may be curtailed based on lack of funding. Customers who are enrolled in the "training" phase of WIOA may be eligible for assistance with child care/dependent care in accordance with the policies adopted by the LWIB. As stated in the Act, WIOA funds are to be utilized only if no other resource is available. The Child Care/Dependent Care supportive service may be curtailed based on lack of funding.

It will be the responsibility of the Career Specialist to refer the customer, and to provide accurate information to the customer about the availability of child/dependent care services in the local area. In the event no other resources are available to pay for child/dependent care services and it is determined that funding is available through WIOA, the following policy will be adhered to:

1. In the event the customer was unable to establish child/dependent care assistance with one of the referred agencies, the WIOA Program, pending the availability of funds, will enter into a contract with the provider chosen by the customer.

Rates: Licensed Provider - \$25.00/Per Day - Per Child
 Un-licensed Provider - \$15.00/Per Day - Per Child
 After School - \$5.00/Per Day - Per Child

2. The “after school” rate is for school age children who are in school during the day and are being cared for on a “part-time” basis.
3. Child/dependent care costs will be paid on a monthly basis by submitting a Child Care/Dependent Care Voucher.
4. Payments will be made directly to the child/dependent care provider who have established agreements and signed contracts on file with the agency.
5. Payments for child/dependent care will be issued in the name of the child/dependent care provider, not the customer/participant.
6. Payments for child/dependent care can only be made for the actual days the customer attends class. The WIOA program will not be responsible to pay the providers for “non-use” days.
7. Customers enrolled in Career Services may request assistance with child care during the period of time they are involved in a job search workshop or on a job interview. These requests are to be made utilizing the “Other Supportive Services Request Form” and the Career Specialist will be responsible for submitting the request to the administrative office for review.
8. The LWIB will review the child/dependent care rates on an ‘as-needed’ basis.

The documentation for establishing child/dependent care supportive service payments include: Letter Agreement for Child/Dependent Care Services, Child/Dependent Care Reimbursement Voucher and verification that the customer/participant sought assistance from the local/area resource and referral agency or another provider agency.

Sincerely,



Matthew Jones
WCDC Executive Director

Related Documents: Supportive Services Request Form – LWIA 21 PL 03-01
Notice Of Participation Travel Reimbursement – LWIA 21 PL 03-02
Travel Allowance – LWIA 21 PL 03-03
Letter Agreement for Child/Dependent Care Services – LWIA 21 PL 03-04
Child & Dependent Care Reimbursement Voucher – LWIA 21 PL 03-05
Classroom Training Verification – LWIA 21 PL 3-06

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
LWIA 21 – POLICY LETTER #4

INDIVIDUAL TRAINING ACCOUNT (ITA)

TO: LWIA 21 Staff

SUBJECT: Individual Training Account

EFFECTIVE DATE: July 1, 2022

Purpose: To transmit Local Workforce Innovation Area 21's (LWIA 21) policy on moving a WIOA customers from Basic Career Services to Training Service and the steps necessary to issue an Individual Training Account (ITA).

Policy: In the event a customer is unsuccessful in finding acceptable employment during their participation in Universal Services, and/or Basic Career Services, Training Services may be an option. The Career Specialists are responsible for determining the appropriateness of moving a customer from Basic Career Services to training services.

This Policy Letter contains guidelines to assist the Career Specialist in making a decision on committing WIOA Funds and the issues that must be consider before enrolling a customer into the training component.

Financial Aid: WIOA training funds are considered "funding of last resort" which means other grants, scholarships, financial aid, and funding alternatives must be sought and documentation of those activities must be on file. This activity should be completed during Universal and Basic Career Services.

ITA cap: An ITA cap has been established in the amount of \$18,500 per participant for the life of the program, whether it is a one-year or two-year program. Funds related to the ITA cap shall be spread over the duration of the program. This cap shall cover such direct training cost items such as tuition, books, tools, testing, licenses and uniforms. Money exceeding that amount shall be reviewed and approved in writing by the Executive Director. The Executive Director shall report this information to the Workforce Development Board at the next regular scheduled meeting. No money exceeding that amount will be spent without prior approval by the boards.

- Testing shall be limited to one test per participant unless otherwise approved by the Executive Director.

Each customer must have an assessment completed to ensure that the training program is suitable. Assessment information will be entered into the IWDS system to support the customer's choice of training and how this training will enhance their marketability. Training is limited to demand occupations as specified in WIOA E-Policy Chapter 7, Section 3, other forms of labor market

information, local job listings (which support that there are opening in the occupational area) or a letter of intent to hire. The customer must attend full-time/part-time as defined by the training institution unless a class is not available. Even if a training program is listed on the Statewide List of Training Providers, each case manager must be sure that the training program leads to a growth occupation in the state. This is a necessary step because a training program might have been approved for an individual who had a letter of intent to hire even though the program does not lead to a growth occupations area.

If a customer is interested in a training provider/program which is not currently on the Statewide List, please have them contact the Planning and Program Manager/Administrative Office to get information about the Provider Approval Process.

- ***The ITA cap does not include items covered under Support Services. Please see Support Services Policy Letter #3 for additional information.***

ITA cap was passed by Workforce Development Board on June, 17, 2021 and Approved by the Job Center Board on July 22, 2021. The ITA Cap was modified on November 16, 2022.

Service Provider and Appropriate Training Programs: Customers who qualify for, or are being considered for a WIOA training program should be provided with the LWIA 21 List of Workforce Development Board Approved and Certified Training Programs and be given access to the Statewide Training Program list.

The Workforce Innovation and Opportunity Act emphasizes the empowerment of individuals and encourages customer choice; however, it is the responsibility of the Career Specialist to provide appropriate guidance, aptitude testing, and career exploration activities to ensure an appropriate training program match.

Authorized Training Activities: WIOA has authorized the following training activities for Adults and Dislocated Workers, and in some cases, Youth:

- Occupational Skills Training
- On-the-Job Training (No ITA Required)
- Entrepreneurial Training
- Skill(s) Upgrading
- Job Readiness Training
- Adult Education & Literacy
- Activities Work Experience
- In conjunction with Training

Other employment training programs may be added as the WIOA Program evolves and as the Job Center Board and Department of Commerce and Economic Opportunity address workforce needs across Illinois.

College Prerequisite Courses: Starting July 1, 2022, College Prerequisite Courses shall not be allowed. Additional consideration could be made on a case-by-case basis with written approval by the Executive Director and the Workforce Development Program Manager.

The Executive Director/Workforce Development Program Manager shall make the following considerations before approval:

- Required General Education Courses
- Participant acceptance into the program
- Number of prerequisites needed by participant which shall not exceed two (2)
- Estimated timeframe for participant to complete program.
- Other funding sources for the Participant

The Executive Director/Workforce Development Program Manager shall report this information to the Workforce Development Board at the next regular scheduled meeting.

Program Timeframe: LWIA 21's goal is to assist participants in obtaining an employment goal in the shortest period of time possible and shall be based on a Two (2) year cycle starting at any time during the year. Participants are expected to maintain a full schedule. If a full schedule is not possible, permission may be granted on a case-by-case basis with written approval by the Career Specialist and Program Manager

Enrollment for participants who seek higher education opportunities shall be granted on a case-by-case basis with written approval by the Executive Director/Program Manager. The ITA cap does still apply to this section.

The Executive Director shall report this information to the Workforce Development Board at the next regular scheduled meeting.

Financial Management: Below are the necessary steps that must be taken prior to the commitment of any WIOA funds for a customer to enter a Training Program.

It is the responsibility of the Career Specialist to:

1. Complete the WIOA Assessment/Basic Career Services/Training Request Form and fax a copy of that completed form to the WCDC/Workforce Development Board Administrative Office Executive Director for review and sign-off.
2. Maintain a "working file" on all customers enrolled. All original documents are to be sent to the WCDC/Workforce Development Board Administrative Office Executive Director.
3. Once a customer has been approved for training, the Career Specialist must make sure the invoices/bills are collected from the respective training provider(s) on a timely basis. The invoices/bills should be submitted to the WCDC/Workforce Development Board Administrative Office (Fiscal Department) along with the Payment Authorization Form and any other support documentation.
4. On a monthly basis, the Career Specialist(s) must monitor all their customers' progress and attendance. This contact/counseling session must be documented in the IWDS System.

It is the responsibility of the Administrative Office to:

5. Develop and maintain a customer file and a vendor file for original support documents, including WIOA Assessment/Basic Career Services/Training Request Form, ITA/Authorization for Payment Form, payment records, support services payments, child care information, emergency payments, etc.
6. Prepare and mail payments in a timely manner to the appropriate training providers, vendors, and customers based on the documentation received from the Career Specialists.
7. Provide regular fiscal reports and technical assistance to the Career Specialists regarding the availability of funds, changes in the budget, etc.

The ITA cap shall be revisited in April of every year.

Important Considerations Prior to Expending WIOA Funds for Training

1. Are the costs reasonable and necessary and directly related to WIOA's purpose?
2. Are the costs allowable and in compliance with WIOA Rules and Regulations?
3. Are the costs allocable and is WIOA paying only its fair share?
4. Is the training in a "growth occupation"? and work to meet all the requirements of DCEO Demand Occupation Training List (DOTL)
5. Did I gather all the necessary documentation?

Sincerely,



Matthew Jones
Executive Director

Related Documents: Individual Training Account – LWIA 21 PL 04-01
ITA CAP Wavier – LWIA 21 PL 04-02
ITA CAP Acknowledgement – LWIA 21 PL 04-03
Parent/Guardian Consent – LWIA 21 PL 04-04

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #5

WIOA ON-THE-JOB TRAINING PROGRAM

TO: LWIA 21 Staff

SUBJECT: WIOA On-the-Job Training Program

EFFECTIVE DATE: July 1, 2022

Purpose: To transmit the Workforce Innovation and Opportunity Act (WIOA) Local Workforce Innovation Area 21 (LWIA 21) policies and procedures regarding the On-the-Job Training Program. **This policy may be adjusted to meet the new requirements of WIOA or special projects/grants.**

Policy (Please refer to DCEO/WIOA Policy 5.2.1)

The narrative and attachments to LWIA 21 - Policy Letter #5 outline the various policies and procedures that will be utilized to operate/administer the On-the-Job Training Program. The information included as attachments to this Policy Letter are as follows:

General Information

The On-the-Job Training Program is a component of the Workforce Innovation and Opportunity Act. The purpose of WIOA - Title I is to provide workforce investment activities that increase the employment, retention, and earnings of our customers, as well as increase their occupational skill attainment. Programs and activities should be designed to improve the quality of the workforce and enhance the productivity and competitiveness of the nation's economy.

The On-the-Job Training Program must promote the purpose of WIOA. This will be accomplished by placing eligible customers with private non-profit, or private sector entities for a specified period of time to acquire workforce training while on the job.

WIOA customers will be advised of the OJT Program during the information exchange with staff during the staff assisted services and intensive services phase of enrollment. Counseling sessions and completion of an Individual Employment Plan or Service Strategy should assist with determining whether OJT is a good fit for the customer. The OJT Program is not recommended for *younger youth*, however, it may be quite useful and beneficial for *older youth*. Targeted customers should be placed with an appropriate employer to acquire necessary work skills that promote the intentions of WIOA as well as lead the customer to self-sufficiency.

Guidelines for Implementing the OJT Program

Worksites for the OJT Program are to be developed with private non-profit or private sector businesses.

1. The OJT Program is intended for occupations that are permanent full-time positions that have the potential of leading towards economic self-sufficiency.
2. Eligible WIOA customers are to be pre-screened, assessed, and tested by WIOA Staff and the customer's Individual Employment Plan or Service Strategy must reflect OJT is an appropriate activity for them.
3. Employers will be reimbursed for training costs based on the occupation and the length of training required. A negotiation process must take place between the employer and Career Specialist to develop a training outline and reimbursement schedule. The training period for the OJT Program cannot exceed 1040 hours and the reimbursement amount shall be on a sliding scale based on the size of the business entering into an OJT Contract. OJT Contracts cannot be written for "minimum wage" employment.

Up to 75% for employers with 50 or fewer employees

Up to 50% for employers with more than 50 employees

4. The OJT Contract and Training Outline will be developed after the employer has conducted interviews and selected an appropriate customer/trainee. The OJT Contract will be unique to each customer, i.e., based on their Individual Employment Plan and/or Service Strategy, skill level, career interests, past work experience, etc. The ultimate goal will be the same for all customers reaching economic self-sufficiency.
5. LWIA 21 must not contract with an employer who has previously exhibited a pattern of failing to provide OJT customers with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work.
6. No WIOA funds can be provided to employers for OJT or customized training to directly or indirectly assist, promote, or deter union organizing.
7. Career Specialists must make sure that each OJT Employer understands their responsibilities regarding regular submission of the Time and Attendance Report, monthly evaluations of the OJT Customer Trainees' performance, the need to have adequate worker's compensation insurance, and that the contract can be modified to allow for increases in the trainee's wage. The Career Specialists should review the OJT Employer's Handbook with the Employer and make certain that a copy of the trainee's first payroll check or check stub is maintained in the customer's file.

Updated State Contracts: Effective January 31, 2019, LWIA 21 shall replace and use updated OJT and Work Experience Training Outline, OJT Contract, and Work Experience Contracts as provided by DCEO. This policy may be adjusted to meet the new requirements of WIOA or special projects/grants.

Sincerely,



Matthew Jones
Executive Director

Related Documents: OJT Pre-Award Checklist - LWIA 21 PL 05-00
DCEO OJT and Work Experience Training Outline
DCEO On-the-Job Training (OJT) Contract
DCEO Work Experience (WE) Contract
OJT Training Contract - LWIA 21 PL 05-01
OJT Monthly Time and Attendance Report - LWIA 21 PL 05-02
OJT Training Outline - LWIA 21 PL 05-03
OJT Performance and Evaluation Report - LWIA 21 PL 05-04
OJT Employer's Handbook - LWIA 21 PL 05-05
OJT Employers Training Contract - LWIA 21 05-06
OJT Training Contract Modification - LWIA 21 PL 05-07
OJT Monthly Time and Attendance Report - LWIA 21 PL 05-08
OJT Training Outline - LWIA 21 PL 05-09
OJT Performance & Evaluation - LWIA 21 PL 05-10
OJT Wage Increase Chart - LWIA 21 PL 05-11

WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #11

ADULT AND DISLOCATED WORKER
WIOA FOLLOW UP SERVICES POLICY

TO: LWIA 21 Staff

SUBJECT: Adult and Dislocated Worker WIOA Follow Up Services Policy

EFFECTIVE DATE: November 17, 2022
Modified – November 20, 2024 – Retro to July 1, 2024

Follow-up Services for WIOA Adults and Dislocated Worker participants who enter unsubsidized employment, for up to 12 months after first day of employment will be offered by the Career Specialist.

- 1) Follow-up services are defined as:
 - a. Two-way exchanges between the WIOA Title I service provider and the individual (or the individual's advocate or employer) and are designed to provide support and guidance to ensure sustained employment, earning of post-secondary credentials, wage increases, and advancement of career goals;
 - b. Are those services above and beyond the act of contacting individuals for securing performance reporting documentation; and
 - i. Verifying information, such as ensuring an individual is still employed, is not considered follow-up.
 - c. Can occur by telephone conversation, in person, or via email (or other social media)
 - i. While sending a letter or leaving a voicemail might be communication, neither is acceptable if no interaction or provision of service took place.
- 2) Local Workforce Innovation Boards (LWIBs) must establish and implement local follow-up services policies following this guidance.

- 3) The availability of follow-up services should be discussed with the participant at the beginning of an individual's interaction with the career planner to set the expectation for seamless communication throughout their participation in the program.
- 4) Evaluation to determine the need and level of intensity for follow-up services to meet the needs of the individual should be ongoing during participation and the follow-up period.
 - a. In the Adult and Dislocated Worker program, these services are a way to determine if adults or dislocated workers need support for retaining employment, earning wages, or advancing in the workplace.
- 5) Follow-up should be as often as necessary throughout the required twelve (12) months.
 - a. At a minimum, it should occur at least every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12)-month period. This aligns with quarterly post-exit reporting requirements.
 - b. Documentation must be entered as a case note in the appropriate case management system each time throughout the twelve (12) months the career planner contacts the participant.
- 6) Follow-up services do not delay program exit.

Required Follow-Up for Adult and Dislocated Workers Programs

- 1) Training and Employment Guidance Letter (TEGL) 19-16 requires that follow-up services must be provided for up to twelve (12) months after the first date of employment for adults and dislocated workers who are placed in unsubsidized employment.
 - a. For participants in work-based learning opportunities that result in unsubsidized employment, such as On-the-Job Training (OJT), this would be the first day after the OJT is no longer subsidized by local area funds.
- 2) Follow-up services are tied to the first date of unsubsidized employment and are not tied to the date of program exit for adults and dislocated workers who have been placed in unsubsidized employment.
- 3) Follow-up services are not allowed under the Workforce Innovation and Opportunity Act (WIOA) when an adult or dislocated worker does not obtain unsubsidized employment.
- 4) Follow-up services are provided in support of unsubsidized employment, whereas career and training services support the participant's ability to enter unsubsidized employment.

- 5) At the point adults and dislocated workers are placed in unsubsidized employment during program participation, the career planner must transition the participant into follow-up services when the last service has been received, and no future services are planned.
 - a. This allows the career planner to provide follow-up services during the ninety (90) day program exit clock so that if the participant needs additional assistance, it can be provided even though they already started follow-up since they are still a participant.
 - 1) If the participant needs services within the ninety (90) day timeframe, the follow-up can count as career planner contacts.
- 6) When an adult or dislocated worker participant obtains unsubsidized employment while still receiving an active, open WIOA service, currently, the appropriate case management system does not allow a Follow-Up Service to be opened; however, follow-up must be provided.
 - a. In this instance, documenting the follow-up in case notes should be included and recorded during the routine, two-way communication between the Career Planner and the participant.
 - 1) Career Planners should enter case notes along the lines of “transitioned to follow-up services today, as the participant is done receiving services” or “closed this case administratively (not an exit) and am moving into follow-up because the participant needs no more services.”
 - b. Only when the individual completes career, training, and supportive services planned and outlined in the Individual Employment Plan (IEP) and the services are closed can a career planner open a follow-up service and enter a case note of the action in the appropriate case management system.
 - c. Career planners must understand program exit, which is ninety (90) days after the last enrolling service has been closed, is separate from providing follow-up services for adults and dislocated workers.
- 7) Local Workforce Innovation Boards (LWIBs) must establish policies that define what are appropriate follow-up services, as well as policies for identifying when to provide follow-up services to adult and dislocated worker participants.
- 8) Follow-up services must be provided as appropriate.
 - a. Participants with multiple employment barriers and limited work histories may need more significant follow-up services.

- b. Additionally, this helps to identify an area of weakness that will affect their ability to progress further in their occupation or in retaining employment.
- c. A variety of follow-up services may meet the needs of the participant. Below is a list of activities, but is not limited to the following:
 - 1) Counseling individuals about the workplace;
 - 2) Contacting individuals or employers to verify employment;
 - 3) Contacting individuals or employers to help secure better paying jobs, additional Career Planning, and counseling for the individual;
 - 4) Assisting individuals and employers in resolving work-related problems;
 - 5) Connecting individuals to peer support groups;
 - 6) Providing individuals with information about additional educational or employment opportunities; and
 - 7) Providing individuals with referrals to other community resources
- 9) The documentation addressing the need and type of the activities provided in follow-up must be entered into general case notes.
 - a. Case notes are not to be added to the Individual Employment Plan (IEP) or any other enrolling service such as Career Planning and will alter the true last day of services and, therefore, the exit date.
- 10) Supportive services cannot be provided in association with follow-up services for WIOA Adult and Dislocated Worker participants
 - a. However, a participant could receive supportive services associated with an active enrolling career and/or training service if they are concurrently receiving Follow-up Services following the first date of unsubsidized employment
- 11) After ninety (90) days following exit, if a former participant is not responsive, cannot be located, or refuses to provide information, the career planner may close follow-up services
 - a. The case notes must document the unresponsiveness of the former participant as the thirty (30) day contact requirements outlined in the Case Notes section of this policy manual as the reason for discontinuation.
- 12) Upon completing all follow-up services, the service must be closed, and the end date populated in the appropriate case management system.

The Career Specialist must attempt to make contact with the participant each month for at least 90 days and must enter case notes in IWDS documenting the attempts to make follow-up contact.

If the customer declines follow-up contact, the Career Specialist ends services after 90 days and closes follow-up services in IWDS.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Jones", is written over the printed name.

Matthew Jones
Executive Director

Related Documents:

WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #11-1

YOUTH WIOA FOLLOW-UP SERVICES POLICY

TO: LWIA 21 Staff

SUBJECT: Youth WIOA Follow-Up Services Policy

EFFECTIVE DATE: November 17, 2022

Modified – November 20, 2024 – Retro to July 1, 2024

Follow-up services for 12 months after exit is a required service for every WIOA youth participant. Therefore, all youth participants must receive some form of follow-up services for a minimum duration of 12 months. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each youth. Listed below is information regarding the Act's definition of youth follow-up services and examples of youth follow-up services that may be provided locally.

- 1) Follow-up services are defined as:
 - a. Two-way exchanges between the WIOA Title I service provider and the individual (or the individual's advocate or employer) and are designed to provide support and guidance to ensure sustained employment, earning of post-secondary credentials, wage increases, and advancement of career goals;
 - b. Are those services above and beyond the act of contacting individuals for securing performance reporting documentation; and
 - i. Verifying information, such as ensuring an individual is still employed, is not considered follow-up.
 - c. Can occur by telephone conversation, in person, or via email (or other social media)
 - i. While sending a letter or leaving a voicemail might be communication, neither is acceptable if no interaction or provision of service took place.
- 2) Local Workforce Innovation Boards (LWIBs) must establish and implement local follow-up services policies following this guidance.

- 3) The availability of follow-up services should be discussed with the participant at the beginning of an individual's interaction with the career planner to set the expectation for seamless communication throughout their participation in the program.
- 4) Evaluation to determine the need and level of intensity for follow-up services to meet the needs of the individual should be ongoing during participation and the follow-up period.
 - a. For youth, these services are critical to ensuring they are successful in a job or postsecondary education and training.
- 5) Follow-up should be as often as necessary throughout the required twelve (12) months.
 - a. At a minimum, it should occur at least every thirty (30) days for the first three (3) months and then must occur once a quarter for the remainder of the twelve (12)-month period. This aligns with quarterly post-exit reporting requirements.
 - b. Documentation must be entered as a case note in the appropriate case management system each time throughout the twelve (12) months the career planner contacts the participant.
- 6) Follow-up services do not delay program exit.

According to the Workforce Innovation and Opportunity Act (WIOA), follow-up services for youth may include:

Leadership development opportunities

1. Exposure to postsecondary educational opportunities
2. Community and service-learning projects
3. Peer-centered activities, including peer mentoring and tutoring
4. Organizational and team work training, including team leadership training
5. Training in decision-making, including determining priorities and problem solving
6. Citizenship training, including life skills training such as parenting and work behavior training.

Supportive service activities

1. Linkages to community services
2. Assistance with transportation
3. Assistance with child care and dependent care
4. Assistance with housing
5. Needs-related payments
6. Assistance with educational testing
7. Reasonable accommodations for youth with disabilities
8. Referrals to health care

9. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise

Assistance in securing better paying jobs, career development and further education

Work-related peer support groups

Adult mentoring

Services necessary to ensure the success of youth participants in employment and /or post-secondary education.

Examples of follow-up services that may be provided locally include the following: resume updates, job referrals, career planning assistance, re-employment planning, agency referrals, group or one-on-one meetings, tutoring, job shadowing, newsletters, workshops and/or seminars, supportive services, career exploration, mentoring, and referrals to job fairs.

- 1) The date of program exit:
 - a. Cannot be determined until ninety (90) consecutive days have lapsed since the last qualifying participant-level service;
 - b. Is set retroactively back to the date of the last enrolling/qualifying service; and
 - c. Is further outlined in the General Requirements for Program Exit section of the policy manual.
- 2) Follow-up services do not change or delay exit as they can only occur after program exit in the Title I Youth program.
- 3) Follow-up must include more than contact or attempted contact and follow-up activities must be provided.
- 4) Follow-up services for youth may include, but are not limited to, the following program elements:
 - a. Supportive services, if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS);
 - b. Adult mentoring;
 - c. Financial literacy education;
 - d. Services that provide labor market and employment information (LMI) about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services;
 - e. Activities that help youth prepare for and transition to postsecondary education and training; and

- f. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.
- 5) The documentation addressing the need and type of the activities provided in follow-up must be added to the ISS since that is a non-enrolling service and will not alter the true last day of services and, therefore, the exit date.
 - a. Case notes in the ISS must provide documentation of the need for youth to be provided an allowable youth program element (i.e., supportive services) as part of follow-up services.
- 6) However, the Final Regulations at Section 681.580 allow for youth to decline follow-up services altogether.
 - a. There are two (2) options for youth who are not responsive to attempted contacts for follow-up and those youth who cannot be located making it impossible to provide follow-up services during the twelve (12)-month follow-up period.
 - i. Unable to Locate (Youth Only). The career planner has determined that in the event a youth participant cannot be located, the case notes should record all efforts that were taken to locate the individual. These same methods must be periodically utilized through at least the first two (2) quarters following exit.
 - ii. Opting Out (Youth Only). Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes. Career planners should not encourage youth to opt out of these services.
 - b. In instances where well-documented case notes that the youth opted out or were not responsive to follow-up, career planners may wish to reach out to employers to confirm employment and wages. It is especially important for those individuals who work for an employer who does not pay into the Illinois Department of Employment Security (IDES).
 - c. If the youth is participating in post-exit education or training, the career planner may wish to contact the educational institution.
 - d. Neither are allowable follow-up activities, but they will provide meaningful information for the Youth program and could assist in identifying a positive performance outcome.
 - e. While it can be documented in a case note, it cannot be recorded as a follow-up service in the appropriate case management system.

- 7) When reaching out to an exited youth to secure documentation for reporting, a performance outcome does not constitute an allowable follow-up activity.
 - a. Although this is an acceptable follow-up activity allowed under the Adult and Dislocated Worker programs, it is not for the Youth program.
 - b. Although contacting an individual to secure documentation to report a performance outcome does not constitute a follow-up service, it can be used in conjunction with other follow-up activities.
- 8) Upon completing all follow-up services, the activity must be closed, and the end date populated in the appropriate case management system.
- 9) Local programs must have policies to establish when a youth participant cannot be located or contacted.
 - a. The Career Specialist must attempt to make contact with the participant each month for at least 90 days and must enter case notes in IWDS documenting the attempts to make follow-up contact.
 - b. If the customer declines follow-up contact, the Career Specialist ends services after 90 days and closes follow-up services in IWDS.

Sincerely,



Matthew Jones
Executive Director

Related Documents:

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
LWIA 21 – POLICY LETTER #12

LOCAL PROGRAM OVERSIGHT AND MONITORING

TO: LWIA 21 Staff

SUBJECT: Program Oversight and Monitoring

EFFECTIVE DATE: May 23, 2024

PRIVACY AND SECURITY
(PERSONALLY IDENTIFIABLE INFORMATION)

Under the Workforce Innovation and Opportunity Act (WIOA) and Trade Assistance Act (TAA), staff obtains personal and confidential information from individuals as part of eligibility determination and continuation of services. WIOA, TAA, and other federal and state regulations governing information sharing stipulate implementation of confidentiality policies and procedures.

It is the responsibility of all workforce professionals to protect the privacy of all applicants for program services, as well as the privacy of all participants receiving program services. The purpose of this policy is to describe the protections that must be in place to protect all personally identifiable information (PII) on applicants and participants including the requirements for the use, storage, and security of sensitive and confidential information, and the consequences for not adhering to these safeguards.

Personal information will be treated in the strictest confidence and will not be shared without written authorization, except for monitoring, auditing, or other grantor-imposed information-sharing requirements.

This policy applies to all WIOA and TAA service provider staff, contractor staff, grantees, subgrantees, and any other individuals or groups involved in the handling and protecting of personally identifiable information per governing guidelines including federal law, Uniform Administrative Requirements (see 2 CFR 200.303), U. S. Department of Labor (USDOL), Employment and Training Administration regulations (see 20 CFR 683.220 for WIOA and 20 CFR 618.852(b) for TAA), Training and Employment Guidance Letter 39-11, Guidance on the Handling and Protection of Personally Identifiable Information (PII), as well as any relevant state and local requirements (see the Attachments tab for Federal and State Laws on Personally Identifiable and Sensitive Information).

Sincerely,



Matthew Jones
Executive Director

WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)
LOCAL WORKFORCE INNOVATION AREA 21 (LWIA 21)
POLICY LETTER #13

USE OF THE ELIGIBLE TRAINING PROVIDER LIST (ETPL) AND
TRAINING PROGRAM FINDER

TO: LWIA 21 Staff

SUBJECT: Use of the Eligible Training Provider List (ETPL) and Training Program Finder

EFFECTIVE DATE: **DRAFT - PENDING APPROVAL**

1. Purpose

The purpose of this policy is to establish local procedures and guidance for the use of the Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider List (ETPL) and the WIOA Training Program Finder. This policy ensures compliance with WIOA Sections 122 and 134, applicable federal regulations (20 CFR Part 680), and state and local workforce development requirements.

2. Authority

This policy is issued under the authority of the Workforce Innovation and Opportunity Act (WIOA) of 2014, as amended, and applicable federal and State of Illinois statutes, regulations, and guidance, including but not limited to:

- WIOA Sections 122 and 134
- 20 CFR Part 680 (§§ 680.400–680.530)
- Illinois Department of Commerce and Economic Opportunity (DCEO), Office of Employment and Training guidance
- State of Illinois Eligible Training Provider List (ETPL) Policies and Procedures
- Illinois Workforce Development Act (20 ILCS 3975)

3. Scope

This policy applies to:

- WIOA Title I Adult, Dislocated Worker and WIOA Youth participants served in the State of Illinois.
- Local Workforce Innovation Area (LWIA) staff.
- One-Stop Operators and Career Services staff.
- Training providers seeking or maintaining eligibility on the Illinois ETPL.

4. Definitions

Eligible Training Provider (ETP): An entity approved by the State of Illinois to provide training services to WIOA participants and listed on the Illinois ETPL.

Eligible Training Provider List (ETPL): The statewide list of approved training providers and programs maintained by the Illinois Department of Commerce and Economic Opportunity (DCEO).

5. Policy

A. Use of the ETPL

1. WIOA Adult and Dislocated Worker participants who receive training services funded by WIOA must select a training program that is listed on the current ETPL at the time of approval.
2. Training services funded through an ITA may only be provided by programs that are active and approved on the ETPL.
3. Exceptions to ETPL requirements may only be made in accordance with state policy (e.g., Registered Apprenticeships or documented extenuating circumstances).

B. Use of the Illinois WorkNet Training Program Finder

1. Career Services staff must utilize the Illinois WorkNet Training Program Finder as the primary tool for identifying and reviewing eligible training programs with participants.
2. Participants must be provided access to Illinois WorkNet and guided in its use to support informed consumer choice.
3. Information reviewed with participants must include, at a minimum:
 - Program cost and duration
 - Credential or certificate attained
 - Provider performance outcomes as published by DCEO (completion, employment, and wage data, when available)
 - Program location, delivery method, and scheduling options

C. Informed Consumer Choice

1. Career Services staff must document that participants were informed of available training options through the Training Program Finder.
2. Participants must be given sufficient information and time to make an informed decision regarding training selection.
3. Documentation of informed consumer choice must be maintained in the participant's case file.

6. Procedures

- A. Staff will verify participant eligibility and appropriateness for training in accordance with Illinois and local policy prior to ITA approval.
- B. Staff will confirm that the selected training program is active and approved on the Illinois ETPL at the time of ITA authorization.

- C. Career Specialists must document all counseling, training discussions, and participant decisions related to the Eligible Training Provider List (ETPL) in the participant's case file through a detailed case note in the case management system.
- D. ITAs will be issued in accordance with Illinois and local funding caps, priority of service requirements, and supportive service policies.
- E. Any changes to an approved training program must be reviewed and approved prior to implementation and documented in IWDS.

7. Contract Agreements with Eligible Training Providers

LWIA 21 shall establish a written agreement with all training providers approved on the Eligible Training Provider List (ETPL) prior to the authorization of any participant training services.

At a minimum, the contract agreement shall include the following provisions:

- **Scope of Services:** A clear description of the training program(s), including occupational focus, duration, and expected outcomes aligned with in-demand industries and occupations.
- **Cost Structure:** Detailed breakdown of all allowable costs, including tuition, fees, books, supplies, and any additional training-related expenses.
- **Performance Expectations:** Providers must meet or exceed performance benchmarks consistent with WIOA requirements, including measurable outcomes such as completion rates, credential attainment, and employment placement.
- **Reporting Requirements:** Providers shall agree to timely and accurate reporting of participant progress, attendance, completion status, and outcomes as required by LWIA 21 and state/federal guidelines.
- **Compliance:** Providers must comply with all applicable provisions of the Workforce Innovation and Opportunity Act (WIOA), state ETPL policies, Equal Opportunity requirements, and any applicable federal and state regulations.
- **Payment Terms:** Payments shall be made on a reimbursement basis and may be tied to successful participant milestones (e.g., enrollment, midpoint progress, completion, credential attainment).
- **Monitoring and Oversight:** LWIA 21 reserves the right to monitor provider performance, conduct site visits, and review documentation to ensure compliance and program integrity.
- **Corrective Action:** Failure to meet contractual or performance requirements may result in corrective action, including the development of a corrective action plan, probation, suspension, or removal from the ETPL.
- **Termination Clause:** LWIA 21 may terminate the agreement for cause, including non-compliance, failure to meet performance standards, or misrepresentation of program information.
- **Nondiscrimination Assurance:** Providers must adhere to all nondiscrimination and equal opportunity provisions under WIOA Section 188.

No training payments shall be issued without a fully executed contract agreement on file.

8. Monitoring and Compliance

A. Monitoring and Compliance Purpose

The purpose of this section is to establish a formal review process for Eligible Providers and individual training programs funded under the Workforce Innovation and Opportunity Act (WIOA), ensuring compliance with Eligible Training Provider List (ETPL) requirements and maintaining high performance standards for participants served by LWIA 21.

B. ETPL Review Committee

LWIA 21 shall maintain an Eligible Provider Review Committee responsible for oversight and evaluation of training providers and programs.

The Committee shall consist of:

- Executive Director
- Program Manager
- One (1) Career Specialist
- One (1) Workforce Development Board Member or Ad Hoc Board Member

The Committee shall review training performance data, ensure compliance with WIOA and State ETPL requirements, and make determinations regarding continued eligibility.

C. Monitoring – Periodic, Random, and Onsite Review Cycle

LWIA 21 shall implement a comprehensive monitoring system for all Eligible Training Providers (ETPL) to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA), guidance issued by the Illinois Department of Commerce and Economic Opportunity (DCEO), and all applicable state and local policies.

Monitoring activities shall be conducted on a periodic, random, and onsite basis, and shall align with the provider's performance, risk level, and participation in WIOA-funded training.

1. Monitoring Cycle and Frequency

LWIA 21 shall conduct monitoring activities using the following structure:

- **Periodic Monitoring (Scheduled Reviews)**

Each approved training provider shall be reviewed on a consistent and established Eligible Training Provider List (ETPL) review cycle. All reviews shall be conducted on a program-specific basis to ensure each individual training program meets applicable performance, compliance, and quality standards.

- **Random Monitoring**

LWIA 21 may conduct unannounced or randomly selected file and program reviews to ensure ongoing compliance and program integrity.

- **Onsite Monitoring**

Onsite reviews may be conducted based on:

- Volume of WIOA participants served
- Performance outcomes
- Previous monitoring findings or complaints

2. Scope of Monitoring

Monitoring activities shall include, but are not limited to, the review of:

- Participant files (eligibility, assessments, case notes, and training documentation)
- Attendance and progress tracking
- Credential attainment and measurable skill gains
- Employment outcomes and wage data (as available)
- Cost documentation and invoicing accuracy
- Compliance with contract agreement terms
- Adherence to ETPL eligibility and continued eligibility requirements
- Equal Opportunity (EO) and nondiscrimination compliance

3. Documentation and Reporting

LWIA 21 shall utilize a risk-based approach to prioritize monitoring activities.

Factors may include:

- New providers to the ETPL
- Providers with low or declining performance outcomes
- High-cost or high-enrollment training programs
- Prior findings, corrective actions, or complaints
- Failure to meet reporting requirements

Providers identified as higher risk may be subject to increased monitoring frequency and additional oversight.

4. Corrective Action and Follow-Up

If a training program falls below the required performance standard or fails to comply with WIOA or ETPL requirements, the Committee shall require submission of a written Corrective Action Plan.

The Corrective Action Plan shall include:

- Identification of deficiencies
- Analysis of contributing factors
- Specific corrective actions
- Measurable improvement benchmarks
- Implementation timeline (not to exceed 12 months)
- Responsible staff designation

The Committee may require progress reports and supporting documentation during the corrective period. Failure to submit or implement an approved CAP may result in probation, suspension, or removal.

5. Continuous Improvement

Monitoring activities are intended not only to ensure compliance but also to promote continuous improvement in training quality and participant outcomes. LWIA 21 may provide guidance, technical assistance, and best practices to support provider success.

D. Performance Standards

To remain in good standing, a training program must maintain a minimum seventy percent (70%) success rate. Success rate shall include measurable outcomes consistent with WIOA and State ETPL performance measures, including:

- Program completion
- Credential attainment
- Measurable Skills Gains (if applicable)
- Employment outcomes in the second and fourth quarters after exit, when applicable

Failure to maintain the 70% threshold shall result in enhanced monitoring and corrective action

E. Appeals Process

Eligible Providers may submit a written appeal within thirty (30) calendar days of notification of probation, suspension, or removal. Appeals shall:

- Be submitted in writing to the Executive Director/Program Manager,
- Include supporting documentation,
- Be reviewed by the Workforce Development Board or designated subcommittee.

A written determination shall be issued within thirty (30) days of appeal receipt. The Board's decision shall be final.

9. Equal Opportunity and Nondiscrimination

All review determinations, corrective actions, monitoring documentation, and appeal records shall be maintained in accordance with WIOA and LWIA 21 record retention requirements.

10. Effective Date

This policy becomes effective on _____ and remains in effect until revised or rescinded.

Sincerely,

Matthew Jones
Executive Director

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		
Contact Phone Number: 1-217-854-9642, ext. 1235	Contact E-mail: matt.jones@west-central.org	Date Self-Assessment Submitted to IWIB (XX/XX/XXXX): 3/29/2024
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?	WDCD/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.
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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
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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.
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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 will 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 generally 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.
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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
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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 directly 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'.	

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

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- 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
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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 reviewed to determine if all partners may participate in the near future.
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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, e tc. 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.
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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.

