

## **LOCAL PLAN FOR PY 2017 LAND OF LINCOLN WORKFORCE ALLIANCE – LWA 20**

### **Executive Summary**

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and is the first legislative reform of the public workforce system in 15 years. The WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with skilled workers needed to grow the economy. WIOA supersedes titles I and II of the Workforce Investment Act of 1998 and amends the Wagner-Peyser Act and the Rehabilitation Act of 1973. In general the Act took effect on July 1, 2015, the first full program year after enactment. During the first transition year of WIOA, the DOL published a series of WIOA Operational Guidance documents in the form of Training and Employment Guidance Letters (TEGLs) to provide a framework for program activities. TEGLs and WIOA webinars sponsored by the Department of Commerce provided information and discussion to implement various initiatives pending the issuance of final rules. The Notice of Proposed Rulemaking was published in April 2015 and the public was invited to comment for 60 days until June 15, 2015. This venue gave the public an opportunity to comment on the proposed regulations for the administration and governance of the program.

The Departments of Labor (DOL) and Education (ED) published final regulations for implementation of WIOA on June 30, 2016 and continue to issue guidance and policy regarding implementation of WIOA.

### Governance

For WIOA start-up, numerous governance items were approved and implemented during PY 2015. Governance items may be further defined/developed after final rules and policies are issued. The following were completed and include:

- ✓ Designation of Local Workforce Innovation Area – LWIA 20 serving the counties of Cass, Christian, Logan, Menard and Sangamon was designated as a LWIA under WIOA effective July 1, 2015 through June 30, 2017.
- ✓ The CEOs for LWIA 20 appointed members of the Land of Lincoln Workforce Board (LLWB) – August 2015
- ✓ The CEOs, LLWB and the grant recipient entered into an Intergovernmental Agreement outlining responsibilities of each entity. Sangamon County and its department known as the Land of Lincoln Workforce Alliance will serve as the administrative and fiscal agent - August 2015
- ✓ CEOs approved the Financial Responsibility and Signature Authority for LWIA 20 – July 2015.
- ✓ The Land of Lincoln Workforce Board was certified on February 2, 2016

- ✓ By-Laws for the LLWB were approved in March 2016
- ✓ LLWB Staffing decisions will commence when policies/decisions have been issued with the final rules – estimated at end of 1st quarter 2016 or beginning of second quarter.
- ✓ Policies and procedures will be modified and updated as information becomes available from the U.S. Department of Labor or IL Department of Commerce.

The Land of Lincoln Workforce Board (LLWB) held its first meeting on September 21, 2015 and approved governance items as necessary. During this transition period, the LLWA will remain flexible with program delivery in order to meet the guidelines and intent of the WIOA

### Regional and Local Planning

The LLWB participated in various regional planning activities to provide input on the development of the local and regional plan. The Central Region is comprised of twelve counties and includes the five counties forming the Land of Lincoln Workforce Alliance. The LLWB will sustain an effective workforce development system for our communities and continue to:

Keep up-to-date with the local and regional economy;  
Identify and market the region's strengths and weaknesses;  
Identify economic and workforce issues to assure the region's continued growth and  
Create a credible foundation for convening public discussion around workforce issues.

Statistical information about the region was reviewed regionally and locally and reflects growth industries and occupations that will be targeted in the five county areas. The LLWB analyzed labor market data, established goals and objectives and approved strategies for both the region and local areas. Regional data also noted that Illinois has had slow growth and recovery since the recession in 2008 -2009. LWIA 20 will continue to target the healthcare industry and occupations that are in demand with shortages and job growth. Other targeted industries include Transportation, Distribution and Logistics (TDL) and Manufacturing. Secondary industries will also be reviewed including Marketing and Sales, Hospitality and Tourism and Business and Finance.

The LLWB will continue its work with businesses and job seekers to improve services provided through the Workforce Innovation and Opportunity Act (WIOA). With the recent upturn in the economy, the workforce system is being challenged to transform services to job seekers and businesses. The LLWB will reconvene a Business Services Team to address local workforce issues and identify solutions for employment growth.

### Service Delivery

Partners in the workforce system will work cooperatively in the upcoming year to provide career services to customers that are in need of services. New guidelines for the Memorandum of Understanding (MOU) agreement will be outlined in the upcoming

year. Career services leading to employment will be provided through the one-stop Illinois workNet Center system. The Land of Lincoln Workforce Board places a high emphasis on the training of participants and will use a variety of methods to assure that training goals are met. The LLWB will solicit training through requests for proposals, Individual Training Accounts or other contracts for training services that assure a variety of training options for adults, dislocated workers and youth. Service delivery in the counties will be evaluated. Staff are assigned to the One-Stop Illinois workNet Center in Springfield where comprehensive services are delivered. LLLWA staff are assigned to workNet centers on a scheduled basis to deliver career services in the rural communities.

### Performance and Management

The CEOs and LLWB negotiate performance measures with the state, enter into memorandums of understanding with the One-Stop Operators and Partners, certify local training providers and oversee the creation and operation of a truly functional and successful local workforce system. The former Youth Council under WIA, will continue as a Youth Committee under WIOA to address the needs of youth in the local area. Local training providers for the five county areas are certified and combined with the other 21 Workforce Investment Areas to create a statewide service provider network which allows customers to make informed choices on training that leads to the best and most appropriate job.

## **CHAPTER 4: OPERATING SYSTEMS AND POLICIES – LOCAL COMPONENT WIOA Sec. 121 (c) (2) (i), Governors Guidelines Section I, 2, MOU Part V-VII, IX, XI**

*A. Provide a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners (see MOU Part V-VII);*

*Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:*

*Comprehensive One-Stop*

*Affiliated Workforce Centers*

*Specialized Workforce Centers*

An effective workforce system that meets the demands of area employers and assists job seekers in obtaining training and employment that will lead to self-sufficiency are the overarching goals of the Land of Lincoln Workforce Alliance, Board and one-stop partners. The CEOs, Board and One-Stop partners are working cooperatively to identify the career and program services that will be included at the comprehensive One-Stop Center and the contribution of the one-stop partners.

The One-Stop partners are committed to the principles and vision outlined at the federal and state level and by the Land of Lincoln Workforce Board. A Memorandum of

Understanding is required of all partners and is an agreement outlining service delivery and other matters essential to the establishment of an effective one-stop workforce delivery system. Roles and responsibilities of each member organization are also defined and outlined in the Career Matrix. For PY 2016, the One-Stop Partners will enter into a MOU and provide payments to the system based on WIA guidelines. Beginning in the spring of 2017, infrastructure costs will kick in and negotiations will ensue. An umbrella Memorandum of Understanding (MOU) will be negotiated between the One-Stop Partners, WIB and CEOs and be updated as required. The Cost Allocation portion of the MOU is reviewed and approved annually.

The One-Stop location in Springfield is the mandated comprehensive One-Stop Center. The matrix attached in the MOU identifies the 13 career services to be provided at this Center located at the:

Illinois workNet Center  
1300 S. Ninth Street  
Springfield, IL 62703

One Stop Partners will have staff at the Springfield One-Stop to include the Department of Rehabilitations Services, the Department of Employment Security and the Land of Lincoln Workforce Alliance. Other staffing options including direct linkages will include Adult Education, Job Corp, Lincoln Land Community College & Capital Area School of Practical Nursing (Perkins), Title V Senior Employment Programs and the Department of Human Services.

In addition to the comprehensive center, outreach locations will continue in the rural communities of Beardstown, Lincoln, Petersburg and Taylorville with staff available one or two days per week. LWIA 20 established a solid system of service by having a presence in each county to meet the career service needs of customers. All Centers meet accessibility standards. The LLWA will review WIOA final rules and guidelines by the state related to affiliate and specialized workforce centers and make a determination at a later date. Until then, outreach services at the rural locations are provided by WIOA career planners and include job search/employability skills, eligibility for training programs and employer outreach.

*Explain how the comprehensive one-stop center provides on demand access to the required career services in the most inclusive and appropriate setting and accommodations.*

Changes in the labor market and funding restrictions have made it incumbent upon agencies, institutions and partners associated with employment, training and education to better coordinate services in general and particularly, to focus efforts on the One-Stop Center which in Illinois are known as the Illinois workNet Centers. These comprehensive one-stop centers provide convenient access to career services for individuals seeking to enter or return to the workforce, provide information about

training programs available locally, regionally and statewide and deliver services to employers who are in need of workers. The comprehensive One-Stop Center creates a central point of entry to employment and training services for job seekers and employers and can be accessed in-person or electronically. Customers, who visit the Center in person, will have access to career services. WIOA staff and partners will assess the needs of individuals for appropriate career services and make referrals to partner programs.

Career Services provided by partners include:

Outreach, Intake and Orientation

Initial Assessment

Labor Exchange Services

Eligibility for Services

Referrals to Programs

Job Search and Placement Assistance

Performance and Cost Information

Financial Aid Information

Follow-up Services

Customers may also connect via technology. The Comprehensive Center has approximately 40 computers for use by the public with high speed internet and numerous software programs to assist with resume development, job search and on-line job applications. A weekly Orientation is available at the Center with partners describing their services for referral to programs. Workshops are offered each week to include an employability series one day and WIOA eligibility, training and assessment another day per week.

The comprehensive One-Stop Center is accessible to individuals with a disability. Accommodations are made should a customer need assistance. The Center provides the latest regulations from the U.S. Department of Labor for public view. The One-Stop system uses the following tag line for materials associated with the Center.

**Illinois workNet Centers are an Equal Opportunity Employer/Program.**

**Auxiliary aids and services are available upon request to individuals with disabilities.**

*Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between operator and partners.*

✓ *Name of the procured one-stop operator*

✓ *Describe the functions and scope of work of the one-stop operator*

✓ *Describe how the one-stop operator was procured*

✓ *Describe the local operator's role and responsibility for coordinating referrals among required partners.*

The Land of Lincoln Workforce Board hired a consulting firm, Thomas P. Miller and Associates, to complete the One-Stop Operator procurement process. A One-Stop Operator according to WIOA final rules and State of Illinois guidance will take effect prior to July 1, 2017. The Land of Lincoln Workforce Board will approve the One-Stop Operator recommendation at the May 2017 meeting. A Consortium of partners have applied to assume the responsibilities of the operator. The One-Stop Operator Consortium for LWIA 20 includes the following organizations and programs: IL Department of Employment Security (Wagner-Peyser, Veterans, UI, TRA, Migrant Seasonal Farmworkers), IL Department of Human Services (Title IV – Rehabilitation Services and TANF), Land of Lincoln Workforce Alliance (Title 1, TAA), Lawrence Education Center (Title II – Adult Education) and Lincoln Land Community College (Title II – Adult Education, Perkins). The role and responsibilities for the One-Stop Operator are:

- Coordinate service delivery among partners, physical and electronic sites and local area system
- Manage operation of sites including scheduling, hours, outreach, marketing and other daily maintenance operations that may be appropriate.
- Manage technological resources such as websites, case management information, assessment, etc.,
- Manage partner responsibilities as defined in MOU
- Manage services for job seekers and businesses
- Provide career services such as orientations, career and labor market information, workshops, employer recruitment and resource room materials.
- Submit annual staffing and operational budgets
- Follow federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Implement board policies and decisions; report to Board on operations, performance, accountability and continuous improvement.

The One-Stop Operator will enter into an agreement that outlines roles and responsibilities, conflict of interest statements, reporting and financial management duties.

*Describe 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.*

The One-Stop partners for LWIA 20 completed value stream mapping and as part of the process, cataloged the various technology tools used by the partners for intake, case management and program management. The partners are in agreement that the integration of technology to enable a common intake and case management system is ideal and a goal that will be explored in the upcoming year. Several issues will be addressed including the sharing of personally identifiable data and eligibility/assessment information. The partners are also aware that the State is exploring various technology

and data base systems that are available through existing partnerships and may recommend a uniform data base for the One-Stop system. Financially, a common data base system could possibly be costly for Center partners; however, this will be researched and considered. In the meantime, partners at the Center will continue to use IWDS for tracking and referral of customers and incorporate other technology based systems as they become available.

*Describe how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.*

The LLWB facilitates services in the rural communities through participation of Board members who represent all counties and support workforce initiatives. Board approved Outreach Centers are available in the rural communities of LWIA 20 and provide access to services either on-site or via technology. In addition to the Comprehensive Center in Springfield, two Centers are located at community colleges, one Center at a State Office building and another at the county court house. As mentioned previously, these Centers are located in Beardstown, Lincoln, Petersburg and Taylorville. All locations have access to services through the use of technology and are accessible.

*Describe how the Local Board will work with entities carrying out core programs to:*

- ✓ *Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;*
- ✓ *Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and*
- ✓ *Improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable)*

In keeping with State and regional goals, the LLWB and core partners support the vision to ensure collaboration among programs – education, workforce, services to targeted populations, economic development and all partner programs to create a system that provides excellence in meeting the needs of businesses and individuals to grow a vibrant and robust regional 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.”

*To meet goals, Barriers to Employment, Career Pathways and Post-Secondary and Industry credential are addressed below:*

*Barriers to Employment* – Target populations will include eligible customers with basic skill deficiencies, low income, barriers to employment, individuals with disabilities, veterans and customers that lack essential skills such as computer literacy, work history, educational credentials and employability skills. Individuals with significant barriers generally require more intensive services and training so they can succeed in the working world. The One-Stop partners will expand career services that reduce barriers and guide customers to career pathways and industry credentials for gainful employment in the five county area/region.

*Career Pathways* – The LWIA will continue to explore, develop and expand career pathways with education partners that may include co-enrollment in core programs. The LWIA will work regionally to catalog existing pathways to determine what middle skilled jobs exist and target training resources for development or expansion. The LWIA has experience in developing career pathways as evident through special grant awards and regional initiatives. In recent years, the LWIA was successful in targeting the long-term unemployed, which expanded the career pathway in Transportation, Distribution and Logistics. The project also incorporated *post-secondary and industry credentials*. Success was achieved by coupling classroom training with work based learning (work experience, OJT) and proved to be an effective strategy in getting participants with barriers back to work. A similar strategy was utilized for the ATIM project (Accelerated Training in Manufacturing) which was a regional project geared towards customers wishing to gain entry level skills for advancement in the manufacturing industry. These best practices will continue to be utilized locally and regionally as it encompasses all components by a) targeting and serving individuals with barriers b) developing a career pathway and training that is relevant to the industry and c) attainment of post-secondary and industry credentials.

LWIA 20 will continue our close involvement with one-stop partners under the Workforce Innovation and Opportunity Act to expand access to programs, increase skill level, reduce barriers to employment and award credential attainment.

***B. Provide information regarding the local coordination strategies with state, regional and local partners to enhance services and avoid duplication of activities including a description of:***

Better integration and coordination of services through the One-Stop delivery system will be pursued in an effort to enhance strategies with State, regional and local partners. As mentioned previously, One-Stop partners completed a value stream mapping activity and will work to better provide customer service with shorter wait times, less duplication and satisfied customer. In the upcoming year(s), partners may co-locate and/or virtually connect in order to provide better coordination with integration of activities and information. A goal is that the system as a whole is coherent and accessible for job seekers and businesses and that we have increased accountability through the streamlining of services.



The One-Stop partners and the Land of Lincoln Workforce Board have approved the MOU for PY 2017 which defines the roles and contributions of each core program. The narrative portion of the MOU specifies the roles and the budget spreadsheets show the contributions for each core partner. The One-Stop Operator will assure that partner responsibilities are being met and the One-Stop Center is certified. Reports will be provided quarterly to the Board and committees that show progress towards strategies and compliance with performance measures.

Some examples of local coordination strategies that will be completed are:

*Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.*

The Land of Lincoln Workforce Alliance will coordinate training and employment activities following a sectoral approach to workforce development as identified by the State and region. Employment and training activities will focus on the Healthcare, Manufacturing and Transportation, Distribution and Logistics industries. As mentioned previously, the secondary industries of Marketing and Sales, Hospitality and Tourism, and Business and Finance will also be explored to develop strategies for career pathway development. Coordination activities with One-Stop Partners will include common intake, assessment and follow-up. Cross training to provide information about training programs will also be completed.

*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. [Additional Guidance will be released by ICCB]*

Adult Education and literacy will coordinate with the One-Stop system to increase basic skills of adults and youth who need marketable skills for employment. This may include the expansion of Bridge programs as mentioned in the State, regional and local plan. The LLWB will review the Adult Ed Title II application for consistency with WIOA.

*Wagner-Peyser Act (29 U.S.C. 49 et seq.) services* – Labor market data will be coordinated through Wagner-Peyser by monitoring labor market trends to meet the needs of the changing workforce. Over the next five years, labor trends will be tracked in order to be aware of occupations that may rise to the top of the demand scale. Local workforce data will be updated to determine emerging workforce and training needs to meet employment demands in the area. In addition, employment data, employability skills and assessment will be coordinated for non-duplication and consistency of services provided at the Center. Wagner-Peyser/IDES staff also provides assistance in serving customers in the Resource Room, particularly with the Illinois Job Link (IJL) statewide data base for job seekers. Veteran's reps work with veterans for employment in the community.

*Vocational rehabilitation service activities under WIOA Title IV* – The Department of Occupational Rehabilitation Services (DORS) will coordinate services to individuals with disabilities by co-locating a vocational counselor at the One-Stop in Springfield. DORS will cross train all staff working with customers on accessible information and equipment which is also a State and regional initiative.

*Relevant secondary and post-secondary education programs and activities with education* - LWIA 20 will continue to implement new training/career pathways with area community colleges, truck driver training facilities, vocational schools and other service providers who have developed customized programs for employers in the community.

***How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.***

Labor market data will be coordinated with Perkins programs to assure that workforce training at the secondary and post-secondary level is consistent with programs of study. Perkins workforce training programs exist at Lincoln Land Community College and Capital Area Career Center. Both groups have advisory councils made up of employers and experts in the field that provide input on labor market changes and training or credentials needed by the industry. The Title 1 workforce director will participate in Perkins program advisory groups to review labor market data, training enrollment/expansion and to help ensure that the advisory committees benefit from the perspectives of the workforce system.

***Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.***

- 1) Outreach/information for the Affordable Care Act.
- 2) Job Corp outreach twice a month for youth ages 16-24.
- 3) Financial Literacy workshop offered by Wood Forest Bank once a month.
- 4) Employer hiring events – recruitment and interviewing of applicants for open positions. Several new businesses have utilized the Springfield One-Stop for hiring when the store is opening.
- 5) Expungement workshops for ex-offenders.
- 6) Employer Panels/Guest Speakers that provide tips on various hiring/interviewing issues.

***Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area; and***

The LWIA 20 Supportive Services Policy is attached. The LWIA promotes coordination among community providers. Customers interested in training must apply to the Community Child Care Connection for child care funding prior to supportive services being awarded by WIOA. Transportation assistance is more difficult to coordinate; however, a transportation and childcare provider list will be developed locally and shared regionally. In addition, LWIA 20 will assist with planning and participate in a regional supportive services fair. As partners work through the MOU, better ways to coordinate supportive services will be addressed.

*Describe the local referral process (see MOU Part IX).*

- ✓ *identify the entities between who the referrals occur*
- ✓ *explain the method(s) that will be used to refer participants between programs*
- ✓ *define the roles related to referrals*
- ✓ *identify the method of tracking referrals*

LWIA 20 has established a referral process, technological links, office space and cross-training of staff through the Memorandum of Understanding (MOU) with Partners.

*Entities between who the referrals occur* include partners in the One-Stop system that will refer customers to each other. These include: Land of Lincoln Workforce Alliance, IL Department of Employment Security, IL Department of Human Services, IL Department of Rehabilitation Services, Adult Education, Lincoln Land Community College Sangamon County Community Resources (CSBG), Illinois Migrant Council, Job Corp, Springfield Housing Authority and Title V – Senior Employment Programs.

*Methods used to refer participants between programs* include both electronic and hard copy referral forms. Referrals will be tracked using the IWDS customer system until partners have a chance to review other referral systems.

*Define the roles related to referrals* –Career Services staff from partner agencies will be cross trained to complete assessments and refer to partner programs via direct linkage or in person. Front line staff will be cross trained in partner programs so that customers can be directed to Career Services/Partner programs. Staff will be informed of updates and a directory of services will be used for cross training. As mentioned previously, a common intake and assessment process will be explored by partners as a result of process mapping training.

*Method of tracking referrals* - a data base tracking system will be researched as the swipe card system has not been utilized effectively in the local area. The IWDS system is currently used which allows staff to record customer information and identify services received. A referral option on IWDS will be explored to better track customers who visit the One-Stop Center.

*Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services*

*C. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:*

- ✓ *A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.*

*A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.*

Cross training to assure individuals with barriers to employment, including individuals with disabilities will occur between partners. The Department of Rehabilitation Services plans to provide a case manager at the Center on a full time basis. Partners will work cooperatively to assure that services are accessible and the resource room is equipped with up-to-date assistive technology.

Assessment of adults and dislocated workers interested in training includes determining basic skill levels in Reading and math. The Test of Adult Basic Education (TABE) is administered to determine if educational levels are met for the approved training program. Career planners provide occupational/labor market information and address suitability issues which may affect the individual's ability to successfully complete training and earn a credential.

Occupational training is provided through ITAs and cohort training. Work based learning includes work experience and on-the-job training (OJT) and is an option for individuals that can benefit from learning on the job rather than a classroom setting. A variety of post-secondary and vocational training programs exist in the LWIA 20 area. Approved training is focused on job openings in the area and customers are trained in the targeted sectors where jobs are in demand.

The Land of Lincoln Workforce Board assures that it will coordinate workforce activities carried out in the local area with statewide rapid response activities. The Land of Lincoln Workforce Alliance and the Department of Employment Security take the lead when providing services to companies and workers impacted by a plant/business closure or lay-off. An initial meeting with an employer followed by Rapid Response workshops for workers begins the process of assisting affected employees with their training and employment needs. Workshop topics include: unemployment insurance, healthcare need, available training and employment programs including OJT and other community services that provide a variety of assistance. Local area staff coordinate services with the State Rapid Response Team. Event tracking is entered on IWDS including worker surveys that identify service needs. Should additional funding be

needed to serve this business closing, workforce dollars will be requested from the Department of Commerce.

*D. Provide a description of how the local area will provide youth activities including:*

- ✓ *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.*
- ✓ *A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.*

Youth in the LWIA 20 area face a multitude of challenges including high unemployment rates. Skill levels have decreased and employability or essential skills are sorely needed. Of particular importance is the need for youth to see the relevance of career pathways and the importance of credential attainment. The LWIA currently funds two youth providers which are:

First Institute Training and Management – serves out-of-school youth and provides training and credential attainment as a Medical Office Assistant. This training provides youth with entry level skills to work in a variety of positions in the healthcare industry. With the implementation of WIOA, work based learning has been added to the project this year. Job placement meets performance levels. We will continue to deliver or partner with programs that train youth in skills needed for high growth employment in our area.

Lawrence Education Center – serves out of school youth and provides GED or high school credit recovery for youth that are drop outs. In addition, youth have options to obtain additional credentials through short term training while working on a high school diploma or GED. Examples include Microsoft certification, Food Service Sanitation and CNA training provided through a partnership with Fishes & Loaves.

Youth with disabilities may participate in either program. Youth providers will be procured in the spring of 2017. The LWIA 20 procurement policy is included which defines the process for selecting youth providers. The success of our youth providers will be determined by their ability to help LWIA 20 surpass the negotiated performance measures by which the youth programs will be judged. Some adjustments may be needed for programs that work with youth with barriers to employment and the most difficult to serve.

Up to 5 percent of our WIOA youth in Area 20 may be individuals who do not meet the income criteria as long as they have at least one of the following barriers to employment:

1. school dropout;

2. basic skills deficient;
3. educational attainment one or more grade levels below that appropriate for their age;
4. pregnant or parenting;
5. individuals with disabilities;
6. homeless or runaway;
7. offender;
8. LWA 20 proposes as another barrier of employment: Youth considered by the Community as being at risk of dropping out of school. (Use state definition)

*LWIA 20 has focused efforts on out-of-school youth for the past several years and meets the 75% expenditure level for out-of-school youth. This will continue throughout WIOA.*

LWIA 20 has forged a strong linkage between schools, both high school and post-secondary, vocational schools and community programs. A Youth Committee will begin in PY 2016 and will address the needs of youth in the area including identifying other youth providers and programs. Representation on the Youth Committee will be expanded to include DORS representatives that serve youth with disabilities. By expanding membership, we hope to have broad representation that reaches every aspect of the youth population to coordinate youth services. Successful models of serving youth with disabilities and other barriers will be researched by the Youth Committee.

LWIA 20 recognizes the importance of linkages with foster care programs, educational institutions, public assistance (TANF) programs and other youth providers for success of youth in our communities. Together, the importance of utilizing talents and sharing resources will increase the quality of services to youth in our communities.

*E. Provide a description of how the local area will provide services to priority populations as outlined in the Unified Plan:  
Provide information on how priority will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA Sec. 134(c) (3) (E). Describe how the Local Board will determine priority populations and how to best serve them, along with any other state requirements.*

LWIA 20 will provide quality services to all customers including priority populations listed below that are outlined in the Unified plan. A Priority of Service Policy (attached) has been approved by the LLWB that addresses these populations. Data gathered during planning shows that the region has a larger than average population of Veterans (8.6%) compared to the State of Illinois average (5.7%). In addition, data also shows

that the poverty rates in all five counties of LWIA 20 went up, thus increasing the low income population. One Stop Partners will work cooperative to serves these and all priority populations.

For training services such as academic classroom training, ITA approved occupational training, cohort/customized training and other skills special project training, a list is established with priority identified. Enrollment into one of the above training options is based on priority. Supportive Services are determined during career planning and are calculated at the time of enrollment. Supportive services are based on policy and fund availability

Priority Populations include:

- ✓ Low Income Individuals
- ✓ Basic Skills Deficient
- ✓ Veterans
- ✓ Persons with Disabilities
- ✓ TANF Recipients
- ✓ Other Public Assistance Recipients
- ✓ Food Stamp Recipients
- ✓ f. Dislocated Workers
- ✓ Displaced Homemakers
- ✓ Migrant and Seasonal Workers
- ✓ Women
- ✓ Minorities
- ✓ Individuals training for Non-Traditional Employment
- ✓ Long Term unemployed
- ✓ Individuals with Multiple Barriers to Employment

Assistance is provided to all customers that are in need of job search assistance in the Resource Room or workshop participation.

*F. Provide a description of training policies and activities in the local area including:*

*How local areas will meet the requirement that a minimum of 40% of expenditures be for direct training costs;*

The LLWB approves all local training policies annually at the spring meeting held in March. In addition to policies, a WIOA Participant Handbook is updated and provided to customers which outlines policies and requirements in an easy to understand format. The State of Illinois mandate to meet a 40% training expenditure rate (WIA Policy Letter No. 07-PL-40), was put into practice several years ago. LWIA 20 effectively plans and tracks expenditures and has consistently met the 40% minimum expenditure rate for direct training costs. With the implementation of WIOA, the 40% minimum has

been revamped to include a combination of both Adult and Dislocated Workers direct training to equal 40%. A sub-committee of the IWIB is also reviewing the training minimum and additional changes will be incorporated when decided.

*How local areas 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;*

Work based learning (work experience, OJT) has consistently increased over the years and is emphasized by WIOA. Communication with area employers, both those on the LLWB and various partnerships established over the years, provide a reliable source for employer outreach strategies. Employer organizations, such as the Chambers of Commerce, have links to employers and provide valuable information to/about the LLWB. The One-Stop System has developed a Business Services initiative with members from One-Stop Partners, business, economic development and the Chamber. This team recently completed value stream mapping for business services and employer engagement. Recommendation from the activity will be implemented beginning in 2016 which include common marketing materials and outreach process, inclusion of economic development on the Business Services Team and cross training of programs and services. The Business Services Team will review surveys that provided input from employers and will be used as a guide when implementing business services in the area. The active participation of the business services team will be essential for the long term success of work based learning activities.

*Provide a copy of the local Individual Training Account Policy and describe 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; and*

The LLWA will strive to help qualified adult workers acquire jobs, explore career opportunities and upgrade their existing skills to create a better quality of life. Training and service options will include:

- ✓ Emphasis on training through Individual Training Accounts (ITAs), class size training, on-the job training and other contracts for service that are developed for the area
- ✓ Career pathway information, skills upgrade opportunities and other career services provided at the local One-Stops, rural outreach Center and WIOA partners;
- ✓ Provide staff and partner-assisted career services at the Illinois workNet



- ✓ Provide available training services and related staff and sub-contractor assistance;
- ✓ Provide On-the-Job Training, Work Experience and Customized Training developed directly with area employers;
- ✓ Provide training services to qualifying applicants with staff, partner and subcontractor assistance as necessary.

*Outreach to Dislocated Workers* - Through a combined system which makes ample use of the current Illinois workNet, the LLWA will market services to qualified dislocated, explore career opportunities for enrollment and upgrade existing skills with credentials to become reemployed. More emphasis on training including Individual Training Accounts (ITAs), class size training, on-the job training and work experience will be developed to assure that this population is not slipping through the crack.

Dislocated workers residing in our five county area or displaced from employment in our LWIA will be targeted for outreach for training and include.

- ✓ Access to information on careers, skills upgrade opportunities and services at the local One-Stop, rural Centers and WIOA partner locations;
- ✓ Cross train staff so they are familiar with partner-assisted services at the Springfield workNet Centers and at WIOA partner locations;
- ✓ Provide enrollment information about training and referral to partner programs.
- ✓ Provide available training services and related staff and sub-contractor
- ✓ Information provided about On-the-Job Training, Work Experience and Customized Training developed directly with area employers;
- ✓ Provide follow-up services to customers, and coordinate with partners and subcontractors as needed.

***Provide a copy of the local training provider approval policy and procedures and describe 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 employer's workers and jobseekers.***

The LWIA 20 Eligible Training Provider Approval Policy is attached. The LLWB approves training providers in the fall of each year and monitors the success providers from the previous year. Policy identifies the expectations of providers and continuous improvement. A list of *Eligible Providers of Training Services* is available to customers in the comprehensive One-Stop and outreach centers in the rural communities. The list is available in print form as well as via the internet at [worknet20.org](http://worknet20.org) The LWIA is currently updating its website to incorporate WIOA. A link is also provided to the State training provider list. The cost of training and past performance information will be provided for approved WIOA training. LWIA 20 staff will monitor the local list for accuracy and timeliness. Providers will provide proof that they meet state mandated

requirements. The local Workforce Board reviews Provider information annually and certifies training providers. Additional requirements may include: specific enrollment conditions such as pre-hire, entry wage requirements, academic and assessment score levels and follow-up and performance data. Training provider certification is approved in the fall by the Workforce Board. Following State procedures, the LWIA 20 Service providers list is submitted to the State for certification and placement on the state-wide list.

*G. Provide information regarding the local strategies that will be financed by the transfer of Title IB workforce funds including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:*

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

*Transfer of funds between adult and dislocated worker funding streams* – Poverty levels for all five counties in the LWIA 20 workforce area show increases in the economically disadvantaged population. For the past two years, LWIA 20 has transferred funding from dislocated worker to the Adult funding stream in order to meet the vast need of individuals requesting services. Waiting lists determine the need in the area and it is projected that a transfer of funds will be needed this year and for years to come. Economically disadvantaged adults requesting training and supportive services far exceed the numbers of dislocated workers requesting the same.

*Use of funds for incumbent worker training* – The LWIA will provide incumbent worker training as a local strategy and per WIOA regulations, may transfer up to 20% for incumbent worker training from the adult and dislocated worker funding streams. The LWIA and Board will determine the percentage each year as part of the annual planning process. After WIOA Final Rules were issued, LWIA 20 updated the incumbent worker policy and created an on-line application process. Interest has been slow; however, we will continue to offer incumbent worker training as a local strategy and market to employers throughout the area.

*Transitional jobs* – No funds will be allocated for transitional jobs at this time; however, may be an option in the future.

*Pay for Performance contracts* – No funds will be allocated for pay for performance contracts.

## CHAPTER 5: PERFORMANCE GOALS AND EVALUATION – LOCAL COMPONENT

*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))*

The entire local workforce system is closely overseen by the LLWB and continues to make efforts towards a high performing board. According to Russel Reynolds Associates, *“there is no one recipe for having a high-performing board. Their observations suggest, however, that it requires a combination of “hard” components (including robust structures, clear roles and responsibilities, and rigorous processes and administration) and “soft” components (including directors with the right competencies to address the company’s short-term and long-term issues and a strong chairman who has a healthy relationship with the CEO and who can establish a culture of vigorous discussion and effective decision making for the entire board).”* <http://www.russellreynolds.com/insights/thought-leadership/what-makes-for-a-high-performing-board>

If we take a look at the components of a high performing board – the basics of assuring compliance, review of financial reports, performance, core governance, strategy and planning – our Board is functioning well in each component. Some areas where improvement could be included are “vigorous discussion” at board meetings and short and long term issues.” Board training has been discussed at the State and local level, WIB Development Committee. Board development is needed locally and statewide.

Other ways that show a high performing Board is a goal of continuous improvement and the realization that recognition is a powerful motivator. The LLWB will make an effort to spotlight the achievements of our partners and customers in the success of their endeavors at meetings, gatherings of partners and workforce awards. We will strive to get the word out about successes to partners and the general public as well. Annually, an awards ceremony is sponsored by the LLWB which recognizes individual achievement and business partnerships with information released to the media. These recognition ceremonies will continue under WIOA.

*A. Provide information regarding the projected local service levels. [Note the details regarding this requirement will be developed in the Spring of 2016]*

LWIA 20 negotiates planned performances goals and projected service levels with DCEO on an annual basis or as needed depending on changes to the State’s negotiated position with DOL. Performance is closely monitored and reported to the CEOs and the

WIB on a quarterly basis. Outcomes are closely monitored and used for continuous program improvement and new program planning. Quality of service is a major goal for our workforce area including process mapping and customer satisfaction

At this time the Land of Lincoln Workforce Alliance continues to operate under the PY2015 goals until PY2016 goals are negotiated with the State. We will continue to strive to exceed these current measures as we have in the past years under WIA.

## **PY 2016/2017 Goal Acceptance Form**

**LWIA: 20**

<b>Performance Measure</b>	<b>PY 2016/2017 Performance Goal</b>
<b>Adult</b>	
<b>Employment Rate 2nd Quarter after Exit</b>	78%
<b>Employment Rate 4th Quarter after Exit</b>	80%
<b>Median Earnings</b>	\$5,000
<b>Credential Attainment</b>	85%
<b>Dislocated Workers</b>	
<b>Employment Rate 2nd Quarter after Exit</b>	76%
<b>Employment Rate 4th Quarter after Exit</b>	75%
<b>Median Earnings</b>	\$6,000
<b>Credential Attainment</b>	70%
<b>YOUTH</b>	
<b>Employment/Placement in Education Rate 2nd Quarter after Exit</b>	68%
<b>Employment/Placement in Education Rate 4th Quarter after Exit</b>	62%
<b>Credential Attainment</b>	80%

*B. 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 in the local area. [NOTE: The details will be developed as the WIOA rules are finalized.]*

*WIOA Common Measures*

*Additional State Measures*

LWIA 20 has negotiated and reached agreement with the Governor on local levels of performance for the performance accountability measure. Performance Measures for LWIA 20 are listed in Item A above.

#### **CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES – LOCAL COMPONENT WIOA Sec. 121 (c)(2)(iv), MOU Part X**

*This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act.*

*Fiscal Management: 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).*

The Chief Elected Officials have named Sangamon County and its department known as the Land of Lincoln Workforce Alliance as the administrative and fiscal agent through which the federal Workforce Innovation and Opportunity Act (WIOA) dollars will be administered.

*Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub grants and contracts for WIOA Title I activities.*

The Procurement Policy for LWIA 20 is attached which identifies the procurement steps utilized when awarding sub-grants and contracts for WIOA Title I.

*Physical Accessibility: 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.*

The physical characteristics of the comprehensive One-Stop facility located in Springfield, both indoor and outdoor, meet compliance with 29 CFR Part 37 and 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 designed in an "equal and meaningful" manner providing access for individuals with disabilities.

The comprehensive One-Stop Center will maintain a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. Each partner program affirms through the MOU that they will comply with all accessible requirements. Most programs have their own methods of administration which also govern program accessibility.

*Provide copies of executed cooperative agreements (as applicable) which 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. [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.]*

### *C. Plan Development and Public Comment*

*Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day 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.*

*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.*

*Provide information regarding the local plan modification procedures*

A copy of the MOU with One-Stop Partners will be provided when approved and signed by the CEOs, Land of Lincoln Workforce Board and One-Stop Partners.

A 30 day public comment period for the WIOA Plan is advertised in the local newspaper. Copies of the plan are made available by contacting the Land of Lincoln Workforce Alliance office located at the Springfield location. LWIA 20 updated its website to incorporate WIOA requirements. It is planned that the website will have a link so that local plans and other topics for public interest will be posted electronically.

The Chief Elected Officials (CEOs) of LWIA 20 and the Land of Lincoln Workforce Board review and approve the plan annually. The plan is also approved by two Sangamon County committees, Community Resources and the Finance Committee. Measures are taken to allow formal comment. At the Land of Lincoln Workforce Board meeting, public comment is requested and if any, discussed prior to approval. Comments and questions from all concerned individuals and groups are welcome and considered. Any comments or revisions to the plan will be noted. Comments regarding disagreement with the plan will be noted with submittal.

For PY 2017, no public comments were received for the regional or local plans.