

LAND OF LINCOLN WORKFORCE ALLIANCE LOCAL PLAN (LWIA #20)

Executive Summary

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. Therefore, this plan was developed in accordance with the state and local area plans, in accordance with Workforce Innovation and Opportunity Act (WIOA) regulations, and the State of Illinois Regional and Local Planning Guide, updated October 2019. Our Board is committed to creating workforce development strategies that promote the economic well-being of both employers and workers in the region. This plan formalizes the process for the LWIA 20 to explore innovative means to better meet the needs of our customers and meet the educational, economic development, and workforce development needs of the workforce area.

Governance

- Designation of Local Workforce Innovation Area - LWIA 20 serving the counties of Cass, Christian, Logan, Menard, and Sangamon.
- The CEOs for LWIA 20 continually appoint members of the Land of Lincoln Workforce Board (LLWB).
- The CEOs, LLWB, and the grant recipient are an Intergovernmental Agreement outlining responsibilities of each entity. Sangamon County and its department known as the Land of Lincoln Workforce Alliance will continue to serve as the administrative and fiscal agent.
- Local policies and procedures are in place and adhere to the U.S. Department of Labor and/or Illinois Department of Commerce guidelines.

The Land of Lincoln Workforce Board (LLWB) meets quarterly and will remain flexible with program delivery in order to meet the guidelines and intent of 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. LWIA 20 will continue to target the Healthcare and Social Assistance industry and occupations that are in demand with shortages and job growth. Other targeted industries include: Professional and Business Services and Manufacturing. Secondary industries that the

area will continue to observe are: Transportation, Distribution and Logistics (TDL), Construction, Leisure and Hospitality, and Information Technology.

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. LLWA's guidelines for the Memorandum of Understanding (MOU) agreement will be outlined in the upcoming months. Career services leading to employment will be provided through the one-stop Illinois workNet Center. 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. Staff are assigned to the One-Stop Illinois workNet Center in Springfield where comprehensive services are delivered. LLWA staff are also 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. Local training providers for the five county area are certified, and combined with the other 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

A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan and include the following statements in this Chapter:

- **The Local Workforce Innovation Area 20 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 (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated by reference into this plan.**
- **The Local Workforce Innovation Area 20 Service Integration Action Plan 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 Action Plan and any subsequent modifications is incorporated by reference into this plan.**

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 (MOU) 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. For PY 2020, the One-Stop Partners will again enter into a MOU and provide payments to the system based on WIOA guidelines. The umbrella MOU will be negotiated between the One-Stop Partners, the WIB, and the 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, include Adult Education, Lincoln Land Community College & Capital Area School of Practical Nursing (Perkins), Title V Senior Employment Programs, and the Illinois 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. Outreach services at the rural locations are provided by the WIOA career planners and include job search/employability skills, eligibility for training programs, and employer outreach.

B: Provide information regarding the use of technology in the one-stop delivery system, including a description of:

- **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 have 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 continue to be explored. The partners are also aware that the State continues to explore a database system and may recommend a uniform database for the One-Stop system. Financially, a common database system could possibly be costly for Center partners; however, this will be researched and considered. While the State works on developing and/or designating a universal system, 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. The Board approved Outreach Centers are available in the rural communities of LWIA 20 and provide access to services on-site and via technology. In addition to the Comprehensive Center in Springfield, three Centers are located at community colleges, one Center is at the County housing authority office. 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.

C. Describe how the Local Board will support the strategies identified in the Unified State Plan and work with entities carrying out core programs including a description of:

- **Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment**
- **Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations;**
- **Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions;**
- **Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;**
- **Investigating how targeted marketing can identify 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;**
- **Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs; and**
- **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)**

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 meets 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:

“Foster a Statewide workforce development system that supports the needs of individuals and businesses to ensure Illinois has a skilled workforce to effectively compete in the global economy.”

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.

Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations-The Board is supporting this strategy with the inclusion of labor market sectors that will allow for the ICCB approval of bridge and IET programs.

Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions-Efforts are underway to apply knowledge gained from dual credit partnerships within the general education program to increase CTE dual credit programming and diversify courses that are offered. However, this is challenging because many area secondary schools do not have the necessary facilities or qualified instructors to provide instruction within such programs.

Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments-The LWIA will educate partners and front-line staff on the Prior Learning Assessment methods currently being utilized in the workforce area. This information will also be presented at the front-line staff training that is held every other month at various partner locations.

Investigating how targeted marketing can identify 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 noted in the EDR 1 regional plan, the median age is increasing for our LWIA. Marketing to that population will be a priority, as well as marketing to the underemployed.

LWIA 20 hosts hiring events which are held at the One-Stop Center. In addition, we market our employability workshops throughout the community. We utilize the Chamber's e-newsletter to market services and programs so the business community is aware of all of the One-Stop offerings. Facebook and other social media platforms are used to promote events and educational opportunities. Lastly, calendars and flyers are produced on each specific event/training opportunity.

Facilitating the development of 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.

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.

D. Provide information regarding the local coordination strategies with state (including the Unified State Plan), 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 continue to be pursued in an effort to enhance strategies with State, regional, and local partners. One-Stop Partners continue to work to better provide customer service with shorter wait times and less duplication of services, resulting in a satisfied customer. Discussions still surround partners co-locating and/or virtually connecting in order to provide better coordination with integration of activities and information. A goal is that the system as a whole is logical and accessible for job seekers and businesses, and that we have increased accountability through the streamlining of services. Additionally, all partners provide online links to other partners' webpages and their resources.

The narrative portion of the MOU specifies the roles of partners and the budget spreadsheets show the contributions for each partner. The One-Stop Operator will assure that partner responsibilities are being met and that the One-Stop Center is certified by June 30, 2020. Quarterly reports will continue to be provided to the Board and committees to show the progress towards the designated strategies and compliance with performance measures.

Some examples of local coordination strategies that will continue 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 Professional and Business Services industries. As mentioned previously, the secondary industries of Transportation, Distribution and Logistics (TDL), Construction, Leisure and Hospitality, and Information Technology will also be explored to develop strategies for career pathway development. Coordination activities with One-Stop Partners will include a common intake, assessment, and follow-up. Additionally, continual cross-training with Partners will help to provide information about available training programs.

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-Adult Education and literacy coordinates with the One-Stop system to increase basic skills of adults and youth who need marketable skills for employment. This will include the continued expansion of Bridge programs as mentioned in the State, regional, and local plans.

Wagner-Peyser Act (29 U.S.C. 49 et seq.) services-Labor market data is coordinated through Wagner-Peyser by monitoring labor market trends to meet the needs of the changing workforce. Labor trends will continue to 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 Illinois Job Link (IJL), the statewide database for job seekers. Veteran's representatives will continue to work with veterans for employment in the community. Additionally, Land of Lincoln Workforce Alliance and IDES coordinate participation at numerous area job fairs.

Vocational rehabilitation service activities under WIOA Title I-The Department of Rehabilitation Services (DRS) will coordinate services to individuals with disabilities by co-locating a vocational counselor at the One-Stop in Springfield at least three days a week. DRS will cross train all One-Stop 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 and workforce investment activities-LWIA 20 will continue to implement new training and career pathways with area community colleges, truck driver training facilities, vocational schools, unions, and other service providers who have developed customized programs for employers in the community.

How the Local Board will support the state strategies 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 and needs identified in regional or local level assessments, including the Perkins Comprehensive Local Needs Assessment-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 Executive and Assistant 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.

- Job Corp outreach twice a month for youth ages 16-24.
- Back to Work 5 part series
- Employability Essentials and LinkedIn workshops
- Financial Literacy workshops with CSBG partner.
- Employer hiring events – recruitment and interviewing of applicants for open positions.
- Expungement workshops for ex-offenders.
- 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 Connection Point 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 was 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. Sangamon and Menard Counties did develop SMART transportation since the last plan and this addresses transportation issues within and between these two counties.

E. 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 provides a case manager at the Center three days a week. Partners will work cooperatively to assure that services are accessible and the resource room is equipped with up-to-date assistive technology. Additionally, all Partners are routinely trained on assistive technology and a catalog of resources are accessible to all partner staff at the One-Stop Center.

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 Illinois Department of Employment Security take the lead when providing services to companies and workers impacted by a plant/business closure or a 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. The workshop

topics generally include: unemployment insurance, healthcare needs, 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 Illinois Department of Commerce and Economic Opportunity.

F. 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 funds(ed) three youth providers, listed below.

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.

The **Capitol Area Career Center** Skilled Trades Essentials Program (STEP) is an out-of-school youth program that focuses on industry safety and introduction to the trades, welding, building trades, HVAC, and electrical systems. Participants also participate in financial literacy and entrepreneurship training, and development of soft skills. Participants have the opportunity to earn the following credentials; OSHA 10, EPA 608, Employment Ready Certification for basic refrigeration and charging procedures, NCCER Core and Level 1 Carpentry, and American Welding Society certifications. In addition, participants will build a tiny house to be donated to a local program for Veterans. They receive cash incentives for attaining program goals, support services as needed, and placement into paid WBL opportunities based on performance, progression, and goal attainments, and follow up services.

The **Fishes and Loaves** Pathways to Success Program is an out-of-school youth program for entry level positions in the Health Sciences pathway. In addition to career planning, tutoring, leadership development, guidance/counseling, financial literacy, support, and follow up services, participants complete basic nurse assisting training and sit for the CNA state board exam. Those who successfully complete the program may also be placed into paid WBL opportunities.

We will continue to deliver or partner with programs that train youth in skills needed for high growth employment in our area. Youth with disabilities may participate in these programs. Youth providers are procured in January annually. 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% of our WIOA youth in LWIA 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. (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 is a practice that will continue.

LWIA 20 has also developed a strong linkage between schools, both high school and post-secondary, vocational schools, and community programs. Additionally, we work closely with partners to address needs for youth in the area.

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 partners recognize the importance of utilizing talents and sharing resources will increase the quality of services to youth in our communities.

G. Provide a description of how the local area will provide services to individuals with barriers to employment as outlined in the Unified State 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 workforce areas will ensure equitable access to workforce and educational services through the following actions:**
 - **Disaggregating data by race, gender and target populations to reveal where disparities and inequities exist in policies and programs.**
 - **Developing equity goals in conjunction with the education system and prepare action plans to achieve them.**
 - **Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.**
 - **Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.**
 - **Providing training to workforce program staff on data-driven approaches to address equity gaps.**
 - **Ensuring workforce services are strategically located in relation to the populations in most need.**

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 (13.18%) compared to the State of Illinois average (5%). 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 cooperatively to serve these and all priority populations.

In addition, we recently changed our online pre-application to include statistics related to race, gender, and target populations so LWIA 20 is more aware of the customers we serve and how we can better address any inequities. We also run reports in IWDS to examine the data related to these special 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
- 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 when they participate in our employability workshops.

The Workforce Equity Initiative is an expanded version of LLCC's Open Door program. The purpose of the Open Door - Workforce Equity Initiative is to train individuals in occupations leading to immediate employment. The Workforce Equity Initiative, funded through an Illinois Community College Board grant, will serve more than 100 low-income students; 75% of whom must be African American. The Workforce Equity Initiative will provide short-term, post-secondary education/training programs designed to help participants gain employment in high-wage and in-demand occupations. This program is supported by the Partners and continues to be promoted with customers in the One-Stop system.

Sangamon CEO and Making the Grade are two programs in the area that have mentors as part of their programming. Supporting these programs more would be a way to increase mentorship opportunities for youth in the community. However, modeling these programs would be a great way to begin mentoring a number of the adults we serve. Utilizing the Board members as mentors or developing a program with the service providers would be another way to ensure success with our adult clients. These are areas to examine and look to expand upon.

This past year all of the County workforce offices were relocated to align more closely with the populations we serve. Now three locations are located at community colleges and the other location is located at the local Housing Authority office.

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

- **How local areas will meet the annual Training Expenditure Requirement;**

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 50% training expenditure rate was put into practice on July 1, 2018. LWIA 20 effectively plans and tracks expenditures and has consistently met the 50% minimum expenditure rate for direct training costs. With the implementation of WIOA, the

50% minimum has been revamped to include a combination of both Adult and Dislocated Workers direct training to equal 50%. Additionally, we meet the 20% WBL expenditure requirement for youth.

- **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 Economic Development organizations and the Chambers of Commerce, have links to employers and provide valuable information to/about the LLWB. The One-Stop System Business Services initiative continues to operate with members from One-Stop Partners, business, economic development, and the Chamber. The Business Services team now utilizes common marketing materials and outreach processes. The Business Services team conducts business visits and reviews input from these visits. This 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 Centers 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, Incumbent Worker Training, 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 workers, 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 being overlooked.

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 as needed;
- 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.

Additionally, Land of Lincoln Workforce Alliance and Illinois Department of Employment Security are co-located and address Unemployment Insurance claimant needs thoroughly.

- **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 each year and monitors the success of providers from the previous year. The Policy identifies the expectations of providers and monitors continuous improvement. A list of **Eligible Providers of Training Services** is available to customers in the comprehensive One-Stop Center and at the outreach centers in the other four counties. The list is available in print form as well via the internet at www.worknet20.org and at www.illinoisworknet.com. 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-hires, 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. The LLWB is committed to staying informed with local employers and their training needs, and will ensure the availability and approval of corresponding training providers and programming for job seekers.

I. Describe if the local board will authorize the transfer of Title 1B 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 several 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 LLWA 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. We will continue to offer incumbent worker training as a local strategy and market to employers throughout the area. During the previous local plan we funded a number of IWT projects: Richardson Manufacturing, Kathy's Kitchen, Hanson, and HSHS.

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. 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 seen are related to Board training, which has been discussed at the State and local level. Additionally, a WIB Development Committee would be beneficial when needing a Board member replacement.

The LLWB will continue to make an effort to spotlight the achievements of our partners and customers in the success of their endeavors at meetings, gatherings of partners, and through 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. This event recognizes our customer's individual accomplishments in employment and education and business/employer leaders.

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)).

- **WIOA Performance Measures**
- **Additional State Performance Measures**

LWIA 20 negotiates planned performance 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. At this time the Land of Lincoln Workforce Alliance continues to operate under the PY2019 goals until new goals are negotiated with the State. We will continue to strive to exceed these current measures as we have in the past years.

The local negotiated levels of performance and accountability measures are listed in the table below.

LWIA 20

Performance Measure	PY 2018/2019 Performance Goal
Adult	
Employment Rate 2nd Quarter after Exit	78%
Employment Rate 4th Quarter after Exit	80%
Median Earnings	\$5,460
Credential Attainment	73%
Dislocated Workers	
Employment Rate 2nd Quarter after Exit	74%
Employment Rate 4th Quarter after Exit	74%
Median Earnings	\$5,900
Credential Attainment	70%
Youth	
Employment/Placement in Education Rate 2nd Quarter after Exit	67%
Employment/Placement in Education Rate 4th Quarter after Exit	62%
Credential Attainment	67%

B. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate.

- **What existing service delivery strategies will be expanded based on promising return on investment?**
- **What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?**
- **What new service strategies will be used to address regional educational and training needs based on promising return on investment?**
 - **What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?**
 - **What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?**

Currently, reports on successful strategies occurring within the One-Stop Center are reported at each Board meeting. For example, at the November 2019 meeting the following was reported:

- Hiring Events
- Business Visits
- Workshops

Weekly information sessions are held for prospective customers to learn about and access core partner services. These information sessions are well attended and all One-Stop Partners take part in promoting their agency's services.

Service delivery strategies are reviewed on a monthly basis at the One-Stop Operator meetings. These strategies are discontinued or revamped if they are not working to address the needs of the customers entering the One-Stop Center. The One-Stop Operators are present and report issues, if any, to the Board at each LWIB meeting. The LWIB meets quarterly in March, May, September and November.

The Illinois Department of Employment Security Labor Market Economists provide educational data in regards to the community college system. ICCB also offers data on their website at <https://www.iccb.org/data/data-characteristics>. Tracking barriers to enrollment is more difficult as those are not tracked on a state-wide level but on a local level, and the current the referral tracking system in the One-Stop Center consists of paper, emails, and IWDS case notes. LLWA tracks their referrals with an Excel database. A singular, state-wide referral system would help those who face barriers get the help they need to be successful in their work and educational goals.

An annual report is also presented and provided to the LWIB at each November meeting. This report includes details on the return on investment per each category; Adults, Dislocated Workers, and Youth.

LWIA #20 will continue to align new service strategies to address educational and training needs locally by addressing these common barriers:

1. Transportation and child care issues
2. Basic skills deficiencies by obtaining additional services
3. Assist the customer in finding the proper agency to identify the barriers they are facing- food, shelter, healthcare and other basic needs

One-Stop Partners have always collectively helped customers with the above barriers, but additional training for front line staff, a new approach as identified in the One-Stop Service Integration plan, will help to develop more knowledge about these services.

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES – LOCAL COMPONENT

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

A. 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).**
- **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 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. The procurement policy is attached. This policy identifies the procurement steps utilized when awarding sub-grants and contracts for WIOA Title I program.

B. Physical and Programmatic 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.**
- **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.]**

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 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 is 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.

Additionally, 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. This MOU will show how the center meets requirements for integration and the services that are available in the local one-stop system with respect to individuals with disabilities.

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 regional and local plan modification procedures.**

LWIA 20 will provide a copy of the Memorandum of Understanding (MOU) with One-Stop Partners when it is approved and signed by partners, CEOs and the Land of Lincoln Workforce Board.

Measures have been taken to allow formal comments. A 30 day public comment period for the Regional and Local Plan is advertised in the local newspaper. A copy of the plan can be found at www.worknet20.org and a copy can be requested by contacting the Executive Director at the Land of Lincoln Workforce Alliance. Additionally, at the Land of Lincoln Workforce Board meeting, public comment is requested and, if any, it will be discussed prior to approval of the plans. Comments and questions from all concerned individuals and groups are welcomed and considered. Any comments or revisions to the plan will be noted and will be acknowledged during the plan submittal.

The Chief Elected Officials 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 Committee and the Finance Committee.