

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). Information from the initial Service Integration Action Plan is included below. Any subsequent modifications to the Service Integration Action Plan are 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. In addition, the Board supports programs offered by Lawrence Education Center (LEC) and Lincoln Land Community College (LLCC). A few highlights are:

- The Hospitality Bridge at LEC is now partnered with a new vocational course for the Illinois Food Managers' Certification. Instructional staff at LEC are now certified to proctor this test for this state certification which will allow students to train in management for the Hospitality industry at restaurants, bars and hotels to be able to move into a higher area of this in-demand industry and a sustainable wage.
- LLCC will collaborate with Career Technical Education and industry partners to reduce participant's progression barriers within occupational training programs. Work with WIOA partners to ensure integrated wrap-around services are provided throughout education and workforce preparation to enhance successful transitions into career opportunities through IET models.

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. Additionally, this information will be presented at Monday orientations and college/school orientations. Follow-up data will be collected from clients to help gauge effectiveness of marketing methods to determine if additional marketing methods are needed. Social media platforms are used to promote and market PLAs and have been found to be the best vehicle to market to specific target markets. However, being that PLAs are relatively new, LLCC has recently begun efforts to integrate Prior Learning Assessments and competency-based education into its curriculum. While conversations are in preliminary stages across the various programs, the college recognizes that some students may pursue a credential in an area they have significant experience in which would negate the need to take the program in its entirety.

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.

Improving access to activities leading to a recognized post-secondary credential -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. The LWIB will continue to provide information to customers about Career Pathways, in-demand occupations, all training options and career ladders. Additionally, the LWIB will encourage the use of assessments, such as:

- **Illinois workNet Assessments,** Illinois workNet offers assessments that can be used as part of the career development process. The following assessments are available online with this site:
 - Skill and Interest Surveys (Self-accessed Assessments)
 - Employment 101 Pre / Post-Assessment and Certificate of Completion (Self-accessed Assessments)
 - NOCTI 21st Century Skills Assessment Certificate (Partner Initiated Assessment)
 - Observational Assessment (Partner Initiated Assessment)

We will also increase access to technology through RR and workshops, events, etc. We even purchased hardware for some during COVID. We offer support services (such as CC and transportation) to customers to eliminate barriers. Provide direct linkages to all other support services, priority of services and make sure the One-Stop center continue to be physically and programmatically accessible for individuals with disabilities.

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.

To increase adult education and literacy training, the LWIB annually solicits applications for training on a competitive basis. Applications are reviewed by a team to see which training programs will best address the Title II needs of the LWIA. They are evaluated on program design, performance history, partnerships and linkages, financial ability of the organization, and if the associated costs are reasonable. The committee makes recommendations to the Board for approval. The full LWIB then votes to approve or deny these programs at the May Board meeting(s), and as needed during the program year.

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 the provision of services to individuals with disabilities via the One-Stop in Springfield. Three business days per week, a vocational rehabilitation counselor will be available in person to meet with individuals with disabilities seeking services. On days when a counselor is not available in person at the One-Stop, an individual at the One-Stop wishing to access DRS services will be able to directly link to the local Springfield DRS Field Office using the direct linkage services. In either instance, a referral will be completed by DRS staff at the time of inquiry, an explanation of available services will be provided, and questions will be answered. Upon receipt of the completed referral, the assigned DRS counselor will work with said customer to determine eligibility for services and subsequently develop an Individual Plan for Employment outlining services the customer is eligible to receive. Services available may include, but are not limited to: job search and placement assistance; referral and coordination with other services; provision of workforce and labor market information and statistics; information related to performance and cost on providers of education, training, and workforce services; performance information for the local area as a whole; information on the availability of supportive services; assistance establishing eligibility for financial aid for non-WIWOA training and education; comprehensive and specialized assessments; individual counseling; career planning; short-term pre-vocational services; internships and work experience; workforce preparation activities; and out-of-area job search assistance. Additionally, DRS will arrange cross training for all One-Stop staff to prepare them for working with customers who utilize assistive technology, 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 improve upon and 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. Additionally, regularly scheduled meetings with the One-Stop Operators and the Partners will assist to ensure there is no with duplication of services. Approved training programs are always discussed at the LWIB to confirm these programs are relevant and serving the needs of employers.

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 reviewed and coordinated with Perkins programs to assure that workforce training at the secondary and post-secondary level is consistent with local workforce demand and anticipated needs. Information from local Workforce Boards along with data gleaned from research tools will help to ensure that service alignment occurs and that programs of study offered are in sync with strong and growing labor demands in the region along with industries that are projecting growth. Perkins workforce training programs exist at Lincoln Land Community College and Capital Area Career Center. Both groups have advisory committees made up of employers and experts in the field who 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.

In relation to meeting the minimum expenditure rate, monthly, at a scheduled staff meeting, we assess the budget and enrollments to address any shortfalls within each funding stream. Adjustments are made at that time to make sure the LWIA stays on target to reach the minimum expenditure rate.

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.

LWIA 20 Work Based Learning Goals:

	On-the-Job Training	Work Experience	Internships
Adults	10	5	0
Dislocated Workers	10	5	0
Out of School Youth	5	75	30

- **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. Our maximum allowed dollar amount is up to 50%. 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. Additional accommodations are listed below:

- Each location within our LWIA displays the “Equal Opportunity is the Law” notice with the Local EO Officer’s name, title and telephone number.
- The tag line *“equal opportunity employer/program” and auxiliary aids and services are available upon request to individuals with disabilities* is included on recruitment materials, program brochures, job fairs and similar publications.
- Each training provider certifies or affirms that their facility and programs are accessible to people with disabilities.
- A listing of sign language interpreters is available at all LWIA locations.
- All facilities within the LWIA provide communications with individuals with disabilities as effectively as with others.
- All facilities within the LWIA provide programs and activities physically accessible to individuals with disabilities.

- Written policies and procedures address reasonable accommodations, auxiliary aids and services, and proper protocol to interact with individuals with disabilities.
- Specific training on disability etiquette was conducted with staff.
- Assistive technology is located in an accessible area, is current, and resource room staff knows how to use the equipment. A manual was created, to assist staff in operating the equipment.
- Quarterly complaint logs are submitted to DCEO's Equal Opportunity department each quarter.

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**

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 were taken to allow formal comments. The 30 day public comment period for the Regional and Local Plan was advertised in the local newspaper. A copy of the plan was posted on www.worknet20.org and a copy could have been requested by contacting the Executive Director at the Land of Lincoln Workforce Alliance. Additionally, at the Land of Lincoln Workforce Board meeting, public comment was requested and it was discussed prior to approval of the plans. Comments and questions from all concerned individuals and groups were welcomed and considered. There were no public comments or revisions to the plan.

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.

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

LOCAL PLAN ATTACHMENTS

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Supportive Services Policy

Supportive Services may be provided to adults and dislocated workers who are registered and participating in WIOA Training Services and to youth registered and participating in training and youth programs. These Supportive Services will only be provided when they are necessary to enable individuals to participate in activities. Workforce staff, along with the individuals in need of supportive services, must determine the availability of such services through other programs and attempt to secure funding from those sources before authorizing expenditure of WIOA funds. When other sources of funding are identified, workforce staff will refer the individual to the source of that funding to obtain the needed services. Documentation of the referral will be kept in the individual's file. When a needed service is not available or the individual does not meet the eligibility for that service, LLWA will provide funding in accordance with the following guidelines. All support services must document that no other sources are available for the support and activities must be recorded on the Illinois Workforce Development System (IWDS).

Support Services not identified below will be reviewed on a case-by-case basis and will be reviewed by the LLWA Enrollment Review Committee based on funding availability and individual need. Any support service changes will be defined by the grant and availability of funding at the direction of the Executive Director.

YEAR ROUND PROGRAMS

Transportation

Year Round Out-of-School Youth, Adults and Dislocated Workers: Transportation assistance may be available for customers attending classroom training or work experience related to a student's training program and for which they are receiving college credit or a credential. Exceptions must be approved by the Enrollment Review Committee. The amount of assistance is based on the round trip mileage between the student's home and the classroom training site and/or internship site (including the distance of the child care provider when appropriate) for day in attendance only. If student must drive multiple times to the training site in one day, total daily mileage will be calculated to determine rate of reimbursement. Customers who reside outside of the LLWA five county area while in training will need Review Committee approval for mileage support.

The mileage allowance is determined as follows (based on Google map documentation):

<u>Round Trip Miles</u>	<u>Rate Per Day</u>
0 – 30	\$ 0
31 – 50	\$12.00
51 and up	\$15.00

Bus tokens are available for those individuals who are able to utilize public transportation. When bus tokens are issued, a log must be maintained that includes the customer's name, date of distribution, number of tokens issued, and purpose of distribution. If TAA funds are exhausted, LLWA will utilize 1D funds using current TAA Transportation policy.

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CHILD CARE

Out-of-School Youth, Adults and Dislocated Workers: Individuals enrolled in classroom training or work experience, and who are in need of care for their children while participating in training and who do not have a family member (Parent, Step Parent or Legal Guardian) in their home who is capable of providing child care, are eligible for support. An effort must be made to obtain other sources of child care assistance prior to approval of any WIOA support. Any customer eligible for assistance shall be offered such assistance unless funds have been exhausted.

Priorities for Child Care Assistance

1. LLWA 20 will not pay for child care assistance to a Parent, Step Parent or Legal Guardian.
2. TANF – If eligible – through Community Connection Point.
3. DCFS subsidy – through Community Connection Point.
4. Assistance from ORS with special needs children.
5. Child Care Provider with sliding fee scale.
6. Provider who will accept LLWA fee limits.
7. Customer pays difference between provider's charges and LLWA's limits.

A written policy from day care providers must be submitted before payment can be made. Each provider must submit a W-9 prior to payment. LLWA will pay child care at the regular authorized rate for holidays and breaks no more than 20 days in length in order to hold the child's slot with the provider according to day care provider policy.

Child care allowances are available to full-time students.* All WIOA applicants must apply for child care assistance through the DHS/Community Connection Point (CCP) and submit results to their Career Planner. CCP denials for reasons other than (ineligible) will need immediate customer follow-up within a reasonable period of time.

Day Care for Full Time Training Customers

Child age 0 – up to 2.....	Not to exceed \$150 per week
Child age 2+.....	Not to exceed \$100 per week
School Aged Child	Not to exceed \$13 per day per child

* These rates are for full-time attendance in training. For purposes of this policy, full time attendance is defined as a minimum of 12 hours of weekly class contact time during Fall and Spring semesters and a minimum of 6 hours of weekly class contact time during Summer semester. Contact hours are hours spent in class/clinical setting not credit hours. Customers may need verification of online classroom contact hours.

Day Care for Part Time Training Customers

Not to exceed \$65 per child per week or \$13 per day for school aged children.

For purposes of this policy, part time attendance is defined as less than 12 hours of weekly class contact time during Fall and Spring semesters and less than 6 hours of weekly class contact time during Summer semester.

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Priority of Service

The LLWA will establish priority of services based on guidelines listed below. Due to the implementation of WIOA and final guidance pending on many of these items, priority policy will be expanded to incorporate information as it is received. Priority of Service Items include: 1) Veterans; 2) Low Income 3) Basic Skills deficient 4) Residency

Veterans

Defined under Veterans Priority of Service Policy.

Low Income

Defined under ITA Policy. Pages 1 and 2.

Basic Skills Deficient

Defined under ITA Policy. Pages 1 and 2.

Residency

Customers residing within the LLWA area or dislocated workers who have been laid off from facilities located within the local workforce area, will be given Residency Priority of Service. Customers who reside in the counties of Cass, Christian, Logan, Menard and Sangamon or have been laid off from facilities located in the local workforce area may receive a priority of service. This priority is imposed for the funding of training programs. Career services are universally available to all customers and residency is not used for priority of services regarding core services. LLWA will be authorized to adjust the Residency Priority for special grants or projects.

For residency not to be considered a factor for a customer's enrollment in training, the LLWA will review the availability of other workforce investment funding, including National Emergency Grants and other public or private sources that are available to fund employment and training activities in the local area. The Enrollment Committee will review information and make a recommendation for approval by the Executive Director.

Priority of service policy will be reviewed annually and updated as needed.

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**Individual Training Account (ITA)
and
Training through Contracts for Services**

Background Information from the Workforce Innovation and Opportunity Act (WIOA) and Federal Rules

1. The Land of Lincoln Workforce Alliance (LLWA) Training Policy offers training opportunities that will expand training choices for customers and better link workforce and economic development.
2. Training services through the Workforce Innovation and Opportunity Act may be provided through contracts for service or Individual Training Accounts (ITA).
3. An Individual Training Account (ITA) is an account established for the benefit of an eligible customer: an adult (1A), dislocated worker (1D) or out of school youth (1Y).
4. Contract for Service options available to assist eligible customers are:
 - On-the-job training
 - Customized training
 - Incumbent Worker Training
 - Occupational Bridge Program
 - Non-ITA Occupational Classroom Training
 - Class Size Training
5. The LLWA will comply with the statutory requirement to utilize ITAs to the extent practicable and comply with State policies as directed by Policy Letter 04-02 by:
 - Expending the majority (i.e., 51 percent) of combined costs incurred through ITAs and training contracts under the adult and dislocated worker programs; or
 - Serving the majority (i.e., 51 percent) of adult and dislocated worker registrants receiving training services through ITAs.
6. Priority for training services will be given to 1A/1Y eligible persons receiving public assistance, low income customers, basic skills deficient, and eligible veterans. Priority for training services will be given to 1D eligible person(s) who meet the definition of veteran. Veterans who meet the definition outlined in the LLWA Veterans Priority Policy will receive a priority of service over non-veterans if they meet program eligibility requirements. Priority means that veterans and eligible spouses will be given first opportunities for receipt of funding and services. Low income individual means an individual who:
 - a. Personally receives or received in the past six (6) months or is a member of a family that receives or received in the past six (6) months assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008, the program of block grants to states for temporary assistance for needy families program under part A of Title IV of the Social Security Act or the supplemental security income program established under Title XVI of the Social Security Act, or State or local income-based public assistance; or

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- b. Is in a family with total family income that does not exceed the higher of:
 - The poverty line; or
 - Seventy percent (70%) of the lower living standard income level; or
 - c. Is a homeless individual (as defined in section 41403(6)) of the Violence Against Women Act of 1994 (42 USC. 14043e-2(6)), or a homeless child or youth (as defined under Section 725 (2)) of the McKinney-Vento Homeless Assistance Act (42 USC. 11434a(2)) ; or
 - d. Receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 USC 1751 et seq.); or
 - e. Is a foster child on behalf of whom state or local government payments are made; or
 - f. Is an individual with a disability whose own income does not exceed the higher of:
 - The poverty line; or
 - Seventy percent (70%) of the lower living standard income level, but who is a member of a family whose income does not meet this requirement; or
 - g. A youth customer living in a high-poverty area.
7. An individual is "basic skills deficient" (20 CFR 681.290) if he or she:
- a. Have English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
 - b. Are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.

ITA Occupational Classroom Training General Requirements

1. Certified training programs will lead to placement in occupations identified as being in demand as defined in the DCEO Demand Occupation Training List (Region 1).
2. The LLWA may request additional occupations be added to their Regional Demand Occupation List under such conditions as a new plant opening, facility expansion, addition to the State's or Federal's key section initiatives or other reasons that might indicate multiple job openings will be available. Requests must be made to and approved by DCEO.
3. LWIB's reserve the right to impose criteria that is unique to conditions within a particular LLWA so long as they meet, at a minimum, federal and state requirements. Immediate action may be taken to limit enrollment into a previously approved program based on information gathered from current unemployment insurance filings or sudden changes in local economic conditions which could possibly affect employment in the specific occupation for which training would have led.
4. LLWA has targeted the healthcare industry and focused efforts on occupational areas determined to be most in demand and for which a shortage is imminent.
5. The training course or program must be likely to result in employment leading to a self-sufficient wage for low-income customers. For dislocated customers, the program must lead to employment resulting in a wage which calculates to 80% of the dislocation wage.
6. The ITA amount will be restricted to payments not to exceed \$8,000.00 (tuition published to the general public) for the first anniversary year (12 months from the beginning of training) and

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\$8,000.00 for the second anniversary year. It does, however, exclude required books, fees and training items, other mandatory course fees, and supportive services. If a training program surpasses two years, the LWIA Enrollment Review Committee will evaluate reasons for the extension and will have the authority to approve program continuance with a limit of \$4,000.00 excluding items listed above. Additional amounts beyond the limit will be approved by the Enrollment Review Committee and Executive Director. Customers will be encouraged to rent books if/when available.

7. Training fees and other mandatory supplies and books may be approved for payment by the career planner. The LLWA is a tax exempt organization and is unable to reimburse for any state or local taxes.
8. LLWA will be authorized to adjust the ITA amount if fund availability decreases or increases and for special grant funds or other State or Federal initiatives including the Trade Act.
9. When training funds have been exhausted for TAA eligible dislocated workers, the LLWA may utilize Formula funds to continue those individuals in training utilizing the current TAA training funding policy.

ITA Implementation

1. In order to be referred for training services through an individual training account, the customer must first receive career services (WIOA Title 1B) from the one-stop operator designated by the LWIB to provide these services. Career services are defined in the final rules and part of the MOU with One-Stop Partners.
2. Customers must select a program of training that is directly linked to the employment opportunities in the local area or in the area in which the customer is willing to relocate. The training must be in an occupation that has been determined to be in a sector of the economy that has a high potential for sustained demand or growth in the area and leads to a self-sufficient wage.
3. The customer who seeks training services and who is eligible may, in consultation with the designated career planner select a program and training provider from the WIOA certified state approved list. Eligible training providers are those entities determined eligible through procedures described by WIOA and established by the Governor and the LWIB. This list and guidance will be provided in a manner that maximizes customer choice in the selection of the training provider and program.
4. The customer must have the skills and qualifications to succeed in the training programs based on an in-depth assessment by the career planner. The customer and career planner will jointly develop an Individual Employment Plan (IEP/ISS).
5. Customers should generally attend "full-time" (as defined by the training **provider**) and programs should not exceed two years. Exceptions to extend beyond two years may be approved by the LLWA enrollment review committee.
6. Customers seeking an ITA must have a specific occupational goal. The course of study must be occupation-specific and result in the attainment of a credential or an industry recognized credential.
7. ITAs will be awarded per semester, quarter, or for uninterrupted training coursework. Subsequent to the issuance of the first ITA, additional ITAs (if needed) will be awarded only for

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- continuing in the approved program at the educational or training institution identified in the customer's IEP. Modifications to a customer's IEP must be approved by the career planner.
8. Customers may be required to apply for other forms of financial aid. ITA funds will not be withheld while the customer is awaiting determination of other financial aid eligibility. LLWA staff may use the training provider's "cost of attendance" to identify the total resources needed. The total funds from financial aid will not exceed this cost of attendance. The trainee may be allowed to use other financial aid resources such as Pell grants to assist with living expenses while using the ITA for tuition, fees and required training items. LLWA staff will be authorized to change this policy in the event of ITA fund shortages.
 9. Customers who are delinquent in repaying a student loan will not be automatically disqualified from being considered for an ITA but must develop and implement an approved repayment plan with the institution and submit plans to the career planner prior to ITA approval.
 10. LLWA will pay "in-district" tuition rates at community colleges. Customers wishing to attend a community college outside of their district will be responsible for applying to the community college district of their residence for a charge-back for payment of the "out-of-district" portion of the tuition and fees. Exceptions to this policy may be approved on a case-by-case basis by career planner.
 11. An ITA or any subsequent ITA or voucher may be denied if any of the above requirements are not met. Additional reasons for denial are as follows:
 - a. Training funds are limited or exhausted.
 - b. The customer's ITA funding limit has been reached and exceptions are not approved.
 - c. The training provider does not accept or retain the customer.
 - d. The customer attempts to make changes to the voucher without the signature of the career planner.
 - e. The training provider and/or the customer refuses to comply with reasonable requirements or conditions made by LLWA staff and/or LWIB.
 - f. The customer is participating in an activity deemed to be fraudulent or the customer has falsified documents resulting in payment or reimbursement for WIOA funded activities.
 - g. The customer fails to remain in good academic standing as defined by the training provider.
 12. Support services may be provided during the period of an ITA per Customer Support Policy. Resources other than WIOA, such as funds available through the Illinois Department of Human Services, will be accessed for these support services as appropriate.
 13. Any previously exited customer requesting to receive an ITA or other training funds must be reviewed and approved by the Enrollment Review Committee prior to commitment of new funding. Past participation and performance will be taken into consideration.

Changes and Exceptions to these Policies

1. This policy will remain in effect until it is revised or terminated. A review of the ITA policy will be done, at a minimum, on an annual basis.
2. The Enrollment Review Committee and/or the LWIB will be authorized to revise this policy or implement additional policies necessary for the timely and effective management of ITAs.
3. Exceptions to this policy may be made on a case-by-case basis with the LLWA Enrollment Review Committee and the approval of the Executive Director. The Enrollment Review Committee shall

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be made up of: Program Compliance Specialist, Fiscal Services Director, and Assistant Director. An alternate staff member may substitute for a Review Committee member in his/her absence. A copy of the (extension/exception) approval/disapproval review form will be placed in the customer's file.

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ENROLLMENT REVIEW COMMITTEE

Extension / Exception / Miscellaneous Requests

Customer Name: _____ **Title(s):** _____

Type of Request (Check all that apply):

- ☐ **Extension of training dates beyond ITA policy:**
Original Planned End Date: _____ New Planned End Date: _____
- ☐ **Exception to increase training/support funding beyond ITA policy**
Amount to exceed ITA policy: \$ _____
- ☐ **Other: List:** _____

Customer Information and Reason for Exception Request (Career Planner)

Career Planner's Recommendation: ☐ **Approve** ☐ **Not Approve**

Career Planner Signature: _____ **Date:** _____

Reasons for Approval/Denial (Committee Members)

_____ Signature	_____ Date	<input type="checkbox"/> Approved	<input type="checkbox"/> Not Approved
_____ Signature	_____ Date	<input type="checkbox"/> Approved	<input type="checkbox"/> Not Approved
_____ Signature	_____ Date	<input type="checkbox"/> Approved	<input type="checkbox"/> Not Approved
_____ Executive Director Signature	_____ Date	<input type="checkbox"/> Approved	<input type="checkbox"/> Not Approved

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Contract for Service Policy

1. On the Job Training (OJT) (See OJT Policy)

2. Customized Training

Background: Customized training is designed to meet the special requirements of an employer or a group of employers. The employer(s) must pay not less than 50% of the cost of training (unless otherwise waived by the State). Employer costs may be in cash or in-kind, must be documented and are subject to audit. Customized training may be provided to eligible unemployed persons and, in some cases, to eligible employed workers.

Commitment to Hire: The employer(s) will commit to hire WIOA registrants who successfully complete the customized training program.

Customized Training for Employed Workers: A customized training contract may be written to train a WIOA customer who is already working for the employer (or group of employers) for which the customized training is being provided when the employee is not earning a self-sufficient wage. The employer (or group of employers) must commit to continue to employ such trainees who successfully complete the training.

Reimbursement: Employers will be reimbursed for customized training costs based on the cost for instruction and the length of training required. A negotiation process will take place between the Employer and WIOA to develop a training outline and reimbursement schedule. The reimbursement amount cannot exceed 50% of the cost of customized training.

Duration: In determining the length of the contract, consideration will be given to the skill requirements of the occupation, the academic and occupational skill level of the customer and prior work experience level of the customer. The length of the customized training agreement and amount of the reimbursement is dependent upon the complexity of the training, the skills of the trainees and the availability of funds.

Special Contracting Requirements

1. The customized training contract will be developed after the employer has conducted interviews and selected appropriate customers/trainees.
2. A customized training contract may be used to train an eligible WIOA customer who, prior to the start of the training, is already working for the employer. In order to be enrolled in the customized training activity, the employed WIOA customer must meet eligibility standards by not meeting the self-sufficient wage standard. Customized training may be provided to a worker employed by another (non-training) firm if the worker is earning less than a self-sufficient wage. It is expected that, if the worker successfully completes the training, he/she will choose to leave his/her current employment to accept a job with the customized training employer. Customized training provided to a previously employed worker must relate to either:
 - The introduction by the employer of new technologies;
 - The introduction to new production or service procedures;
 - Upgrading to new jobs that require additional skills/workplace literacy;
 - Filling a critical skills shortage occupation identified by the LWIB.

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Limited Training Service Providers

Background and Policy

1. The Workforce Innovation and Opportunity Act (WIOA) provides that contracts for training may be used when there are an insufficient number of eligible providers in a local area. This exception applies to the rural areas of LLWA.
2. When the LWIB determines that there is need for a training service and an insufficient number of eligible providers in a local area are available to accomplish the purpose, the One Stop Partner Committee/One-Stop Partners will identify the appropriate provider of service. A legal notice in the local area will provide public comment for interested providers for 30 days.
3. The LWIB will apply this provision on an exception basis rather than as a blanket waiver. This exception will be applied on a program-by-program basis as is more consistent with the direction provided by the federal rule.
4. Members of the One Stop Partner Committee will document the formal action determining that there are an insufficient number of eligible providers and make appropriate modification to the Local Plan to support the exceptions.
5. The LWIB will continue to make efforts to maximize customer choices of training options under the contract for services procurement approach.
6. The One Stop Partner Committee will recommend Limited Training Service providers to the LWIB for approval after evaluation. Contracts for training entered into under this exception may only be to eligible training providers as determined under WIOA.

Programs of Demonstrated Effectiveness

Background and Policy

Contracts for training are also authorized under the Workforce Innovation and Opportunity Act/WIOA for special populations that face multiple barriers to employment and that there is a training services program of demonstrated effectiveness offered by an eligible provider. The federal rule explains that the provider in this case is a community-based organization (CBO) or other private organization.

1. When considering a Program of Demonstrated Effectiveness, the One Stop Partner Committee will develop criteria that includes:
 - The financial stability of the organization;
 - Demonstrated performance in the delivery of services to hard-to-serve customer populations through such means as program completion rates, attainment of skills, certificates or degrees the program is designed to provide; placement after training in unsubsidized employment and retention in employment; and
 - How the specific program relates to the workforce investment needs identified in the local plan.
2. A provider's program of "demonstrated effectiveness" is in addition to meeting the requirements for qualifying as an eligible training provider.

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3. Special customer populations that face multiple barriers to employment are populations of low-income individuals that are included in one or more of the following categories:
 - Individuals with substantial language or cultural barriers;
 - Offenders;
 - Homeless individuals;
 - And other hard-to-serve populations as defined by the Governor.
4. Low income individual means an individual who:
 - receives, or is a member of a family that receives, cash payment under a Federal, State or local income-based public assistance program;
 - received an income, or is a member of a family that received a total family income, for the 6 month period prior to application, exclusive of unemployment compensation, child support payments, and old-age and survivors insurance benefits received under section 202 of the Social Security Act that, in relation to family size, does not exceed 70% of the lower living standard income level, for an equivalent period;
 - is a member of a household that receives (or has been determined within the 6 month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act;
 - qualifies as a homeless individual as defined in subsection (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act;
 - is a foster child on behalf of whom State or local government payments are made;
 - is an individual with a disability whose own income meets the requirements of program income eligibility but who is a member of a family whose income does not meet such requirements.
5. The One Stop Partner Committee of the Land of Lincoln Workforce Board will review Programs of Demonstrated Effectiveness and make recommendations for contracts for services for approval by the LWIB.

Incumbent Worker Training (see Incumbent Worker Policy)

Occupational Bridge Programs

Occupational Bridge Programs are training programs that blend workplace competencies, career exploration and basic literacy and math skills in an occupational context. It provides accelerated advancement through short, intensive classroom components, and offers academic and personal support services to help balance work, family and school responsibilities. A bridge program must target one or more of the following for consideration as an allowable training expenditure:

1. Low-skilled, low-income adults or dislocated workers unprepared to enter postsecondary occupational programs in high growth fields;
2. Adult education students who still do not score high enough to enter postsecondary occupational programs; or
3. Employability and career development content, if the major focus of the program is on academic remediation and occupational skills preparation.

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The LLWA will review and approve Occupational Bridge Program contracts and/or include on the Eligible Training Provider list.

Academic Remediation/Prevocational Programs

Training institutions or training providers that provide classroom instruction in academic remediation or short-term pre-vocational services may be considered an allowable training expenditure when:

1. Services will be limited to no more than six months in duration, unless provided in conjunction with occupational training services.
2. Services are associated with basic literacy training, including but not limited to, adult basic education, GED, and English as a second language.

The LLWA will review and approve Academic Remediation/ Prevocational Training contracts.

Classroom Size Training Contracts

Contracts with institutions of higher education and other training providers will allow LLWA to work directly with institutions of higher education, such as community colleges, and other training providers to quickly design education and training to fit the needs of the job seekers and employers that they are serving. These contracts are intended to provide a means of quickly ramping up much needed training capacity. Classroom Size Training contracts and policies will adhere to DCEO guidelines.

Registered Apprenticeship Programs

Registered apprenticeships will combine education and work experience resulting in a nationally recognized portable credential and offers adults and dislocated workers a career pathway into specific fields. An ITA may support the classroom portions of the apprenticeship program. Educational tuition/fee payments will follow the same payments and restrictions as outlined on page 4 I. (F) Individual Training Accounts. Under WIOA, registered apprenticeships may be included on the Eligible Training Provider List. Registered apprenticeship programs that want to be included on the Training Provider List will be referred to DCEO for inclusion on the state-wide list.

Contract for Service – Special Considerations

1. Training sites for the Contract for Service Programs are to be developed with public, private non-profit, or private sector businesses.
2. Eligible WIOA customers are pre-screened, assessed, and tested by LLWA staff and the customer's Individual Employment Plan (IEP) plan must reflect that Contract for Service training is an appropriate activity for them. A contract must be signed by an official authorized to bind the company. A signed contract must be in place prior to the employee starting the training.
3. These training programs are intended for occupations that are permanent full-time positions that have the potential to meet the local WIOA office Performance Standards.
4. The contracting employer shall provide the training described in the plan and necessary tools, supplies etc., normally supplied to employees in the performance of the same or similar job in which the trainee is employed.

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5. The Contract for Service Training contract (OJT, Customized, etc.) will be developed after the employer has conducted interviews and selected an appropriate customer/trainee. These contracts will be unique to each customer based on their IEP.
6. The employer must not reduce the workforce with the intention of filling the position with the individual receiving training from the contract or displace a currently employed worker as a result of the training contract.
7. The trainee has not been laid off from the same position and employer for which he/she will receive training.
8. If there is a collective bargaining agreement, the training provided under the training contract must not violate the terms of this agreement. If the training being provided is inconsistent with the terms for a collective bargaining agreement, a written agreement must be obtained from the representing labor organization.
9. No WIOA funds can be provided to employers for training which would, directly indirectly, assist, promote or deter union organizing.
10. WIOA funds cannot be used (or proposed to be used) for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation will result in any employee losing his or her job at the original location.
11. LLWA will not contract with an employer who has previously exhibited a pattern of failing to provide customers with long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same work.
12. Contract for Service training positions will be funded with companies that have been operational for a period of at least one year and have stable employment and/or revenues.
13. Contract for Service training customers may not work for a company where the customer is related to an immediate family member who is an owner of or is in a supervisory or administrative position with the same company at the facility where training is to take place. Immediate family is defined as: wife, husband, son, daughter, mother, father, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, stepparent or stepchild.
14. Contract for Service Employers agree to abide by Contract Assurances and Federal and State guidelines including, but not limited to, the Workforce Innovation and Opportunity Act, Jobs for Veterans Act, Davis-Bacon Act, Immigration Reform Act of 1986, Title VII of the Civil Rights Act of 1964 and policies of debarment and suspension regulations as established. A complete list is contained in the boilerplate of the contract.
15. WIOA customers in contractual training or individuals employed in programs and activities under

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Title I of WIOA must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work. Additionally, WIOA customers shall be provided all benefits, rate of pay, hours of work, promotional opportunities, and overtime opportunities the same or similarly to classified employees.

16. The employer will have the necessary facility, equipment, and personnel to provide the "Contract for Service" training as described in the contract.

Training Provider and Training Program Eligibility
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Background Information - Program and Provider Certification

The Workforce Innovation and Opportunity Act of 2014 (WIOA) established a “customer choice” approach to services through a system of Individual Training Accounts (ITAs) while assuring program quality through a provider certification system. All programs for which an ITA are issued must meet the requirements of initial eligibility as well as a condition of recertification as outlined in the State of Illinois’ WIOA Policy 15-WIOA-5.3 and the accompanying WIOA Training Provider Certification Policy Guide. In addition to these minimum requirements, The Land of Lincoln Workforce Alliance (LLWA) may develop initial and subsequent eligibility beyond the standards established by the State policy. No ITA will be issued for enrollment into a particular program until the program has official approval or renewal through this process.

The provider certification process will be administered locally by the Assistant Director and/or the Executive Director. A Provider Review Committee will be made up of not less than two LLWA staff as well as the Assistant Director and/or the Executive Director. The Provider Review Committee will be responsible for making recommendations to the Local Workforce Board (LWIB), including but not limited to initial certifications, annual re-certifications and conditional restrictions. All actions related to provider/program certifications must be approved by the LWIB and certified by the LWIB Chair. Records of such action will be maintained by the LLWA Office and will be recorded in the Illinois Workforce Development System (IWDS).

Provider Review Committee

All action relating to program and provider approval recommendation will be the responsibility of the Provider Review Committee. This committee will be made up of not less than 2 LLWA staff as well as the Assistant Director and/or the Executive Director. Participation will be voluntary with no limits on the duration of service.

The Provider Review Committee will meet annually to review all programs and to prepare recommendations for the LWIB for recertification. New applications will be reviewed throughout the year by the Provider Review Committee.

Timelines

LLWA and LWIB will follow all certification/recertification/revocation timelines as directed by DCEO WIOA Policy 15-WIOA-5.3.

Initial Training Provider Certification

All new applications for certification will be reviewed by the Provider Review Committee utilizing the guidelines for initial certification as outlined in WIOA Policy 15-WIOA-5. Details of the initial certification procedure are set forth in the WIOA Title I Training Provider Certification Policy Guide written and maintained by DCEO’s Office of Employment and Training. LLWA will adhere to the standards set forth in these documents and will utilize the resources in the Illinois Workforce Development System (IWDS) to maintain this information. Certified Training Programs will lead to placement in occupations identified as being in demand and defined in the Demand Occupation Training List (Region 1) developed by the Illinois Department of

Commerce and Economic Opportunity. Additionally, to be eligible to receive funds for the provision of training services, the provider shall be:

- a. an institution of higher education that provides a program that leads to a recognized postsecondary credential. This may include programs receiving approval or accreditation by the U.S. Department of Education, Illinois Board of Higher Education, Illinois Community College Board, or Illinois State Board of Education;
- b. an entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) as recognized in Illinois by the U.S. Department of Labor (USDOL), Office of Apprenticeship; or
- c. another public or private provider of a program of training services, which may include joint labor-management organizations; eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; or programs that have been recognized by the industry as meeting the standards necessary for approval or accreditation, when such standards exist.

Within 30 days of the application to the LWIB, the Board provides authority to the LLWA to allow a committee of no less than two individuals to conditionally approve programs in lieu of waiting for LWIB certification. The program is deemed certified until such time as the LWIB can review and approve the certification at the next regularly scheduled meeting.

Annual Recertification

The Provider Review Committee will conduct timely annual reviews of all programs/providers. Additional guidelines for annual recertification are set forth in WIOA Policy 15-WIOA-5.3, written and maintained by DCEO’s Office of Employment & Training. The LLWA will adhere to the standards set forth in these documents and will utilize the resources in the Illinois Workforce Development System (IWDS) to maintain this information.

The LWIB should grant recertification to a training program based on the following:

- a. State and local eligibility criteria;
- b. State and local performance criteria have been met;
- c. One or more O*Net codes associated with the training program remain on the most current Demand Occupation Training List (Region 1);
- d. The Training Provider has maintained timely updates in the IWDS system of information on the training program; and
- e. Other conditions for which the LWIB considers necessary for recertification.

Upon completion of the annual review, the Program Review Committee will make recommendations to the LWIB at its next regularly scheduled meeting. Upon action of the LWIB, updated program lists will be made available through the IWDS website.

Denials, Reconsiderations, and Reinstatements

Training programs may be denied approval for certification or recertification. The LLWA will follow State of Illinois Policy (WIOA Policy 15-WIOA-5.3) as it applies to revocation of certification, removal, notification and appeals procedures, reinstatement on the statewide list and re-application. LLWA will cease to enroll customers in a training program that has had its certification revoked. Programs failing to meet the criteria will be identified by the Program

Review Committee and a Training Provider's eligibility will be rescinded by the LWIB as appropriate.

Monitoring and Oversight

All programs given full certification status will be subject to routine monitoring by the LWIB. At a minimum, the LWIB should:

- a. Ensure all eligible training providers have maintained all criteria for which they were determined eligible;
- b. Re-affirm that a training program is still accredited or the accreditation has been renewed;
- c. Ensure all certified training program basic information in IWDS has been updated to reflect current information;
- d. Conduct routine visits at each location for which certified training programs are conducted to ensure all assurances outlined in WIOA Policy 15-WIOA-5.3 continue to be met. Out of state and e-learning programs may be monitored collaboratively with state or local WIOA governing bodies in their states. In addition, regional WIOA bodies may collaboratively conduct monitoring for certification and recertification of training programs/providers;
- e. Ensure that all certified training programs have met the required performance measures.

Pre-hire Requirements and other Special Considerations (Conditional)

Pre-hire requirements may be placed on certain training programs when economic conditions exist that indicate limited employment in the career clusters associated with the particular training program. A pre-hire authorization will consist of a guarantee of employment upon completion of a particular training program. All pre-hire authorizations must be provided to the career planner in writing from a reputable employer and be contained in the customer file prior to enrollment.

While all programs will be reviewed on an annual basis, the LLWA reserves the right to rescind program approval or implement pre-hire requirements prior to the program renewal date if conditions warrant such action.

Notification

Throughout the anniversary year, providers will be kept abreast of any changes to their program approval status. No program approval will be rescinded without first notifying the provider in writing. All providers have the opportunity to meet with the Provider Review Committee upon request and to submit supporting documentation to the Provider Review Committee for reconsideration of the current approval action.

The Assistant Director will be responsible for processing changes from providers, including cost changes, address changes and changes in prerequisite requirements. It is the responsibility of the individual providers to keep this information current and to notify the Assistant Director when changes occur.

Access to Provider/Program Information

All provider and program information is recorded and available on IWDS. Staff may access this information directly through the IWDS system. Consumers and providers may access this information through a link on the www.illinoisworknet.com, www.worknet20.org website, or directly at <http://iwds.state.il.us/iwdshome.html>. Access to these sites will be administered by either the Assistant Director or the Program Compliance Specialist at the LLWA.

Record Keeping

All applications for certification will be recorded on IWDS in accordance with the WIOA Title I Training Provider Certification Policy Guide. All supporting documents submitted for use in the approval process will be maintained by the LLWA office.

In addition to the electronic information available on IWDS, all documentation used for renewal consideration will be maintained, by anniversary year, by the Administrative Office. This documentation shall include current Demand Occupation Training List (Region 1) information, annual performance outcomes and any other documentation used in the renewal process.

All program information will be presented to the LWIB for action and the LWIB Chair will certify an annual approval list. The annual approval list will be updated as new programs are approved. The majority of programs have an annual renewal date. All new programs added during the prior year will be updated to reflect the renewal month at the next renewal.

In addition to maintenance of the approved list, designated LLWA staff will provide authorization for the issuance of 500 C-5 forms for all approved programs. This approval will give authorization for designated LLWA staff to issue a 500 C-5 for customers attending a WIOA-approved program while receiving unemployment benefits.

Performance Measures

All eligible training providers are required to provide basic performance data, when available, on their training programs in order to be approved for initial eligibility or continued eligibility.

The specific training provider and training program performance information for ALL students of the program shall be provided, when available. The following ALL student performance data should include both WIOA and non-WIOA students.

(NOTE: The State of Illinois understands the current concerns with the ability of training providers to provide the required performance data. All training providers are encouraged to begin development of a process to comply with this policy that would include a plan for identifying all students enrolled in a program of study and capable data system to track the performance of such enrollees. Further guidance is needed from the Departments of Labor and Education in order to develop a concise policy.

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Procurement Policy

Code of conduct governing the performance of the Alliance and Board engaged in the award and administration of contracts.

No employee, officer, member or agent of the Land of Lincoln Workforce Alliance (LLWA) or Board (LLWB) shall participate in the selection, the award of or the administration of a contract, if a conflict of interest, real or apparent, is involved. Such a conflict would arise when:

1. The employee, member, officer, agent or
2. Any member of his/her immediate family, or
3. His or her partner, or
4. An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for award.

The LLWA or LLWB officers, members, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors, or parties to sub-agreements.

Open and free competition

All procurement transactions in Local Workforce Area 20 (LWA 20) shall be conducted in a manner that provides maximum open and free competition consistent with this Procurement Policy. Procurement procedures shall not restrict or eliminate competition. Examples of what shall be considered to be restrictive competition include, but are not limited to:

1. Placing unreasonable or different requirements on firms in order for them to qualify for the same procurement;
2. Requiring unnecessary experience and excessive bonding;
3. Noncompetitive pricing practices between firms or affiliated companies;
4. Noncompetitive awards to consultants that are on retainer contracts;
5. Organizational conflicts of interest;
6. Specifying only a "brand name" product instead of allowing an "equal" product to be offered and describing the performance of other relevant requirements of the procurement;
7. Any arbitrary action in the procurement process.

Ability to meet the procurement objectives

Awards will be made only to responsible contractors possessing the ability to perform successfully under the terms and conditions of the proposed procurement. Examples of how the ability to meet the procurement objectives can be demonstrated include, but are not limited to: financial resources, technical qualifications, experience, organization and facilities adequate to carry out the project; resources to meet the completion schedule contained in the contract; a satisfactory performance record

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for completion of contracts; and accounting and audit procedures adequate to control property, funds and assets.

Avoiding unnecessary purchases

The LLWA or LLWB will conduct a review of proposed procurements to avoid purchases that are not necessary or duplicative items. Consideration will be given to consolidating or breaking out procurements to obtain a more economical purchase. Where appropriate, an analysis will be made of lease versus purchase alternatives, and any other appropriate analysis to determine the most economical approach.

Affirmative Action

The LLWA or LLWB will take all necessary affirmative steps to assure that small and minority firms, women's business enterprises, and labor surplus area firms are used when possible. Affirmative steps will include:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into small tasks or quantities to permit maximum participation by small and minority business and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business and women's business enterprises; and
5. Using the services and assistance of the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Cost-Price Analysis

A cost or price analysis in connection with every procurement action, including contract modifications, will be conducted. The method and degree of analysis is dependent on the facts surrounding the particular procurement situation, but as a starting point an independent estimate must be made before receiving bids or proposals. A cost analysis will be performed when the offeror is required to submit the elements of his/her estimated cost, e.g., under professional, consulting, and service contracts. A cost analysis will be necessary when adequate price competition is lacking, and for sole source procurements, including contract modifications or change orders, unless price reasonableness can be established on the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or based on prices set by law or regulation. A price analysis will be used in all other instances to determine the reasonableness of the proposed contract price.

Specifications

Each procurement will clearly specify all requirements which the offerors must fulfill and all other factors to be used in evaluating bids or proposals. In competitive procurements, the description of the material, product or service to be procured will not contain features which unduly restrict competition. The description may include a statement of the qualitative nature of the material, product or service to be procured, and when necessary, shall set forth those minimum essential characteristics and standards to which it must conform if it is to satisfy its intended use. Detailed product specifications should be

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avoided if at all possible. In addition, the LLWA will ensure that all prequalified lists of persons, firms, or products which are used in acquiring goods and services are current and include enough qualified sources to ensure maximum open and free competition.

Illinois Joint Purchasing Program

The LLWA or LLWB may purchase items through the Illinois Joint Purchasing Program without soliciting bids or obtaining quotes. Under this program, the State of Illinois, Department of Central Management Services (CMS) negotiates statewide contracts for the purchase of good frequently used by State and local governments. The LLWA or LLWB may purchase items specified in these contracts at the prices negotiated.

Purchase Approval from DCEO

Requests for equipment and software with a unit cost of \$5,000 or more must be sent to the Department of Commerce and Economic, Office of Employment and Training for prior approval. Three price or rate quotations must be reviewed by the LLWA and approved by the CEOs. The LLWA office will then submit the quotes to DCEO for approval.

Methods of Procurement

Procurement under grants shall be made by one of the following methods.

1. Procurement for Small Purchases under \$20,000

Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies or other property that do not cost more than \$20,000 in the aggregate with a single vendor during a fiscal year. If small purchase procurements are used, price or rate quotations will be obtained from three qualified sources including internet sources. The date, provider, what is being purchased, and the price or rate will be documented to the file. The decision to choose a particular vendor will be made based upon cost, service or other pertinent needs. Formal competitive bids are not required for contracts less than \$20,000.

The CEOs, WIB and county committee will approve contracts which do not obligate the LLWA or LLWB and Sangamon County for more than \$20,000. If the committee vote is not unanimous, the contract shall come before the full county board. (County Code: 2.04.470)

2. Procurement by Competitive Proposal for Purchases/Contracts over \$20,000

Procurement will be conducted when either a fixed-price or cost-reimbursement type contract for over \$20,000 (or aggregate to one service provider) is awarded. It is generally used when conditions are not appropriate for the use of sealed bids. Bids shall be obtained on all private contracts (except for professional services, or otherwise provided by law) which obligate the LLWA and Sangamon county for more than \$20,000. All bids received shall be kept on file in the originating department. The CEOs, WIB and county oversight committee will approve the contracts entered into by the LLWA or LLWB. All contracts which obligate the LLWA, LLWB and Sangamon County for more than \$20,000 must be approved by the Sangamon County Board. (County Code 2.04.460) .

3. Procurement by Sealed Bid

Bids are publicly solicited and a firm-fixed-price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. A sealed bid is the preferred method for procuring

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construction, if the following conditions are present.

- a. In order for sealed bidding to be feasible, the following conditions should be present:
 - A complete, adequate, and realistic specification or purchase description is available;
 - Two or more responsible bidders are willing and able to compete effectively for the business; and
 - The procurement lends itself to a firm fixed price contract and the selection of the successful bidder can be made principally on the basis of price.
- b. If sealed bids are used, the following requirements apply:
 - The invitation for bids will be publicly advertised and bids shall be solicited from an adequate number of known suppliers, providing them sufficient time prior to the date set for opening the bids;
 - The invitation for bids, which will include any specifications and pertinent attachments, shall define the items or services in order for the bidder to properly respond;
 - All bids will be publicly opened at the time and place prescribed in the invitation for bids;
 - A firm fixed-price contract award will be made in writing to the lowest responsive and responsible bidder. Where specified in bidding documents, factors such as discounts, transportation costs, and life cycle costs shall be considered in determining which bid is lowest. Payment discounts will only be used to determine the low bid when prior experience indicates that such discounts are usually taken advantage of;
 - Any or all bids may be rejected if there is a sound documented reason.

4. Procurement by Non-Competitive Proposal

Procurement by noncompetitive proposals is procurement through solicitation of a proposal from only one source, or after solicitation of a number of sources, competition is determined inadequate. The use of sole source procurements will be minimized to the extent practicable, but in every case the use of sole source procurements will be justified and documented.

Procurement by noncompetitive proposal may be used only when the award of a contract is infeasible under small purchase procedures, sealed bids or competitive proposals and one of the following circumstances applies: the item is available only from a single source; the public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation; the Department authorizes noncompetitive proposals; or after solicitation of a number of sources, competition is determined inadequate.

The splitting of any contract into smaller contracts with the purpose or effect of evading these rules is prohibited. (County Code: 2.04.480)

Procurement Records

The LLWA or Board Office will maintain records which detail the history of procurement. These records

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will include, but are not necessarily limited to the following: the method of procurement and the basis for the selection or rejection of a contractor, and the basis for the contract price.

Public Notice/Outreach

Requests for proposals/quotes will be advertised in the local newspaper. Any response to publicized requests for proposals shall be honored to the maximum extent practical. Proposals will be solicited from an adequate number of qualified sources. All potential providers/contractors, who have expressed an interest in being considered for awards shall be sent Requests for Proposals/Quotes for the area or areas of service for which they wish to be considered.

Guidelines for Competitive Bid Process

1. Existing service providers will be given consideration based on the score received on the Rating Sheet that will include at a minimum:
 - a. Evaluation of past performance.
 - b. Evaluation of the present year-to-date performance.
 - c. Costs are reasonable, necessary and allowable based on the cost/price analysis.
 - d. Employers in the area have a need for workers who are trained in these areas.
 - e. Local labor market data reflects need in the area/region.
 - f. General overall quality of proposal.
2. Proposals from new bidders will be given consideration based on the score received on the Rating Sheet which will include at a minimum:
 - a. References from other agencies for which bidder has provided services regarding their ability to operate satisfactory training programs.
 - b. References from other agencies regarding their ability to manage fiscal responsibilities.
 - c. Costs are reasonable, necessary and allowable based on the cost/price analysis.
 - d. Employers in the area have a need for workers trained in occupations offered, as identified by labor market data.
 - e. General overall quality of proposal.
3. Should an existing service provider fail performance, the provider will be placed on probation for the 1st year and may award a contract if it determines the program meets the needs of WIOA participants and has the potential to improve during the second year. If the provider fails performance a second year, no funding will be awarded. The provider is not prohibited from submitting proposals in the future; however, and will be given the same consideration as a new bidder. Existing service providers whose score on the Rating Sheet are rated unacceptable will not be recommended for a contract award.

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4. The LLWA or LLWB will use a variety of methods for proposal review including evaluations, past performance, interviews, recommendations, etc., when reviewing proposals to determine contract awards.
5. A Pre-Award Risk Assessment will be completed for existing providers and new bidders.
6. Awards will be made to the responsible firm whose proposal is most advantageous to the program, including price and other factors considered.

RFP Preparation

The Land of Lincoln Workforce Board procures the One-Stop Operator every four years. In the fall preceding the end of the four year contract term, the LLWB Chair will discuss at a scheduled Board meeting. The Board will review guidelines and determine if an outside contractor will be secured to complete the procurement of the One-Stop Operator as was done in 2017. If an outside contractor is not secured for procurement of the One-Stop Operator, the Board Chair will appoint a committee and follow steps in the procurement policy. The Board Chair will develop a timeline for RFP procurement to meet deadlines so that the Board may approve at their May meeting prior to the end of the One-Stop Operator contract.

For WIOA Programs, the LLWA Executive Director will appoint a committee to develop an RFP for each program where a contract will be issued: Adult, Youth, and Dislocated Worker. The committee will include staff familiar with WIOA training programs, policies and regulations, and staff familiar with RFP/contract provisions. The committees will first review the RFP from the preceding year and decide which guidelines will be retained. Proposal schedules, RFPs, rating sheets and recommendations will be updated annually and will be maintained at the LLWA office. A schedule listing the calendar dates, steps in the review and selection process will be identified. The RFP will address all requirements needed to deliver quality services and programs under the Workforce Innovation and Opportunity Act. (WIOA) An evaluation/rating sheet will be included in the RFP which identifies the guidelines that will be reviewed for contract award.

Review Process

1. Receipt of Proposals

All proposals received will be stamped with the time and date of receipt. If bidder request receipts, they will be accommodated. The same time and date affixed to the proposal will be put on the receipt.

2. Securing Proposals

Proposals received will be secured. If proposal are received via e-mail, they will be printed and secured in a locked office of management or Board staff.

3. Initial Review of Proposals

An initial review of proposal packages will determine completeness. The "Proposal Outline" will be checked to determine if items have been omitted. Missed items can be identified at this time. No one in the LLWA or LLWB will solicit changes to the bidder's technical proposal or cost or pricing data at this stage of the process. Such requests for changes in the substance of proposals are only allowable after formal review and during negotiations. However, bidders are allowed to submit unsolicited changes to any part of their proposals prior to the deadline date

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and time for receipt. All bidders will be allowed to make minor omissions complete.

4. Appointing Proposal Review Team

For WIOA Programs, the Executive Director will appoint a team of at least three persons for each program where contracts will be issued: Adult, Youth, and Dislocated Workers. For the Land of Lincoln Workforce Board, the Board Chair will appoint a team and follow the procurement steps. A Review Team Chairman will be decided by the Executive Director for WIOA programs and by the Board Chair for Board procurement including One-Stop Operator. The reviewers will be briefed before evaluation begins on each program. The briefing will set the tone for the review and provides an opportunity to orient new reviewers on how they should approach technical evaluation of proposals. The Review Team chair will conduct the briefing; remind all parties of critical dates and deadlines, review the evaluation factors or criteria from the RFP and their relative weights or importance against which proposals will be measured. Evaluation rating forms will be distributed and explained, a description of the process including the date that the team will meet to discuss ratings, and answer any questions about the evaluations. At this briefing, the chair will restate the rules relating to the ethics of procurement, emphasizing the need for confidentiality, objectivity, and fairness, and going over the ground rules covering actual, potential, or apparent conflicts of interest by reviewers. Each member of the review team will be asked to sign the "Code of Conduct".

5. Individual Review

Review Team members will read each proposal and thoroughly evaluate the criteria listed on the designated rating sheets identifying strengths, weaknesses or deficiencies. The proposal evaluation form will be completed by each review team member. A cost/price analysis will be conducted along with performance reports to evaluate existing providers.

6. Team Review

Upon completion of the individual review, the team will meet and discuss the pros and cons of each proposal. The team chair will log evaluation sheet scores from each reviewer. The chair will average the score for each proposal and compile a list of the questions/comments. A summary report will be prepared with the recommendations from the evaluation team, contract amount and number of participants. The total amount of funding recommended will equal the amount available for contracts contingent upon WIOA grant funding.

Contract Approval Process*

*(*the order of these recommendations/approvals is dependent on the dates the Council / Committees / Board meet)*

1. Land of Lincoln Workforce Board

A final summary report will be prepared with recommendations for contracts to be approval by the Land of Lincoln Workforce Board. This report will be based on evaluation criteria. The report will include the name of the proposer, amount of contract, number of participants, amount of past year's contract, performance, etc. The Land of Lincoln Workforce Board will approve contract recommendations. Should a Board member have a real or apparent conflict of interest in the contract award, the member will recuse him/herself and abstain from voting. The Board minutes will reflect this action.

2. Chief Elected Officials (CEOs)

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Contract recommendations will be approved by the CEOs at the next scheduled meeting.

3. Sangamon County Committee

Contract awards will be approved by the Sangamon County Community Resources Committee. The bidder will be notified that their proposal is being recommended for approval.

4. Sangamon County Board

Resolutions for contract awards will be presented to the Sangamon County Board for approval. After Sangamon County Board approval, the bidder will be advised that the contract has been awarded.

5. Meeting with Contractor

A meeting will commence with the successful contractor to review contract terms and begin planning for the upcoming program year. Outreach/recruitment, program start dates, staff training, financial reports and other issues will be discussed with the contractor.

Recordkeeping

The following items will be kept on file at the LLWA or Board Office:

- Original RFP submitted by all bidders.
- Final RFP submitted after consultation.
- All rating and evaluation sheets including costs/price analysis and past performance evaluations.
- Signed "Code of Conduct" forms.
- Copy of LLWB minutes approving contracts.
- Copy of CEO minutes approving contracts.
- Copy of Sangamon County Community Resources Committee minutes approving contracts.
- Copy of Sangamon County Board minutes approving contracts.

Contract Renewal/Modification and Extension

For Youth contractors, Youth RFPs will cover a two year time frame. Existing youth providers will not complete an entire RFP for awards during the second year. Near the end of year 1, a renewal request will be forwarded to the current providers. Providers will complete sections related to their planned and current performance goals, their planned and current expenditures, and indicate any program changes that will be made in year 2. A committee will review these renewals and may request additional information or a meeting to discuss any issues.

During the WIOA transition period and pending final rules and policy guidance, existing youth provider contracts may be extended to allow for youth services to continue. If an extension and eventual contract modification is approved, youth providers will submit any changes to their scope of work, budget changes and performance goals will be evaluated.

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Under both arrangements, either contract renewal or extension, the committee will make a recommendation and the contract approval process listed above will be followed.