

Central Economic Development Region 1

Workforce Innovation and Opportunity Act- 2020 Regional Plan

Table of Contents

	Executive Summary.....	1
Chapter 1:	Economic and Workforce Analysis - Regional Component.....	4
Chapter 2:	Integration of Strategies and Services - Regional Component.....	23
Chapter 3:	Vision, Goals and Strategies - Regional Component.....	35
	Attachment 1: Performance Goals.....	48
Chapter 4:	Operating Systems and Policies - Local Component.....	51
Chapter 5:	Performance Goals and Evaluation - Local Component.....	66
Chapter 6:	Technical Requirements and Assurances - Local Component.....	69

**Central Illinois Economic Development Region
2020 WIOA Plan
Executive Summary**

The Workforce Boards of Local Areas 19, 20 and 21 in association with our partner agencies have produced this plan for the Central Economic Development Region's (CEDR – 1). The 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 Boards are committed to creating workforce development strategies that promote the economic well-being of both employers and workers in the region. This plan formalizes the regional process for the Central Region to explore innovative means to better meet the needs of our customers and meet the educational, economic development and workforce development needs of the region.

Vision Statement:

This Plan represents the regional response to the State of Illinois workforce development 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.” This includes our commitment to:

- Maintaining a *Demand-Driven Orientation* to our planning work;
- Developing and maintaining *Strong Partnerships with Business*;
- Building *Pathways to Careers of Today and Tomorrow*;
- Engaging in *Cross-agency Collaboration and Connections* among each of the partners;
- Promoting *Integrated Service Delivery*;
- Ensuring *Equitable Access and Opportunity for all Populations*;
- Using *Clear Metrics for Progress and Success*; and
- Maintaining a *Focus on Continuous Improvement and Innovation*.

The Regional Plan also supports the Action Agenda for Workforce Development and Job Creation, as outlined in the Governor’s Executive Order 3. To advance this Action Agenda, CEDR will:

- Unite workforce development partners around regional clusters strategies by identifying high-impact regional clusters and associated in-demand occupations and implementing a coordinated workforce development strategy around regional clusters.
- Prepare Illinois workers for a career, not just their next job by increasing apprenticeship opportunities, addressing barriers to successful training and employment, and establishing and supporting equity goals and aligning with Perkins equity goals.
- Connect job seekers with employers by shortening time from credential to employment and integrating workforce services across program providers for one-stop customers.

Background:

The Workforce Innovation and Opportunity Act envisions a workforce system that better aligns workforce, education and economic development partners. The regional workforce efforts of Springfield, Decatur, Lincoln and Jacksonville as well as the rural communities in Cass, Christian, Greene, Macoupin, Menard, Montgomery, Scott and Shelby will benefit greatly from a unified workforce team that can act quickly to address workforce needs of both employers and job seekers.

WIOA emphasizes training that leads to credentials in targeted growth sectors of the economy. It encourages service coordination among education and workforce partner agencies and the creation and utilization of career pathways in the targeted sectors. The legislation is designed to help workers, including those with barriers, to access services that lead to employment in demand occupations. The Region's plan is based on coordination of workforce, education and economic development efforts that will meet the needs of both employers and job seekers in our area.

Plan Development:

The Central Illinois Economic Development Regional Plan has been developed in accordance with WIOA and State of Illinois Regional Planning guidelines. The CEDR will undertake the processes and strategies outlined in this plan over the next four years.

This Regional portion of the Plan includes the establishment of regional service strategies, including use of cooperative service delivery agreements; the development and implementation of sector initiatives for in-demand industry sectors; the collection and analysis of regional labor market data; the coordination of administrative cost arrangements; the coordination of transportation and other supportive services; the coordination of services with regional economic development services and providers; and the process for negotiation of local levels of performance for performance accountability measures.

This Plan also includes the Local Plan components for LWIAs 19, 20 and 21. The local planning strategies include direct investments in economic, education and workforce training programs so that individuals have the skills to compete in the job market and that employers have a ready supply of skilled workers; applying job-driven strategies in the one-stop system; enable economic, education and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training and education programs.

Regional System Partners:

In accordance with the Governor's vision for the State Workforce System, the CEDR's regional planning team included representatives from the following core and required partners:

- Capital Area Career Center
- City of Decatur

- City of Litchfield
- Community Action Programs of Central Illinois
- Decatur-Macon County Opportunities Corporation
- Department of Aging – Senior Community Service Employment Program
- Department of Corrections – Second Chance Act
- Department of Employment Security
- Department of Human Services – Division of Family and Community Service
- Department of Human Services – Division of Rehabilitation
- Economic Development Corporation of Decatur and Macon County
- Illinois Manufacturing Excellence Center
- Land of Lincoln Workforce Alliance
- Lawrence Adult Education Center
- Lincoln Land Community College
- Jacksonville Regional Economic Development Corp.
- Regional Office of Career & Technical Education
- Richland Community College
- Springfield Public Schools District 186
- Springfield Sangamon Growth Alliance
- West Central Development Council
- Workforce Investment Solutions of Macon and DeWitt

Chapter 1 – Economic and Workforce Analysis – Regional Component

This chapter must discuss how the region has collected and analyzed regional labor market information including the local planning requirements. Additionally, the chapter must demonstrate alignment with education and economic development. Regional teams are encouraged to use the labor market information posted on <https://www.illinoisworknet.com/WIOA/RegPlanning> that will provide consistency in the data used for regional analysis throughout the state.

A. Provide an analysis of the:

1. Economic conditions including existing and emerging in-demand industry sectors and occupations (§ 679.560(a)(1)(i));

Chapter 1 Section A Question 1a: What are the targeted industries, high-impact industry clusters, and in-demand occupations in the region?

The Central Region team scheduled three meetings to discuss the data, targeted industries, clusters, and in-demand occupations. Data was presented to the partners at the first regional meeting by a representative from Illinois Department of Employment Security. After reviewing the data, along with group discussion, team members agreed that sector information presented for Healthcare and Social Assistance, Manufacturing, and Professional and Business Services were consistent with data available from various studies, including knowledge and experience in working with employers in the region. These industries are recognized as the three first tier targeted industries in our Region.

The table below lists these first-tier targeted industries and their associated high-impact industry clusters, as well as their associated in-demand occupations in the region. The industries, clusters and occupations were derived based on customized data from the Illinois Department of Employment Security. The data in the table lists those industries and occupations with the highest number of annual job openings in the Region. There are other industry clusters and occupations that may be filled through the Region's focus on the targeted industry.

Targeted	
Industries	Occupations
1. Healthcare and Social Assistance <ol style="list-style-type: none">a. Ambulatory Health Care Servicesb. Hospitalsc. Social Assistanced. Nursing and Residential Care Facilities	<ol style="list-style-type: none">1. Registered Nurse2. Licensed Practical Nurse3. Nursing Assistant4. Personal Care Aides5. Home Health Aides6. Medical Assistant
2. Manufacturing <ol style="list-style-type: none">a. Food Manufacturingb. Machine Manufacturingc. Transportation Equipment Manufacturing	<ol style="list-style-type: none">1. Machinists2. Welders3. Mechanical Engineers

Targeted	
Industries	Occupations
3. Professional and Business Services <ul style="list-style-type: none"> a. Professional, Scientific & Tech Services b. Management of Companies and Enterprises c. Administrative and Support Services 	<ul style="list-style-type: none"> 1. Accountant and Auditors 2. Office Clerks 3. Operations Managers 4. Customer Service Representatives 5. Janitors and Housekeepers 6. Laborers/Freight/Stock & Material Movers

CENTRAL REGION					
EMPLOYMENT BY MAJOR INDUSTRY CATEGORY					
NAICS Title	2016 Employment	Projected 2026 Employment	Net Employment Change 2016-2026	Percent Employment Change	Concentration (Location Quotient)
TOTAL, ALL INDUSTRIES	253,276	269,048	15,772	6.2%	
Self Employed Workers	11,008	11,190	182	1.7%	0.78
Agricultural Production	8,137	8,217	80	1.0%	2.24
Natural Resources & Mining	591	589	(2)	-0.3%	0.55
Construction	9,137	10,013	876	9.6%	0.80
Manufacturing	22,574	23,946	1,372	6.1%	1.13
Wholesale Trade	9,379	10,296	919	9.8%	1.02
Retail Trade	26,785	27,402	617	2.4%	1.07
Utilities	1,747	1,843	96	5.5%	2.00
Transportation & Warehousing	8,336	8,590	254	3.0%	0.98
Information	2,878	2,803	(75)	-2.6%	0.65
Financial Activities	11,592	12,251	659	5.7%	0.86
Professional & Business Services	19,778	21,555	1,777	9.0%	0.60
Educational Services	20,047	20,783	736	3.7%	*
Health Care & Social Assistance	38,620	42,131	3,511	9.1%	1.23
Leisure & Hospitality	21,965	25,746	3,781	17.2%	0.65
Other Services	11,552	11,864	312	2.7%	1.11
Government	29,170	30,027	857	2.9%	*

Comments: Agricultural Production is the most significantly concentrated industry in this region, although low job growth is projected. Health Care & Social Assistance and Leisure and Hospitality are projected to be the greatest sources of job growth.

* Low for Educational Services and Government are not displayed due to discrepancies in how different BLS data sources treat these industry classifications.

Leading Industries
Emerging Industries
Maturing Industries

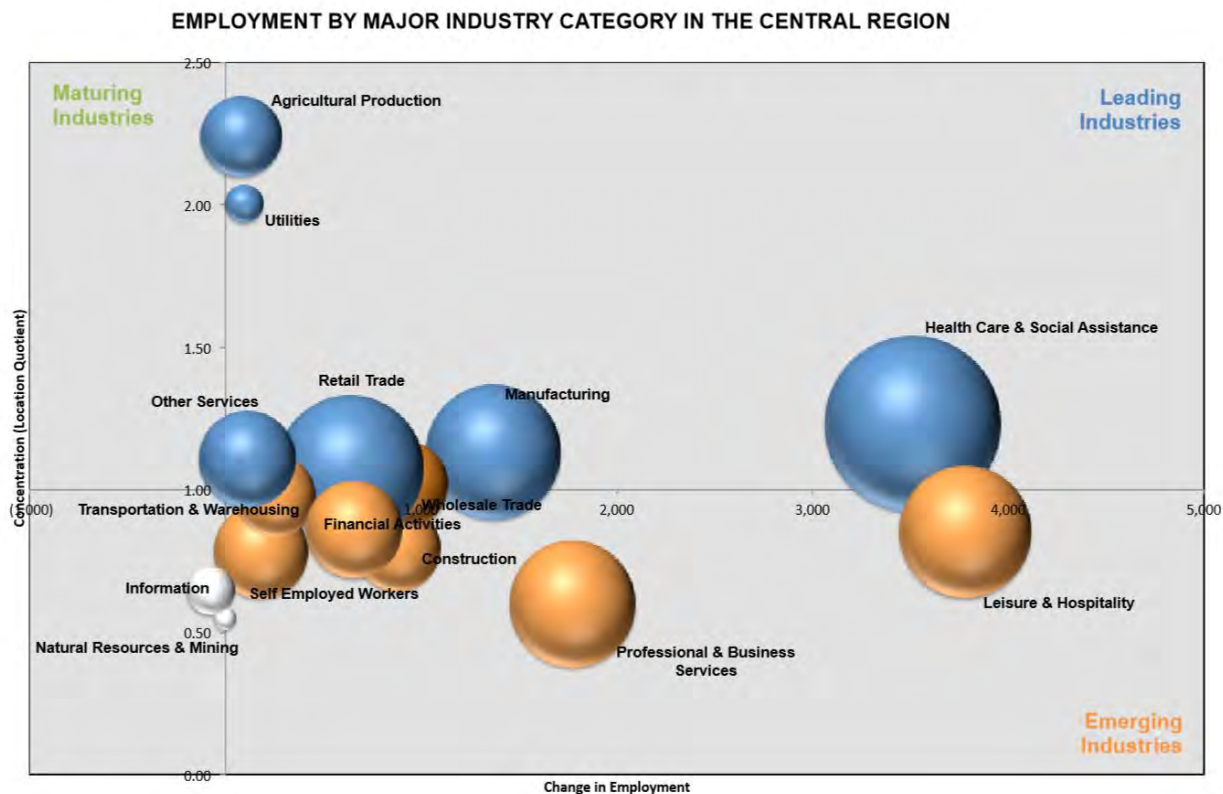
As a Region, the partners recognize that the Transportation/Warehousing, Construction, Leisure and Hospitality, and Information Technology are either leading or emerging industry sectors in Economic Development Region 1. Although Information Technology is not a stand-alone sector in the regional economy, occupations requiring it are established in companies from all sectors. Because of these industries high growth projections, we are identifying these as Tier 2 targets of opportunity for the Region.

The majority of in-demand jobs in these top tier industries are entry-level, require a minimum of a high school diploma and are lower wage career areas; however, for youth entering the

workforce, these jobs provide experience to begin building a work history, earning a standard living wage and are first steps in a career pathway.

Chapter 1 Section A Question 1b: What industries and occupations have favorable location quotients?

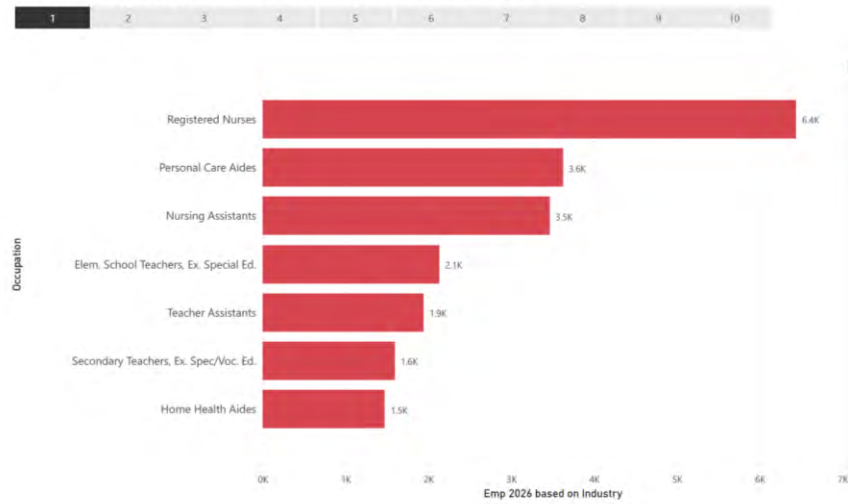
The industries with favorable location quotients are: Manufacturing, Agriculture Production, Wholesale and Retail Trade, Utilities, and Healthcare and Social Assistance. Occupations within the region's targeted industries that have a high location quotient are (Manufacturing) Machinists, Packaging/Filling Machine Operators, First Line Supervisors, Production and Operating Workers; and (Healthcare) Registered Nurses, Personal Care Aides and Nursing Assistants.



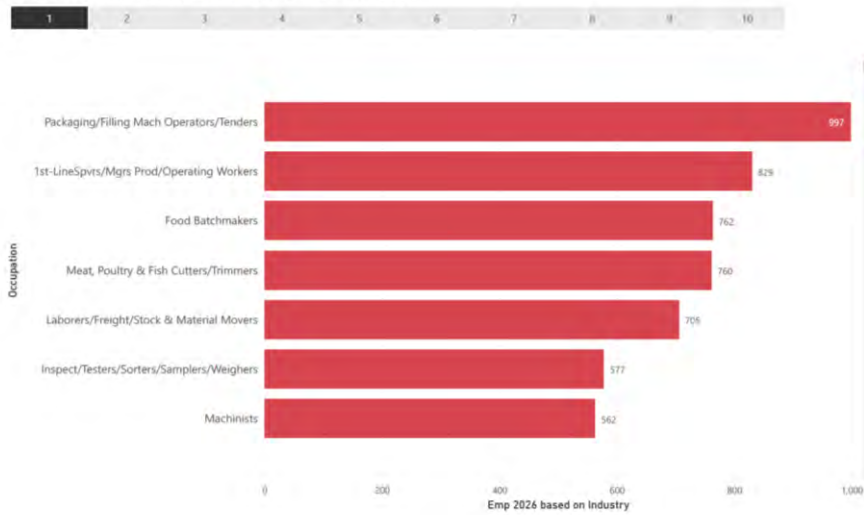
Chapter 1 Section A Question 1c: What industries and occupations have favorable demand projections based on growth?

The industries with favorable demand projections are: Leisure and Hospitality, Healthcare and Social Assistance, Construction, Professional and Business Services and Wholesale Trade. Occupations related to the targeted industries are (Business and Professional Services) Janitors/Housekeepers, Customer Service Representatives, Office Clerks, Laborers/Freight Stock and Material movers; (Healthcare) Registered Nurses, Personal Care Aides and Nursing Assistants. The below graphs include data gathered from JobsEQ.

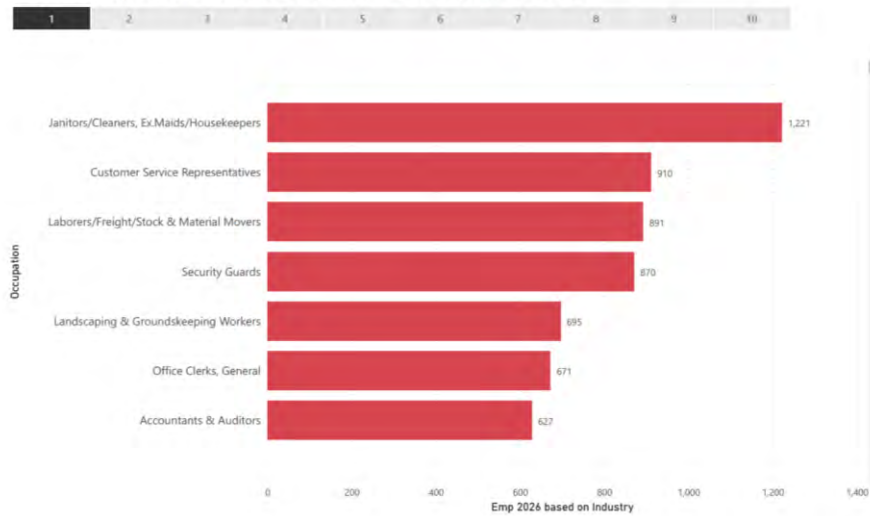
Top Occupations for Educational & Health Services



Top Occupations for Manufacturing



Top Occupations for Business & Professional Services



The following chart shows moderate growth in the three sectors of focus. Additionally, the graph exhibits the top occupations in each industry, and as you can see there is growth in these industries. Due to this, these industries and occupations that support these industries merit further development, training, and education.

Educational and Health Services								
	Base Year	Projected Year	Employment Change		Average Annual Job Openings			
Standard Occupational Classification (SOC) Title	Employment 2016	Employment 2026	2016-2026		due to			
			Number	Percent	Exits	Transfer	Growth	Total
Registered Nurses	6,593	7,670	1,077	16.34	204	155	108	467
Home Health Aides	1,190	1,479	289	24.29	81	67	29	177
Personal Care Aides	1,590	1,869	279	17.55	138	104	28	270
Nursing Assistants	3,416	3,598	182	5.33	213	177	18	408
Teacher Assistants	2,385	2,528	143	6.00	135	112	14	261
Elem. School Teachers, Ex. Special Ed.	2,519	2,651	132	5.24	85	96	13	194
Secondary Teachers, Ex. Spec/Voc. Ed.	1,847	1,944	97	5.25	58	71	10	139
Manufacturing								
	Base Year	Projected Year	Employment Change		Average Annual Job Openings			
Standard Occupational Classification (SOC) Title	Employment 2016	Employment 2026	2016-2026		due to			
			Number	Percent	Exits	Transfer	Growth	Total
Laborers/Freight/Stock & Material Movers	4,313	4,717	404	9.37	224	386	40	650
Packaging/Filling Mach Operators/Tenders	1,045	1,163	118	11.29	52	73	12	137
Food Batchmakers	828	935	107	12.92	48	74	11	133
1st-Line Svprs/Mgrs Prod/Operating Workers	937	1,007	70	7.47	31	62	7	100
Machinists	1,171	1,242	71	6.06	42	79	7	128
Meat, Poultry & Fish Cutters/Trimmers	268	303	35	13.06	13	22	4	39
Inspect/Testers/Sorters/Samplers/Weighers	771	749	-22	-2.85	32	58	-2	88
Professional and Business Services								
	Base Year	Projected Year	Employment Change		Average Annual Job Openings			
Standard Occupational Classification (SOC) Title	Employment 2016	Employment 2026	2016-2026		due to			
			Number	Percent	Exits	Transfer	Growth	Total
Laborers/Freight/Stock & Material Movers	4,313	4,717	404	9.37	224	386	40	650
Janitors/Cleaners, Ex. Maids/Housekeepers	3,228	3,456	228	7.06	218	210	23	451
Accountants & Auditors	2,186	2,360	174	7.96	67	131	17	215
Customer Service Representatives	4,436	4,551	115	2.59	230	337	12	579
Landscaping & Groundskeeping Workers	1,340	1,423	83	6.19	64	99	8	171
Security Guards	1,140	1,163	23	2.02	68	81	2	151
Office Clerks, General	5,755	5,570	-185	-3.21	332	324	-18	638
Source: Illinois Department of Employment Security - 2016-2026 Central Economic Development Region Occupational Projections								

Chapter 1 Section A Question 1d: What industries and occupations have favorable demand projections based on replacements?

Openings Due to Replacement			
00-0000	Total, All Occupations	#'s	LWA #
43-0000	Office & Administrative Support Occupations	2382	20
35-0000	Food Preparation & Serving Occupations	1985	20
41-0000	Sales and Related Occupations	1890	20
41-2000	Retail Sales Workers	1318	20
35-3000	Food & Beverage Serving Workers	1245	20
11-0000	Management Occupations	1119	20
53-0000	Transportation & Material Moving Occupations	1073	20
35-0000	Food Preparation & Serving Occupations	976	19
43-0000	Office & Administrative Support Occupations	887	19
35-0000	Food Preparation & Serving Occupations	829	21
41-0000	Sales and Related Occupations	803	19
41-0000	Sales and Related Occupations	782	21
51-0000	Production Occupations	742	19
43-0000	Office & Administrative Support Occupations	732	21
25-0000	Education, Training and Library Occupations	703	20
29-0000	Healthcare Practitioners & Technical Occupation	614	20
35-3000	Food & Beverage Serving Workers	608	19
53-0000	Transportation & Material Moving Occupations	605	19
41-2000	Retail Sales Workers	555	19
41-2000	Retail Sales Workers	554	21
11-0000	Management Occupations	462	19
11-0000	Management Occupations	364	21
25-0000	Education, Training and Library Occupations	317	21
11-9000	Other Management Occupations	212	21

The above graph, sorted by local workforce area, shows the occupations that have favorable demand projections based on replacements. Some occupations are listed more than once because that is a position in the respective LWA that will have a high demand. Top occupations with high demand are sales and related occupations, office and administrative support occupations, food prep and service occupations, and retail service workers.

Chapter 1 Section A Question 1e: What industries and occupations are considered mature but still important to the economy?

According to the data provided by Illinois Department of Employment Security, EDR 1 has no maturing industries. The last regional plan recognized manufacturing and finance as maturing industries, however, manufacturing is now a leading industry and finance is an emerging industry.

CENTRAL REGION					
EMPLOYMENT BY MAJOR INDUSTRY CATEGORY					
NAICS Title	2016 Employment	Projected 2026 Employment	Net Employment Change 2016- 2026	Percent Employment Change	Concentration (Location Quotient)
TOTAL, ALL INDUSTRIES	253,276	269,048	15,772	6.2%	
Self Employed Workers	11,008	11,190	182	1.7%	0.78
Agricultural Production	8,137	8,217	80	1.0%	2.24
Natural Resources & Mining	591	589	(2)	-0.3%	0.55
Construction	9,137	10,013	876	9.6%	0.80
Manufacturing	22,574	23,946	1,372	6.1%	1.13
Wholesale Trade	9,379	10,298	919	9.8%	1.02
Retail Trade	26,765	27,402	637	2.4%	1.07
Utilities	1,747	1,843	96	5.5%	2.00
Transportation & Warehousing	8,336	8,590	254	3.0%	0.98
Information	2,878	2,803	(75)	-2.6%	0.65
Financial Activities	11,592	12,251	659	5.7%	0.86
Professional & Business Services	19,778	21,555	1,777	9.0%	0.60
Educational Services	20,047	20,783	736	3.7%	*
Health Care & Social Assistance	38,620	42,131	3,511	9.1%	1.23
Leisure & Hospitality	21,965	25,746	3,781	17.2%	0.85
Other Services	11,552	11,664	112	1.0%	1.11
Government	29,170	30,027	857	2.9%	*

Comments: Agricultural Production is the most significantly concentrated industry in this region, although low job growth is projected. Health Care & Social Assistance and Leisure and Hospitality are projected to be the greatest sources of job growth.

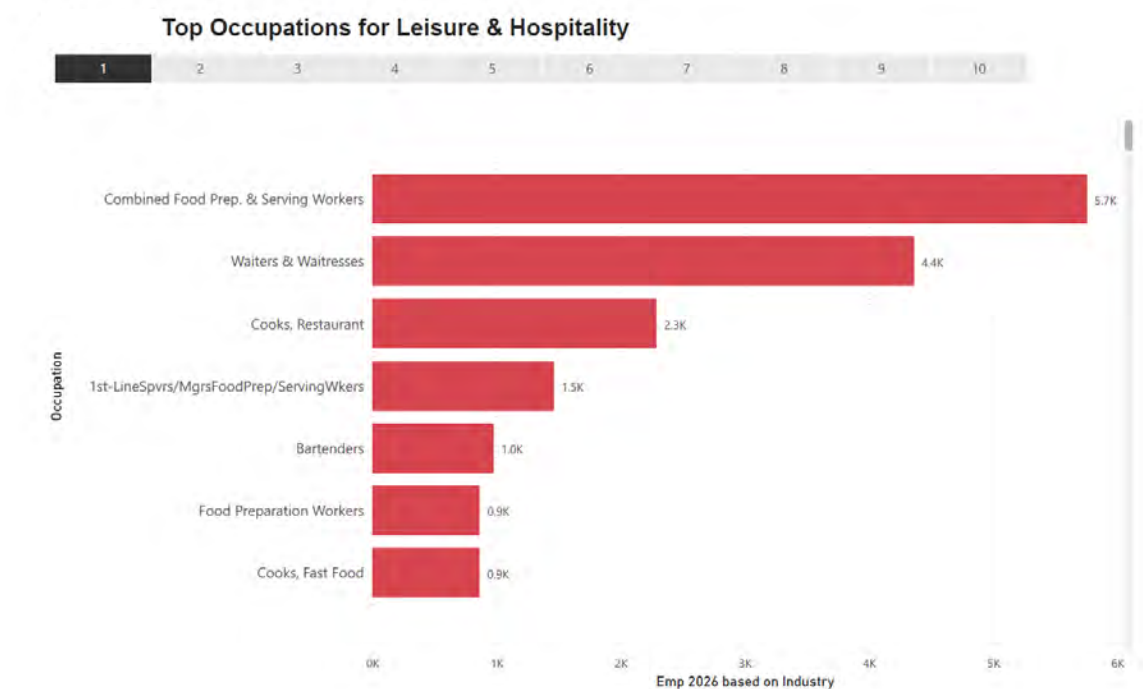
* LQs for Educational Services and Government are not displayed due to discrepancies in how different BLS data sources treat these industry classifications.

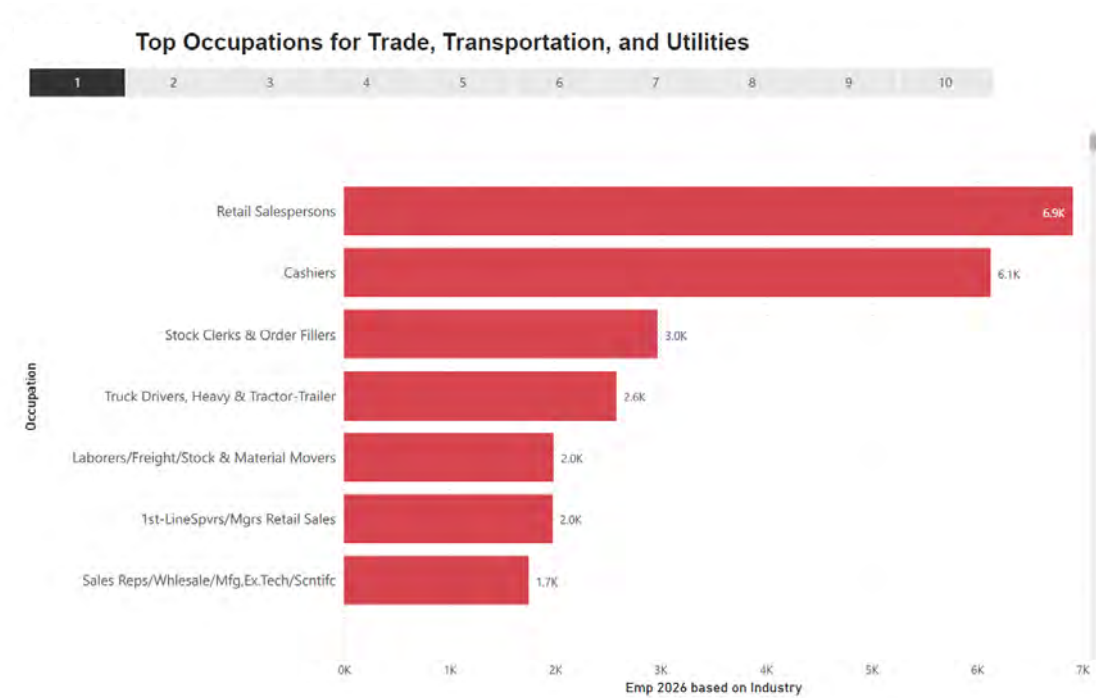
Leading Industries
Emerging Industries
Maturing Industries

Chapter 1 Section A Question 1f: What industries and occupations are considered emerging in the regional economy?

Occupations associated with Emerging Industries	
Industry	Occupations
Construction	<ul style="list-style-type: none"> • Carpenters • Laborers • Construction Managers • First Line Supervisors
Transportation & Warehousing	<ul style="list-style-type: none"> • Truck Drivers, Heavy & Tractor Trailer • Laborers/Freight/Stock & Material Movers
Financial Activities	<ul style="list-style-type: none"> • Accountants/Auditors • Claims Adjustors • Insurance Carriers
Professional and Other Business Services	<ul style="list-style-type: none"> • Janitors/Housekeepers • Customer Service Representatives • Office Clerks, General • Office Clerks • Freight Stock and Material Movers

Occupations associated with Emerging Industries	
Industry	Occupations
Leisure and Hospitality	<ul style="list-style-type: none"> • Food Prep • Serving • Waiter/Waitresses • Cooks



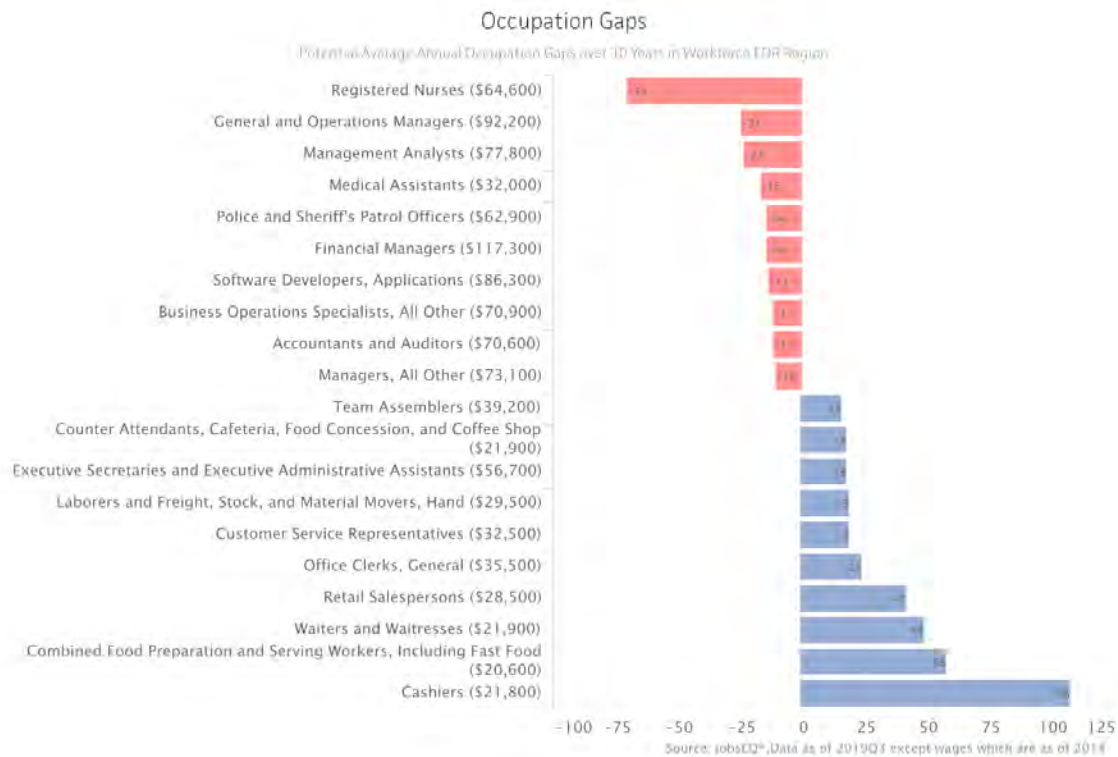


Chapter 1 Section A Question 1g: What sources of supply and demand data were used to determine the targeted industries occupations and skills?

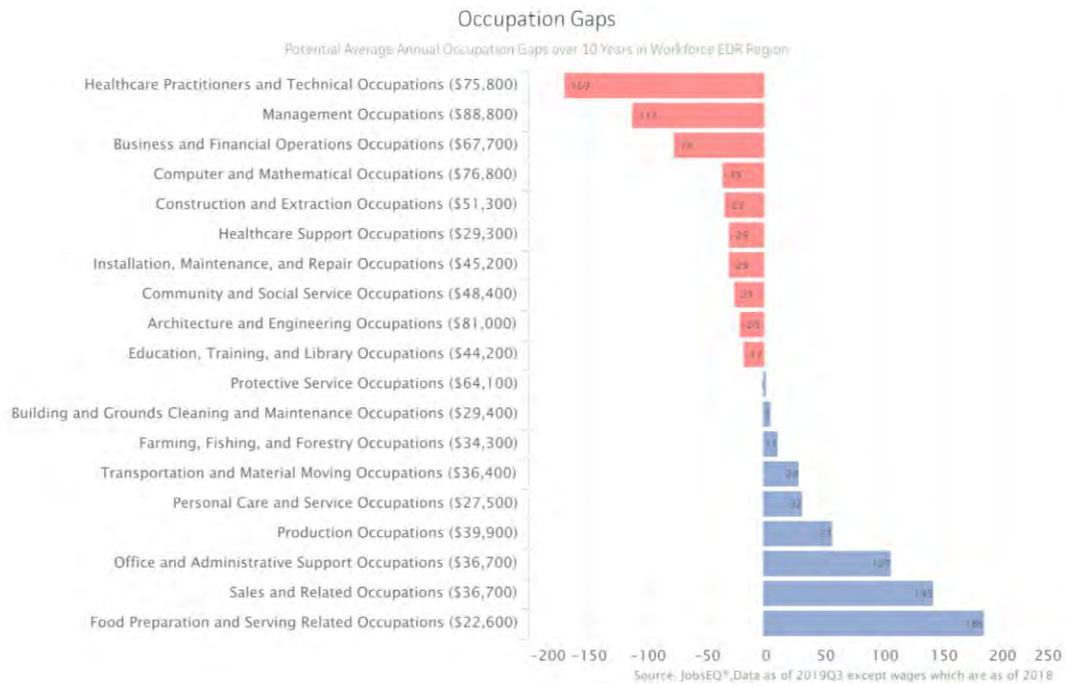
Numerous sources to look at supply and demand data. Primarily we used Illinois Department of Employment Security data. Secondly, we used data from Springfield Sangamon Growth Alliance software, Jobs EQ. Below is a graph that shows 2-digit SOC code occupation gaps. The data shows that there will be shortages in Healthcare and Social Assistance, Professional and Business Services, Manufacturing, Construction, and Information Technology. Many of the Tier 1 and 2 industries of focus for EDR 1 are mentioned as having an occupation gap over the next 10 years.

Occupation Gaps	
Potential Average Annual Occupation Gaps over 10 Years in Workforce EDR Region	
Healthcare Practitioners and Technical Occupations (\$75,800)	-169
Management Occupations (\$88,800)	-111
Business and Financial Operations Occupations (\$67,700)	-76
Computer and Mathematical Occupations (\$76,800)	-35
Construction and Extraction Occupations (\$51,300)	-33
Healthcare Support Occupations (\$29,300)	-29
Installation, Maintenance, and Repair Occupations (\$45,200)	-29
Community and Social Service Occupations (\$48,400)	-25
Architecture and Engineering Occupations (\$81,000)	-20
Education, Training, and Library Occupations (\$44,200)	-17
Protective Service Occupations (\$64,100)	1
Building and Grounds Cleaning and Maintenance Occupations (\$29,400)	5
Farming, Fishing, and Forestry Occupations (\$34,300)	11
Transportation and Material Moving Occupations (\$36,400)	29
Personal Care and Service Occupations (\$27,500)	32
Production Occupations (\$39,900)	57
Office and Administrative Support Occupations (\$36,700)	107
Sales and Related Occupations (\$36,700)	143
Food Preparation and Serving Related Occupations (\$22,600)	186
Source: JobsEQ®	
Data as of 2019Q3 except wages which are as of 2018	
Exported on: Tuesday, January 28, 2020 5:14 PM	

A. Provide an Analysis of the:
2: Employment needs of employers in existing and emerging in-demand industry sectors and occupations (§ 679.560(a)(1)(ii));



The above graph shows the emerging and existing occupational gaps over the next 10 years for the industries being targeted. Examining the data shows that all of the potential gaps fall into the sectors of focus for the economic development region, with the exception of Police and Sheriff Patrol Officers. Therefore, the focus in the region will be on developing career pathways to serve these industries and ensuring the employment needs of the regional employers are met.



The above graph shows the emerging and existing occupational gaps over the next 10 years for the industries being targeted. Again, the majority of the occupations that will have a shortage in the next 10 years are within the industries of focus for EDR 1. However, there are a few occupations that are not and the regional partners will look to support occupations in these areas.

A. Provide an Analysis of the:

3. The knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations (§ 679.560(a)(2));

Chapter 1 Section A Question 3a: What are the targeted career pathway clusters in the region?

Central Economic Development Region - Illinois Community College System																
Fiscal Year 2018 Summary of Graduates by Career Cluster																
District ID	College Name	Agriculture, Food and Natural Resources	Architecture and Construction	Arts, Audio/Video Technology and Communications	Business, Management and Administration	Education and Training	Health	Government & Public Administration	Health Science	Hospitality and Tourism	Human Services	Information Technology	Law, Public Safety, Corrections and Security	Manufacturing	Marketing Sales and Service	Science, Technology, Engineering and Mathematics
52601	Lincoln Land	16	37	2	19	1	0	0	346	49	13	15	53	106	0	0
53602	Lewis and Clark	98	30	59	90	0	11	0	350	0	38	32	113	188	22	5
53703	Richland	9	116	1	46	11	0	0	282	60	20	36	74	49	4	0
Central Total		123	178	62	155	12	11	0	1,178	109	71	83	240	343	26	5
State Total		1,171	3,110	783	3,141	758	17	0	15,930	1,510	1,873	2,101	2,164	3,874	333	24
% of State Total		10.50%	5.72%	7.92%	4.93%	1.58%	64.71%	N/A	7.39%	7.22%	3.79%	3.95%	11.09%	8.85%	7.81%	20.83%

The Targeted Career Pathway Clusters are:

Health Care:

Therapeutic Services: Occupations focused primarily on changing the health status of patients over time through direct care, treatment, counseling, or health education information.

Diagnostic Services: Occupations related to the tests and evaluations that aid in the detection, diagnosis and treatment of diseases, injuries or other physical conditions.

Health Informatics: Workers involved in all aspects of managing health care agencies, patient data and information, financial information, and computer applications related to health care processes and procedures. Workers usually have limited interaction with patients.

Manufacturing:

Production: Occupations related to the making or assembling of electronic parts, constructing or assembling modular housing, performing welding jobs, or printing various materials.

Logistics and Inventory Control: Occupations related to the maintenance and transportation of raw materials and finished parts inventories. Includes moving raw materials to the production line, unloading trucks with raw materials, wrapping pallets of finished products for shipment, and communicating with traffic managers.

Professional and Business Services:

General Management: Occupations that plan, organize, direct, and evaluate all or part of a business organization through the allocation and use of financial, human, and material resources.

Administrative Support: Occupations that facilitate business operations through a variety of administrative and clerical duties including information and communication management, data processing and collection, and project tracking.

Operations Management: Workers who focus on planning, organizing, coordinating, and controlling the resources needed to produce or provide a business' goods and/or services. Includes quality control, scheduling, procurement, and warehousing.

(Note: Career Pathway Definitions are from careerwise.minnstate.edu/careers/clusterPathways)



Chapter 1 Section A Question 3b: What are the skills that are in demand in the region?

Essential skills continue to be identified by employers as a key barrier to individuals entering employment. Not only do employers want individuals with specific occupational skills, they want individuals with the foundational workplace skills as well. Through conversations and business visits with employers, feedback showed that employers considered the following qualifications as essential to being hired:

- Reliability
- Communication (active listening and learning, speaking)
- Personal Responsibility
- Critical thinking and judgement/decision making
- Attendance/punctuality

Chapter 1 Section A Question 3c: How well do the existing skills of job seekers match the demands of local business?

In our Region, as in the rest of the State, the gap in skills between what a potential employee possesses and what an employer needs is a complex issue. We hear frequently that there are not enough of the right graduates for in-demand jobs. Many of the job seekers in our region have lost their jobs from occupations that are declining. To meet the needs of employers for skilled workers in healthcare, professional and business services, and manufacturing, these individuals need training. This is the case for low-income adults and youth as well.

The table below shows the educational attainment of the population in the Central Region., However, none of these percentages have had much change since the last regional plan, which leads us to presume educational attainment in the region is stagnant. Due to this trend, the regions' partners plan to increase the number of individuals who possess the skills required by employers through sector and career pathway initiatives specifically focusing on the targeted industries and through apprenticeships.

- Nearly 9% lower than state average for bachelor's degree.
- EDR 1 has 35% of the population with a high school diploma or equivalent, which is higher than the state average.
- 23% of the population with some college, again higher than the state average.

Education Attainment of Population 25 & over

Central

1

2

3

4

5

6

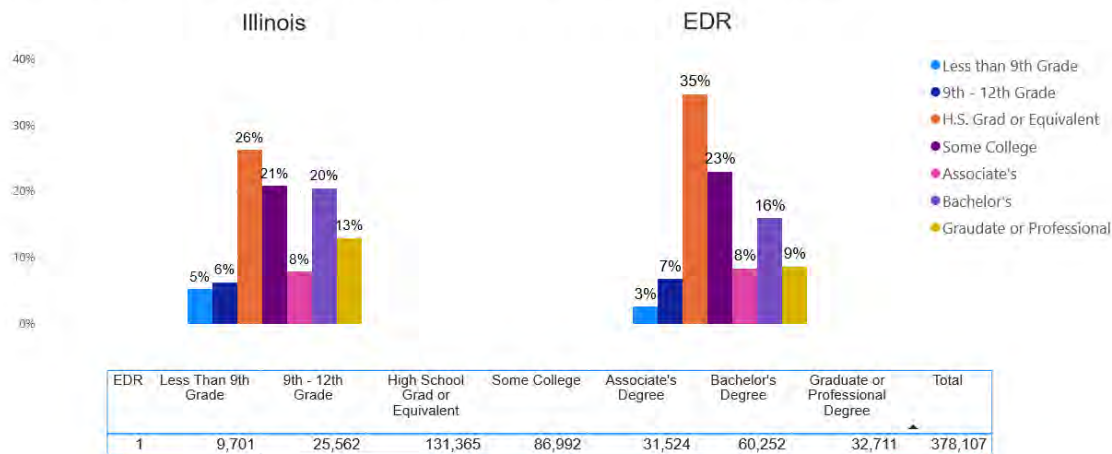
7

8

9

10

Over 60% of Illinois residents 25 & over continued education past high school.

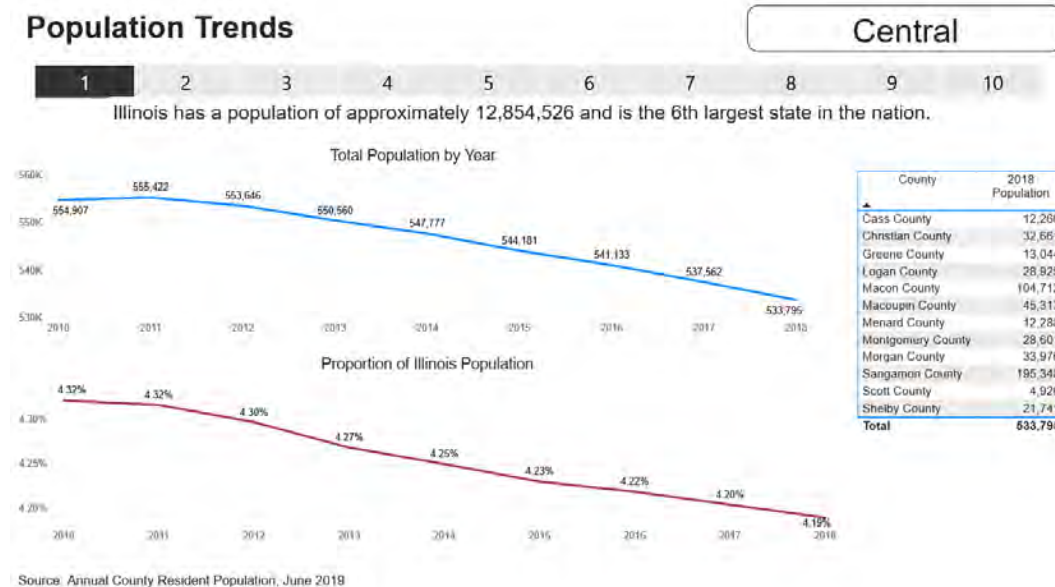


Source: American Community Survey, 2017, Table S1501

A. Provide an Analysis of the:

- 4. Regional workforce considering current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment (§ 679.510(a)(1)(iv) and § 679.560(a)(3)).**

Chapter 1 Section A Question 4a: How is the region changing in terms of demographics, labor supply and occupational demand?



The population in EDR 1 is slowly decreasing. In 2015 there were 544,181 people living in the region. In 2018, the population had dropped by over 10,000 people to 533,795. Additionally, the median age in Illinois has been steadily increasing. The data shows this is the trend for EDR 1 as well. The largest population numbers are from individuals ages 50-59. There are 73,578 individuals between those ages in EDR 1, which shows 13.78% of the population will be retiring within the next 10 years.

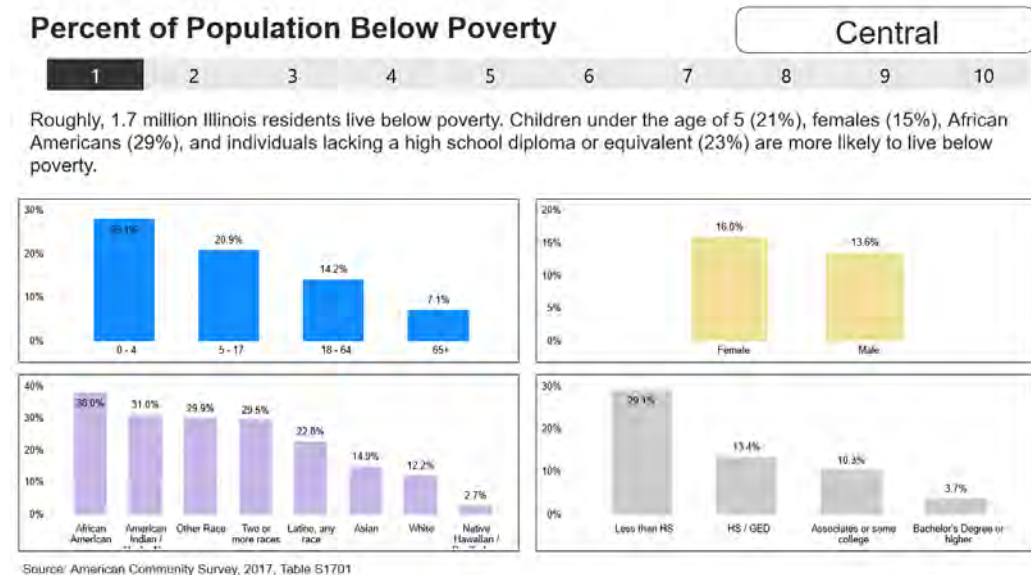
This demographic shift will continue into the future and will create continued downward pressure on labor supply for the entire region. Even though unemployment is low for the region, the aging population is a key contributor to the expected strong demand for healthcare and manufacturing workers.

Chapter 1 Section A Question 4b: What special populations exist in the region, what is their magnitude, and what are the policy and service implications to meet the needs of these individuals?

In comparison to the state, our poverty levels are much greater. A focus of the regional partners is going to be how we can communicate social services and those options more effectively to our clients. Additionally, by making sure that regional transportation and childcare information is

readily accessible on our websites and in our centers, we hope to assist more individuals with those needs. Addressing the aforementioned needs will assist individuals wanting to reenter the workforce.

County	2017 Percent Below Poverty	2014 Percent Below Poverty	Change
Cass County, Illinois	13.1	13.4	-0.3
Christian County, Illinois	12.8	14.8	-2
Greene County, Illinois	17.9	15.4	2.5
Logan County, Illinois	9.2	12.9	-3.7
Macon County, Illinois	16.6	18.1	-1.5
Macoupin County, Illinois	13.3	12.5	0.8
Menard County, Illinois	11.4	9.7	1.7
Montgomery County, Illinois	15.6	14.6	1
Morgan County, Illinois	14.9	14.4	0.5
Sangamon County, Illinois	15.6	14.9	0.7
Scott County, Illinois	14.9	13.9	1
Shelby County, Illinois	12.1	11.5	0.6
Note: Percent below poverty level; Estimate; Population for whom poverty status is determined			



- 7.05% of the population has a disability compared to the state average of 11%.
- The region has a large Veteran population of 13.18% compared to State average of 5%.
- The majority of the population in EDR 1 speaks English at home (96.2%) in comparison to the state percentage of 23.5%.

The region is committed to expanding access for targeted populations, especially the long-term unemployed, persons with a disability, out-of-school youth, and veterans. Regionally, the partners will work to establish partnerships and collaborate with community

organizations in order to serve job seeker customers to access the services that they need in order to be able to acquire the job skills that will lead to employment.

ADDITIONAL TARGET POPULATION STATISTICS

EDR 1 Central

(Cass, Christian, Greene, Logan, Macon, Macoupin, Menard, Montgomery, Morgan, Sangamon, Scott, & Shelby)

Low-Income Indicators:

• TANF Cases Monthly Average 2017	1,836
• TANF Persons Monthly Average 2017	4,800
• SNAP Households Monthly Average 2018	48,497
• SNAP Persons Monthly Average 2018	93,724

Disability Indicators:

• DHS/DVR Vocational Rehabilitation Program FY2019	
o Served Age Less Than Age 25	1,954
o Plan Status Less Than Age 25	1,033
o Successful Employment Less Than 25	177
o Served Age 25 and Over	1,364
o Plan Status Age 25 and Over	394
o Successful Employment Age 25 and Over	204

Foster Care Indicators:

• DCFS Foster Care 2019 by Placement Type Total	1,547
o Foster Care (Dept/Fictive/Private)	480
o Relative	1,007
o Institution/Group Home	60
• DCFS Exiting Foster Care 2019 Age 18 and Over	
o Cook County	439
o Downstate	406
o State	845

DOC Indicators:

• Adult Prison Population (Committing Region)	2,467
• Adult Parolee Population (Residing Region)	1,583
• Juvenile Justice Detention Admissions	674

Other Indicators:

• Migrant/Seasonal Farm Workers (WIOA Eligible)	38
• Single Parents	
o Male Householder, No Wife Present	7,879
o Female Householder, No Husband Present	29,622
• Adult Population at Risk	
o Age 16 and Over w/out a HS Diploma	36,063
o Immigrants	4,472

B. Describe the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region (§ 679.510(a)(1)(iii)); Plans must answer the following questions:

Chapter 1 Section B Question 1: How will the workforce partners convene employers, foundations and regional institutions to help lead sector partnerships and make coordinated investments?

The Central Region will continue to share data regionally and will look for the commonalities between the three LWIA's. Once a year, the Central Region will convene a "sector-led" meeting, focusing on the three main industries, Healthcare/Social Services, Manufacturing and Professional/Business Services to discuss issues and opportunities within the region. Included in the meetings will be businesses from the specific sector, Economic Development, Chambers of Commerce, and all core partners within WIOA. Economic development will facilitate the meetings.

A different sector will be selected each year. Discussions will include, in-demand occupations within the specific cluster, barriers the employers and employees face, and what the future looks like for the workforce within the specific sector. WIB members from the three boards will be included in the meetings.

The purpose of the meetings will be to help build a stronger partnership within the sectors, and to help partners in the Central Region to identify areas of need, by aligning proper services to customers to help develop a talent pipeline.

Chapter 1 Section B Question 2: Identify the established and active industry sector partnerships in the region (as defined in Illinois' Next Generation Sector Strategies Guide)?

It is the Region's intent to build upon the previous sector partnerships discussed in the last plan. These provide the region with a good foundation to expand upon. The goal for the region's Next Generation partnerships is to have one top tier industry meet annually to address all issues and concerns for the region. These events will encompass employers, Chambers of Commerce, and Economic Development organizations, and will discuss all issues that the companies are experiencing, including workforce concerns. At the end of the 2020 regional plan we will have met with all three top tier industries and will have outcomes that show how we addressed their workforce matters.

Chapter 1 Section B Question 3: What other sector-based partnerships exist in the region? If any exist, are they business-led and what is their role in planning?

Sector-based partnerships in the region include:

[IMEC](#) – Manufacturing: IMEC was established in 1996 to improve the productivity and competitiveness of Illinois' small and mid-sized manufacturing firms.

[Midwest Inland Port](#) – Manufacturing/Logistics and Transportation: “*Midwest Inland Port is a multi-modal hub located in Decatur, Illinois that delivers both domestic and international flexibility for companies through a well-positioned transportation corridor, connecting the Midwest to the East, West and Gulf Coasts of North America*”.

[Midwest Trucking Association](#) – Logistics and Transportation: Mid-West Truckers Association represents and services over 3,000 members in 15 states. Members are comprised of trucking companies and companies that operate trucks as part of their business.

[BJC Collaborative](#) – Healthcare: BJC HealthCare of St. Louis, CoxHealth of Springfield, Mo., Memorial Health System of Springfield, Ill., and Saint Luke’s Health System of Kansas City, Mo., partnered together in October 2012 to create The BJC Collaborative to achieve even higher quality care for the patients served by the independent not-for-profit health care organizations. Blessing Health System in Quincy, Ill., joined the Collaborative in May 2013 and Southern Illinois Healthcare in Carbondale, Ill., in September 2013. Sarah Bush Lincoln Health System of Mattoon, Ill. joined in November 2015 and Decatur Memorial Hospital joined in February 2016.

[International Warehouse Logistics Association](#) – Logistics and Warehousing: IWLA members include companies that provide many services: warehousing; fulfillment; reverse logistics; transportation; freight-forwarding and brokerage services; inventory and supply chain management; and a broad range of manufacturing and value-added services.

In addition, the Central Region will continue to explore partnerships, utilizing each LWIA’s Business Services Team, and reporting out regionally when a new partnership is formed.

Chapter 1 Section B Question 4: What other public-private partnerships exist in the region that could support sector strategies and what is their role in planning?

Each LWIA has a community college that supports sector strategies. These community colleges are in constant contact with businesses to help them align curriculum and provide quality, affordable education and training to area residents. In addition, these strategies are discussed at the quarterly regional partner meetings with the community colleges.

Chapter 1 Section B Question 5: What neutral conveners with the capacity to help establish sector partnerships exist in the region and what is their role in planning?

Neutral conveners in the Central Region that have the capacity to help establish sector partnerships include:

- Illinois Manufacturing Excellence Center – IMEC provides assistance to Illinois’ small and mid-sized manufactures in identifying and solving performance gaps and building a culture that supports sustained improvements.
- Springfield Sangamon Growth Alliance - is a public-private sector partnership dedicated to advancing economic development efforts in Springfield and Sangamon County. Led by a volunteered, diverse and industry-driven board of directors, the mission is to pursue economic prosperity and growth for Sangamon County and the City of Springfield.
- The Economic Development Corporation of Decatur & Macon County – The EDC’s primary role is to provide support and a point of contact for prospective area employers that are non-retail in nature as well as an advocate for the establishment of their presence

in the community. Additionally, they administer Illinois Enterprise Zone benefits as they apply.

- The Greater Springfield Chamber of Commerce- The chamber advocates on behalf of members for business-friendly legislation and offers programs, services, and networking opportunities to help make local business thrive and grow.
- Decatur Regional Chamber of Commerce - The chamber advocates on behalf of members for business-friendly legislation and offers programs, services, and networking opportunities to help make local business thrive and grow.
- Local Workforce Boards in our Region – these business led boards are ideally situated to convene employers for development of Sector Initiatives. Members come from the industries that are being targeted in the Region.
- Any business that is planning to expand could be considered a neutral convener. Their role could be determining skills levels for various occupations, assisting with developing training/curriculum that would train skilled workers, participating on advisory councils or workforce boards and providing equipment or skill training at their business location.
- Sector associations could be neutral conveners including – Illinois Manufacturing Association, Illinois Medical Association, Illinois Hospital Association, Midwest Truckers, etc.

Chapter 2 – Strategies for Service Integration – Regional Component

This regional component of the plan must describe the regional service strategies, including use of cooperative service delivery strategies and the connection of job seekers with employers.

A. Provide an analysis of workforce development activities, including education and training, in the region. This analysis must include the strengths and weaknesses of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (§ 679.560(a)(4)). Plans must respond to the following:

Chapter 2 Section A Question 1: Analyze the strengths and weaknesses of workforce development activities in the region.

As part of the December 2019 regional planning meetings, the Partners identified strengths, weaknesses, opportunities and threats (SWOT) pertaining to workforce development in the region. The results of this analysis are shown in the Table below.

SWOT Analysis for Central Region – Workforce Development		
Internal Origin	Strengths: <ul style="list-style-type: none">• Educational services• Training Opportunities• Community Partners• Large number of small employers• Diverse economic make-up• Improved Economic Conditions	Weaknesses: <ul style="list-style-type: none">• Skills shortage• Working in Silos• Communicating services• Lack of awareness of services to individuals• Capacity to train• Lack of customer technology skills
External Origin	Opportunities: <ul style="list-style-type: none">• Some growing Industries in our area (Healthcare, Manufacturing, Business and Professional Service, etc.)• New/emerging education/career pathways• Regional collaboration• Service Integration Plans• Economy - More Jobs Available• Incorporation of Essential Skills into each program.• Increase in Career and Technical Education	Threats: <ul style="list-style-type: none">• Loss of large employers• Economic downturn• Lack of CTE Teachers and facilities• Funding – lack of from both state and other sources• Loss of waiver for Able-Bodied Adults under SNAP program• Illinoisans fleeing to other states• Labor Force Decline• Workforce culture changes

Strengths: In addition to the overall strengths identified by the partners, there are a number of specific strengths of our workforce development system in the region. These can be categorized into two groups: a wide array of workforce development and educational services, and strong workforce development processes and business practices.

Workforce development and educational services:

- Development of Individual Employment Plan
- Job Search Assistance
- Job Placement Service
- Career Exploration
- Assessment
- Basic Skills instruction
- ESL
- HSE – Adult Secondary Education
- Bridge Programs
- Occupational Training
- Work Based Learning – Work Experience / On-The-Job Training/Apprenticeships
- Supportive Services – Childcare / Transportation / Tools / Supplies
- Labor Market Information
- On-Line Opportunities - Illinois workNet, Illinois Job Link, Career Information System
- Unemployment Benefits
- Cash Assistance / SNAP

Workforce development processes and business practices:

- Recruitment, Assessment, Selection Process
- Proven experience with NEG Accelerated Short Term MFG, TDL and CDL Training
- Strong ties to the community agencies
- Established relationships/partnerships with employers
- Established relationships with SHRM, EDC
- Aligning efforts to demand industries, occupations and skills
- Previous success with Regional collaboration
- Consistently meet/exceed performance goals (entered employment, retention, credential attainment)

Weaknesses: In contrast, the regional partners identified some weaknesses or opportunities for improvement, including the ongoing skill shortage, the continued tendency to work in our respective silos, the length of time it takes to train workers in our existing institutions, and challenges in recruiting dislocated workers into training programs. The lack of instructors for any sector is challenging for the colleges. Lag-time between when customers can start a program of study can be drawn-out due to the instructor shortage.

Opportunities: The partners noted that the main opportunities for the region going forward include the availability of more jobs and strong growth in industries such as healthcare,

manufacturing and business and professional services. These opportunities fall in-line with State initiatives such as service integration, regional collaboration under next generation sector partnerships and new and emerging career pathways.

Threats: There are numerous standard threats to program operation and success that exist such as major cuts in funding, economic downturns or loss of major employers. For instance, the loss of the waiver for Able-Bodied Adults under SNAP program will have a significant impact on the number to be served. Newer threats identified by the partners included the aging labor force, the number of residents leaving the state and the changing workforce culture of millennials.

Chapter 2 Section A Question 2: Analyze the capacity of the regional partners to provide workforce development activities to address the education and skill needs of the workforce including individuals with barriers to employment.

Capacity: The Region is well-positioned to provide services to individuals with barriers to employment, including Underemployed / Unemployed, Ex-Offenders, Low Skill / Literacy Levels, Individuals with Disabilities, Substance Abuse, Older Americans, Out of School Youth, Adults who Lack a High School Diploma, Veterans, Homeless, ESL Individuals, Single Parents and Displaced Homemakers.

By taking a holistic approach and collaboration with core partners, the Region will be able to better serve at risk populations. These WIOA partners include Titles I, II, III and IV, ICCB – Perkins CTE, IDES, Aging, Corrections, and Community Action Agencies.

In furtherance of WIOA requirements, Priority of Service in the Region include:

- Veterans and eligible spouses in the following order or priority:
 - First, to veterans and eligible spouses (who also are included in the groups given statutory priority for WIOA adult formula funds). This means that veterans and eligible spouses who also are recipients of public assistance, other low-income individuals*, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
 - Second, to non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
 - Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
 - Fourth, to any other populations identified by the Governor or Local Workforce Development Board for priority.
 - Last, to non-covered persons outside the groups given priority under WIOA.
- Recipients of Public Assistance such as those participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI). And/or any other State or local income-based public assistance.
- Other Low-Income Individuals, including those who:
 - Are in a family with total family income that does not exceed the higher of—(I) the poverty line; or (II) 70 percent of the lower living standard income level;

- is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act);
- receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act;
- is a foster child on behalf of whom State or local government payments are made; or
- is an individual with a disability whose own income meets the income requirement, but who is a member of a family whose income does not meet this requirement
- Individuals who are basic skills deficient such as those who:
 - are a youth with English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
 - are a youth or adult, that is 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.

Current Initiatives in the Region include:

- LWIA 19 received funding for a Disaster Recovery Dislocated Worker grant to address the Opioid epidemic. This grant will reach out to individuals affected by the Opioid crisis. LWIA 19 has partnered with Crossing Healthcare who has recently opened a recovery center specifically for people with addictions. Patients who complete the detox program will have the opportunity to receive education and employment training. The individuals who are eligible for WIOA services will have access to work experiences, on-the-job training with a pathway to employment and/or more education. The services offered not only apply to those in a detox treatment facility, but anyone else who has been affected by the crisis either through a family member or friend. In addition, thorough recruitment, assessment and selection processes will be utilized to identify career goals for lifelong learning and the appropriate Partner that can best assist the job seeker with education, training and workforce focus to obtain / retain employment in high growth occupations.
- Richland Community College recently went to a *coaching model* for advising. This is a more intrusive approach. This method allows the coaches to become more knowledgeable and personal with their students, and as a return will understand the barriers that the individuals possess.
- The Service Integration action plan(s) will help to expand customer service. Additional in-depth training of staff will allow all partners to better understand the customers walking through the door in order to improve alignment of services to address the barriers customers face as well as the barriers employers are facing in hiring employees.
- Richland Community College and Workforce Investment Solutions formed a consortium for Adult Education and received funding through ICCB's Adult Education and Family Literacy grant. The Consortium is located at the Decatur Public Library, which is downtown. This location provides for easy accessibility due to the Decatur Transit's main hub being next door to the Library. The Consortium provides services for the at-risk individuals who need help in obtaining more education. Classes held at the Library include high school equivalency, English Language Learner, Bridge programming and

Basic Nursing Assistant. The Illinois workNet Center provides referrals to the Adult Education Consortium. Partners are updated on a monthly basis of program availability.

- Lincoln Land Community College was awarded a \$1 million grant to establish the Open Door – Workforce Equity Initiative. The purpose of the initiative is to provide minority and low-income individuals with career training that will lead to employment locally in less than a year. Eligible students can begin these programs at LLCC in January 2020.
- In June 2019, the Illinois Community College Board (ICCB) was notified that it received the U.S. Department of Labor’s Scaling Apprenticeships Through Sector-Based Strategies Grant. The ICCB was awarded nearly \$4 million to implement the grant project over the next 4 years (fiscal years 2020-2023) to serve over 1700 participants. In our region Lincoln Land Community College and Richland College are the recipients of these grants.

By aligning services, our Region will be able to expand employment opportunities for job seekers and Partners will collaborate to reduce duplication of services and better utilize resources.

Chapter 2 Section A Question 3: Analyze the capacity of the regional partners to provide activities to address the needs of employers.

The regional partners have continued to expand their capacity to address the needs of employers. Partners within each LWIA in the region collaborate to understand the skill needs of employers and implement appropriate responses. Some examples of how the partners work with employers to understand skill needs include:

- Each of the LWIAs use Business Services Teams (BSTs) to meet with employers on a regular basis to discuss emerging skill needs. In November of 2019, LWIA 19’s Business Services Team held a “Lean Coffee” event for the Healthcare Employers in the area. The event was developed to dive deeply into issues that industry and policy leaders, education and employers were facing locally. The overall goal was to identify potential solutions that would lead to growth and vitality of the Macon/DeWitt communities. Issues were recognized and an action plan was developed to help alleviate the issues. One outcome was the development of a healthcare day for Juniors and Seniors in high school, as well as the eighth grade. This was effective in advancing the knowledge of healthcare jobs in the community to students. The healthcare fair will continue on a yearly basis.
- Local Workforce Area 20 uses its Career and Technical Education (CTE) Program Advisory Committees (PACs), which bring together CTE program partners with members from related local industry and businesses for feedback and advice pertaining to the curriculum and future planning for each program. PACs help ensure that LLCC’s CTE programs remain current and are able to meet the needs of local employers and best prepare students for future employment within that field.

Some examples of how the partners have worked to develop expanded services for employers include:

- LWIA 19 partners with agencies in the area in holding a Manufacturing Day for Juniors and Seniors in high school. This has been well attended and will continue.
- LWIA 19 holds hiring events on a monthly basis in the Illinois workNet Center. Various employers in all sectors are included in these events.

- Each of the LWIAs provide job fairs. LWIA 19's job fair is done annually. At least 45 employers in Macon and DeWitt Counties attended, and over 175 people attended the fair.
- LWIA 20 has completed a grant application for the Regional Navigator Apprenticeship Expansion grant. This application was submitted with the support of and in conjunction with LWIAs 19 and 21, LLCC, and CACC Sangamon County ROE.
- Local Workforce Area partners that make up the region provide workshops, post job openings, conduct employee screening and referral, workforce training, work-based training, tax credit information, business location advice, and various employer services.
- Other business services provided by Local Workforce Area staff include free use of conference rooms for meetings and/or recruitment activities such as interviewing and taking applications/resumes.

Chapter 2 Section A Question 4: How well do existing training programs in the region and local areas prepare job seekers to enter and retain employment with regional businesses?

The Central Region has numerous postsecondary institutions that provide a wide array of educational services, including five community colleges, seven BA-granting institutions, one public university, a medical school, two nursing colleges, one private two-year college, and two occupational schools. The below Table lists the existing postsecondary institutions in the region.

Central Region Postsecondary Institutions		
Institution	Location	Type
<u>Blackburn College</u>	700 College Avenue Carlinville, IL 62626	4-Year Private
<u>Capital Area School of Practical Nursing</u>	2201 Toronto Road Springfield, IL 62712-3803	Nursing
Heartland Community College	1500 W Raab Rd Normal, IL 61761	2-Year Public
Illinois College	1101 West College Jacksonville, IL 62650	4-Year Private
John Wood Community College	1301 South 48 th Street Quincy, IL 62305	2-Year Public
Lakeland Community College	5100 Lake Land Blvd Mattoon, IL 61938	2-Year Public
<u>Lewis and Clark Community College</u>	5800 Godfrey Road Godfrey, IL 62035	2-Year Public
<u>Lincoln Christian University</u>	100 Campus View Drive Lincoln, IL 62656	4-Year Private
Lincoln College	300 Keokuk Lincoln, IL 62656	4-Year Private
Lincoln Land Community College	5250 Shepherd Road Springfield, IL 62794-9256	2-Year Public
MacMurray College	447 East College Jacksonville, IL 62650	4-Year Private
<u>Midwest Technical Institute</u>	2731 Farmers Market Rd Springfield, IL 62707	Private Occupational
Millikin University	1184 West Main Street	4-Year Private

Central Region Postsecondary Institutions		
Institution	Location	Type
	Decatur, IL 62522	
Richland Community College	One College Park Decatur, IL 62521	2-Year Public
Saint John's College of Nursing	729 East Carpenter Street Springfield, IL 62702	Nursing
Southern Illinois University - School of Medicine	P.O. Box 19624 Springfield, IL 62794-9624	Professional
University of Illinois at Springfield	One University Plaza - UHB 1015 Springfield, IL 62703	4-Year Public
<u>University of Spa and Cosmetology Arts</u>	2913 West White Oaks Drive Springfield, IL 62704	Private Occupational

Illinois Community College Graduates by Career Cluster Table— provides a count of graduates from each of the three community colleges that are physically located in the region. The columns show the graduates in each of the career clusters associated with the primary or secondary targeted sectors. The primary sectors are highlighted.

Illinois Community College Graduates by Career Cluster, FY 2018, Central Region							
College	Health Science	Manufacturing	Business Management and Administration	Transportation and Warehousing	Architecture and Construction	Hospitality and Tourism	Information Technology
Lewis & Clark	546	106	19	0	32	49	15
Lincoln Land	350	188	90	18	30	0	32
Richland	282	49	46	45	116	60	36
Central Total	1,178	343	155		178	109	83
State Total	15,930	3,874	3,141	1729	3110	1,510	2,101
% of State Total	7.39%	8.85%	4.93%	3.6%	5.72%	7.22%	3.95%

Chapter 2 Section A Question 5: Summarize the commitments of each program partner to implement the selected strategies described in the “Action Plan for Improving Service Integration in the Region.”

Through the MOU development process, each program partner in their respective LWIA has committed to the integration of workforce development services. The LWIA partners reached agreement on and submitted Action Plans for Improving Service Integration within their LWIAs to the State of Illinois in the fall of 2019.

In accordance with the Regional Planning guidelines, the partners to EDR 1’s plan commit to the implementation of their respective Service Integration Plans. The Partners recognize that the Service Integration Plans will change over time and that this document formalizes the commitment at the LWIA level to continue the work of integration as it evolves. The Region also recognizes that communication among partners is a common issue. To address this issue, they will develop a contact list of regional partners and issue advanced notices about new grants and programs as they are awarded.

Below is the summarization for each LWIAs commitments to current integration plans.

LWIA 19:

- Customer Input
 - New Tools - Customer Surveys
 - Update Customer Profile Form
 - Develop Customer Flow Charts
 - Use Customer Feedback to Shape Service System
- Staff Capacity
 - Establish a Vision for Customer Service
 - Establish Core Set of Competencies for Staff
 - Community Resource Academy
 - Develop Sharing Culture Among Partners
- Systems Communication
 - Finalize Referral Tracking System
 - Create Universal Consent Form
 - Create Schedule for Regular Meetings of Front-Line Staff
 - Notify Staff of Changes in Service Design
- On-Going Systems Improvement
 - Complete Planning Process and Incorporate into Other Documents
 - Keep LWIB Informed on Implementation Progress.

LWIA 20:

- Jobs Expectations Communicated to Staff
 - Assess Timing of One-Stop Operator and Partner Meetings
 - Share Information on Front-line Job Descriptions Across Partners
 - Mandatory Center Orientation for New Staff
- Cross Training Provided to Staff
 - Provide Bi-Monthly Training Opportunities for Front-line Staff
 - Training Locations vary Among Partner Agencies

- Communication Occurs Across all One-Stop Partners
 - Assess Timing of One-Stop Operator and Partner Meetings
 - Provide Bi-Monthly Training Opportunities for Front-line Staff
 - Training Locations vary Among Partner Agencies
 - Assure Email Lists include All Partners and Front-line Staff
 - Share One-Stop Center Event Calendars with all Partners

LWIA 21:

- Job Expectations Communicated to Staff
 - Establish a Vision for Customer Service
 - Establish a Sub-Committee for Outreach to all Core Partners for more Involvement
 - More Cross Training for Front-Line Staff
- All Staff Valued and Respected
 - Increase Partner Engagement
 - Share Information from Meetings with Staff in a Timely Manner
 - Listen to Ideas Presented by Other Staff/Partners
- Services Delivered by Function
 - Create Sub-Committee to Oversee Solutions to Partner Participation and Confidentiality Issues Among Partners
 - Rotate Meeting Sites
- Service Delivered by Function – Business Services
 - Formulate Business Service Teams (BST)
 - Track Business Contacted by BST by Use of Spreadsheet
 - Email Exchange by BST
- Service Plans are Living Documents
 - Create Sub-Committee for Creation of a Comprehensive Referral Form and Follow-up Process.

B. Describe how transportation and other supportive services are coordinated within the region (§ 679.510(a)(1)(vi)). Plans must respond to the following questions:

Chapter 2 Section B Question 1: What regional organizations currently provide or could provide supportive services?

The regional organizations that currently provide or could provide supportive services include:

Supportive Service	Provider
Childcare	<ul style="list-style-type: none"> • Catholic Charities • Community Connection Point • Department of Human Services • Salvation Army • WIOA Title 1

Supportive Service	Provider
Clothing	<ul style="list-style-type: none"> • Catholic Charities • Community Action Agencies • Good Will Industries • Salvation Army
Food	<ul style="list-style-type: none"> • Catholic Charities • Department of Human Services • Salvation Army • United Way
Health	<ul style="list-style-type: none"> • Department of Human Services • Veteran's Affairs
Housing	<ul style="list-style-type: none"> • Catholic Charities • Community Action Agencies • Department of Human Services • Good Will Industries • Salvation Army • United Way • Veteran's Affairs
Transportation	<ul style="list-style-type: none"> • Department of Human Services • Good Will Industries • WIOA Title 1
Utilities	<ul style="list-style-type: none"> • Catholic Charities • Community Action Agencies

Chapter 2 Section B Question 2: What policies and procedures will be established to promote coordination of supportive services delivery?

Local workforce areas have supportive service policies in place that promote coordination among community providers. Customers entering training must apply to **Community Connection Point** and Child Care Resource Services (CCRS) for childcare funding prior to supportive services being awarded by WIOA.

Transportation is more difficult to coordinate as mass transit and rural transportation organizations require payment even if it is a minimal amount. LWIA 19 is looking into creating an UBER account and policy. The Salvation Army has done this, and the LWIA is working with them to get their insight on how the process is working. LWIA 20 uses SMART Transport (Sangamon Menard Transportation) to provide transportation services. LWIA 21 uses West Central Transportation and CEFS Transportation.

The partners will work through the MOU process to identify better ways to promote coordination of supportive services. Each LWIA will develop a transportation and childcare provider list. Each LWIA plans to hold a supportive services fair in which providers in each area share information on the ways that they can assist individuals with their childcare, transportation and other needs. LWIA 19 partners with their local Salvation Army who provides a social services fair every year.

In addition, LWIA 20 completed an On-Line Service Finder System for youth that is hosted on the Illinois workNet website.

The LWIAs created a regional intake form for accessing supportive services, and this is being used by each of the LWIAs.

C. Describe the coordination of services with regional economic development services and WIOA service providers (§ 679.510(a)(1)(vii)). Plans must answer the following questions:

Chapter 2 Section C Question 1: What economic development organizations, WIOA service providers or businesses are actively engaged in regional planning?

The following economic development organizations are engaged in regional planning:

- Springfield/Sangamon Growth Alliance is focused on transforming the economy of Sangamon County.
- City of Springfield - We are dedicated to being on the cutting edge with technological, social and cultural advances. That means an environment that provides flexibility and ample resources. Springfield offers those benefits along with a skilled, educated workforce and tremendous quality of life.
- City of Decatur - offers a Dynamic Business Climate, Productive Workforce, Wonderful Quality of Life and can be a city in which you want to locate or expand your business.
- Decatur Regional Chamber of Commerce - With more than 125 years serving as the "Voice of Business" for the Decatur community, the Decatur Regional Chamber of Commerce is proud to promote opportunity and prosperity in local commerce. The chamber advocates on behalf of members for business-friendly legislation and offers programs, services, and networking opportunities to help make local business thrive and grow.
- Economic Development Corporation for Decatur and Macon County - The EDC of Decatur & Macon County is a public/private nonprofit dedicated to the attraction, expansion and retention of businesses to our area. When companies need help, we are here to help with tools and resources such as employee training, GIS data mapping, location and demographic research, workforce studies, and more.
- City of Litchfield - The City of Litchfield is dedicated to providing high quality customer service to the community. A Commitment and a strong sense of pride enables the City to remain at the forefront of municipal advancement.
- Staffing and Employment Agencies
- Regional Planning Commissions - Planning Commissions are involved in many activities of interest to municipal officials in the planning region, state and federal agencies with which they interact, and the general public.
- University of Illinois/ Montgomery County Economic Development Corporation - We have several governing businesses who strive to improve the communities that they

serve. Our strength lies in our private and public partnerships. Our goal is to promote our cities for development opportunities, but also to help businesses thrive and expand within Montgomery County.

- LLCC, CACC, District #186-Partners who are interested in economic development and business success in the region.
- IMEC –is a team of improvement specialists and technicians dedicated to providing organizations in Illinois with the tools and techniques to create sustainable competitive futures. The experienced hands-on team at IMEC works closely with its clients to plan critical business improvements in the areas of **Leadership, Strategy, Customer Engagement, Operations, and Workforce.**
- Ameren - LWIA 19 approached the Ameren office in Decatur and was able to host an information session about the Ameren hiring process. There were 80 people who signed up for the event, and 60 showed up. The next step will be to discuss how a Regional alignment might take place. Ameren would like to be a part of the planning process.

Chapter 2 Section C Question 2: What economic development organizations, WIOA service providers or businesses were invited to participate but declined?

None of the invited economic development organizations or business declined to participate.

D. Describe the coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate (§ 679.510(a)(1)(v)).

Each of the Local Workforce Development Areas in the region has developed the Memorandum of Understanding (MOU) and its One-Stop system infrastructure and system cost allocation. These MOUs and One-Stop system budgets are submitted separately to the State in the spring of each year. The MOUs for PY 2019 were approved, submitted, and are currently in place through June 30, 2020. The PY 2020 MOUs are in the beginning stages of development. They will be approved by the Local Boards and will be submitted when signatures are garnered prior to June 30. The PY 2020 MOU will begin July 1, 2020. The regional partners participate in local MOU negotiations and commit to a good-faith effort when developing appropriate cost sharing arrangements that are consistent with our broader strategies for service integration and coordination as outlined in this plan.

The LWIAs in the Central Region have arranged to coordinate administrative costs through various means including pooling funds for initiatives, free or nominal meeting space and staff time and efforts supported by respective partners.

Chapter 3 – Vision, Goals and Implementation Strategies – Regional Component

This section will outline how the Local Board(s) will coordinate the regional workforce, education and economic development activities with regional activities that are carried out in the local areas. The responses must illustrate that business, education and workforce development stakeholders have provided input and are involved with the development of the strategies and to ensure alignment with other plans.

A. Describe the local strategic vision to support state and regional economic growth (§ 679.560(a)(5)). Describe how this aligns with the State of Illinois' vision and principles (page 1).

The Central Economic Development Region 1 has adopted the State of Illinois strategic vision to support regional economic growth:

Vision: 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 a global economy. This includes our commitment to:

- Maintaining a *Demand-Driven Orientation* to our planning work;
- Developing and maintaining *Strong Partnerships with Business*;
- Building *Pathways to Careers of Today and Tomorrow*;
- Engaging in *Cross-agency Collaboration and Connections* among each of the partners;
- Promoting *Integrated Service Delivery*;
- Ensuring *Equitable Access and Opportunity for all Populations*;
- Using *Clear Metrics for Progress and Success*; and
- Maintaining a *Focus on Continuous Improvement and Innovation*.

The Regional Plan also supports the Action Agenda for Workforce Development and Job Creation, as outlined in the Governor's Executive Order 3. To advance this Action Agenda, CEDR will:

- Unite workforce development partners around regional clusters strategies by identifying high-impact regional clusters and associated in-demand occupations and implementing a coordinated workforce development strategy around regional clusters.
- Prepare Illinois workers for a career, not just their next job by increasing apprenticeship opportunities, addressing barriers to successful training and employment, and establishing and supporting equity goals and aligning with Perkins equity goals.
- Connect job seekers with employers by shortening time from credential to employment and integrating workforce services across program providers for one-stop customers.

B. Describe the local goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment) and goals relating to the performance accountability measures based on performance indicators (§ 677.155(a)(1)).

The regional partners have considered the overall needs of their respective communities, the challenges of businesses and job seekers and the existing capacity of the workforce development system to respond to these needs. We have adopted the following goals to guide our work together during the next few years:

1. Develop and expand career pathways. The Region will continually review the existing pathways to determine what skilled jobs exist. Upon identification, the region will target our training and educational resources to expand access for individuals, including those with barriers, to such jobs.
2. Expand the use of the full range of work-based learning models for training, including work experience, internships, transitional employment, on-the-job training, apprenticeships and incumbent worker training.
3. Work with the local Chambers of Commerce and Economic Development representatives to research the development of talent pipelines within targeted industry sectors.
4. Continue to research and improve initiatives for assessing and improving the essential skills of our customers.

With respect to the performance accountability measures required in WIOA and the implementing rule, the LWIAs in the Central Region individually negotiated and reached agreement with the State on local levels of performance for performance accountability measures. Negotiations occur every other year for a two-year period and measures are in place. In addition, partners will actively engage in whatever process is implemented by the respective state agencies for negotiating and setting targets for these measures. The goals for the Title I programs are set through the use of a statistical adjustment model. These procedures are in place and the partners consult with their respective state agency contacts and meet to discuss the implications of the performance measures and required targets for service delivery and integration. The Core Partners work cooperatively to report performance outcomes across all programs to advance the goals of improving access and success for all customers. However, currently there is no universal or shared system for Partners to communicate performance and anything related to customers.

Appendix 1 includes the negotiated Title I performance goals for each of the three LWIAs that comprise the region.

C. Provide a description of the regional and local strategies that will achieve the vision and principles. This must include a description of the strategies and services that will be used in the local areas:

Chapter 3 Section C Question 1: To facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations (§ 679.560(b)(3)(i));

We will use our Workforce Boards to create strategies for employer engagement and to lead engagement efforts for specific industries, particularly for the primary targeted sectors.

We will work with the existing community college advisory committees to leverage the work of these committees to inform our planning and policies for career pathway development, and to help ensure that these advisory committees benefit from the perspectives of the workforce system. Program advisory committees exist for each AAS/AAA program offered by the community colleges. They have well-established procedures for garnering employer input into the skill needs of the occupations for which the programs prepare students.

As discussed in Chapter 1, the goal for the region's Next Generation partnerships is to have one top tier industry meet annually to address all issues and concerns for the region. These events will encompass employers, Chambers of Commerce, and Economic Development organizations and will discuss all issues that the companies are experiencing, including workforce concerns. At the end of the 2020 regional plan we will have met with all three top tier industries and will have outcomes that show how we addressed their workforce matters.

Chapter 3 Section C Question 2: To support a local workforce development system that meets the needs of businesses in the local area (§ 679.560(b)(3)(ii));

We will work with Chambers of Commerce and Economic Development organizations to coordinate our outreach efforts to employers. The focus of this effort will be more oriented toward marketing the services of the workforce development system to regional employers as part of the overall economic development business retention effort.

We will also use our Business Services Teams to coordinate engagement of employers. The focus of this effort will be oriented toward responding to the specific workforce needs of individual employers who come to the attention of any of the business service personnel of the regional partners.

Examples of the work being done by our Business Services Teams in each LWIA are described below:

LWA 19: LWIA 19's Business Services Team (BST) meets monthly. The Team helps with planning and organizing sector-based career fairs. A Manufacturing Day is held in October and

a Healthcare Day is held in April of every year. The target population for the fairs are middle school students and high school juniors and seniors.

Something new the LWIA 19's BST is working on is implementing an *Essential Skills* workshop to be held at the local One-Stop Center. This will be a "pilot" program. The goal is to take the class out to other sites in the area once the first one is completed. The "National Career Readiness Certificate" is being looked at as a completion for the class. A curriculum is being developed by Richland Community College. Topics will include: Appearance, communication, teamwork, problem solving and critical thinking, professionalism/manners, punctuality and confidence/attitude.

LWA 20: The LWIA 20 BST meets monthly. At the meetings the goal is to organize who attends job fairs, communicates/meets with businesses, etc. so we are one organized unit gathering and sharing data to address employer's needs. One document was created to highlight all of the team members and their contact information. This is presented to employers at business visits so they can see which organization can address their specific concerns. The team also attends and participates in local job fairs:

- Greater Springfield Chamber of Commerce (2 per year) – Partner
- Veterans Job Fair (Held at the American Legions' State Conference) – partner
- Christian County – We organized them and include BST
- Cass County Job Fair- We have partner with IDES
- Various Job Fairs for major lay-off events (Honeywell Hobbs and Ardagh)

Additionally, an essential skills class was developed from BST meetings to address employer concerns regarding soft and foundational workplace skills. This workshop is held twice a month at the AJC.

LWA 21: The LWIA BST is currently meeting to discuss and plan for two upcoming Job Fairs. These are annual events and our plans are for the BSTs to continue to work together to recruit employers and help administer the fairs. We have developed a good working relationship with LLCC and LCCC as well as other partners to have successful Job fairs. One is held at Litchfield and the other one is at LCCC at their main Campus in Godfrey, IL. each Spring. Once the Job Fairs are over we post on our websites all the employers that were present and what jobs they are recruiting for to continually help support their recruitment efforts.

Chapter 3 Section C Question 3: To better coordinate workforce development programs and economic development (§ 679.560(b)(3)(iii));

The Economic Development community of EDR 1 primarily serves as link between local businesses and workforce development initiatives through their Business Development & Retention programs. These programs will provide feedback from employers concerning the state of employment and recruitment. This information allows for a more holistic response from workforce partners as employers needs evolve.

Chapter 3 Section C Question 4: To strengthen linkages between the one-stop delivery system and unemployment insurance programs (§ 679.560(b)(3)(iv));

Process mapping will be used, when needed, to identify the services provided by the partners, therefore eliminating any overlapping services. The continual goal is to streamline the delivery of services for customers. A common Intake Assessment Tool has been developed, as discussed in the previous plan, with input from all partners in order to assess the customers' needs more effectively. All staff are now cross trained in all partner programs in order to better recognize the needs of the customer; another goal that was listed in the previous regional plan. Partner staff will continue to be immediately accessible to client's as they enter the One Stop and have their needs met with any onsite partner and through the direct linkage system.

Illinois Department of Employment Security (IDES) is the State employment office for Illinois businesses and workers, providing no-cost human resources solutions linking hiring businesses to qualified job seekers. The office has numerous designated staff members that focus on Wagner-Peyser/Employment Services (WP/ES) offered to job seekers. In addition, current resource room staff have been trained on WP/ES services and can assist any customer with questions.

Work search services will continue to be offered to this population and these services are designed to assist job seekers to return to the workforce as quickly as possible. WP/ES offers work search assistance via one-on-one services or workshops and events. One-Stop staff collaboratively develops and maintains connections with partner and community organizations. These connections are essential when a barrier to employment has been identified. WP/ES staff focuses on job seekers who are receiving unemployment insurance benefits to encourage economic growth and stability.

Employment services include the state labor exchange system (illinoisjoblink.com), resume preparation assistance, on-line job search & application techniques, interviewing techniques and job matching. WP/ES staff is prepared to provide job seekers with information on all programs and services provided by IDES. This includes but is not limited to: Veterans, Work Opportunity Tax Credits, IllinoisJobLink.com (IJL), The Illinois Career Information System, Labor Market Information, Hire the Future, and Re-Entry Service Programs.

Through outreach conducted via phone and emails and social media, we notify job seeking customers of ongoing workshops, job fairs, on-site hiring events, and partner and employer orientations. IWDS and IJL are used to track and record referrals to job opportunities, partner services, community services and service delivery. The One Stop staff references employer information to identify employment opportunities for job seekers. WP/ES staff, along with the Business Services team review job orders to understand the job description, qualifications and requirements of available positions within an organization to help ensure that employers are receiving the most qualified candidates.

Chapter 3 Section C Question 5: To promote entrepreneurial skills training and microenterprise services (§ 679.560(b)(4)); and

Concerning the Decatur IL, MSA, the following organizations are active in business development for this area:

- SCORE – A national network of business start-up mentoring and planning experts providing training, insight and general support.
- Midwest Inland Port (Business Development Resource Center) – A centralized point of contact for all available community and regional services providing referrals and directional advice to potential new businesses.
- Center for Entrepreneurship - A dedicated resource for entrepreneurs at every level. Through a variety of programs and development opportunities, The Center serves Millikin faculty and students, youth (ranging in age from elementary to high school level), community, and local businesses.
- SBDC - Illinois Small Business Development Centers are located throughout the state and provide information, confidential business guidance, training and other resources to start-up and existing small businesses.

In the Springfield, IL, MSA, the following are some of the organizations involved in business development:

- The Illinois Small Business Development Center at Lincoln Land Community College is the main provider of services that support the establishment and expansion of small business in our local area. Services include classes, one-on-one counseling, assistance with business plan development and loan applications, marketing plan development, etc.
- Local Chambers of Commerce, such as The Greater Springfield Chamber also provide support for existing businesses to help them flourish and expand, as well as attract new companies to relocate to this area.

Innovate Springfield (iSPI), a division of the University of Illinois system, is a downtown business incubator in Springfield that offers a synergistic environment, office space for rent and many other resources to help fledgling companies address various needs including financial, IT, marketing and networking.

Sangamon CEO is one of many like programs in the state that introduce entrepreneurship to high school students. It is a year-long program where students develop their own businesses while receiving entrepreneurship training at various local company facilities.

Chapter 3 Section C Question 6: To implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers (§ 679.560(b)(3)(v)).

The regional partners discuss at their Regional meetings how their Business Services Teams can continue to support the regional sector strategies, a goal from the last plan. This continues to

allow the Regional team to leverage to limited resources and provides a more robust menu of work-based learning opportunities to area businesses, including incumbent worker training, OJT opportunities, apprenticeships, and customized training needs.

LWIA 19 received a Healthcare Innovation grant to begin in the Spring of PY19. This grant will address the shortage of healthcare instructors in their area. This 18-month grant will provide a healthcare sector service recruiter to focus on developing a group of potential healthcare instructors. A process will be developed and implemented so other areas can emulate and address shortages and/or needs in their local workforce area.

The partners continue to examine possible Regional Career Pathways. This helps identify opportunities for expansion and access to existing career pathways as well as acknowledge unmet skill needs of employers that may be addressed through the development of new career pathway programs or modification of existing pathways.

D. Describe regional strategies that will increase apprenticeship and other work-based learning opportunities.

CEDR 1 responded to the recent Apprenticeship Expansion Grant opportunity to operate as the Regional Apprenticeship Navigator. We applied for this grant in conjunction with numerous partners: Lincoln Land Community College, Capitol Area Career Center and Sangamon County. Letters of support from the local workforce areas were gathered acknowledging this regional effort and the plans to collaborate on regional apprenticeship opportunities.

In June 2019, the Illinois Community College Board (ICCB) was notified that it received the U.S. Department of Labor's Scaling Apprenticeships Through Sector-Based Strategies Grant. The ICCB was awarded nearly \$4 million to implement the grant project over the next 4 years (fiscal years 2020-2023) to serve over 1700 participants. The grant requires that 35% of the grant funding would be matched by private dollars. The ICCB is the fiscal agent and lead on behalf of the community college system whereas ten participating colleges will receive funds under this grant. This grant will focus on expanding apprenticeship programming within Information Technology occupations.

Participating Colleges

1. College of Lake County
2. Oakton Community College
3. Kishwaukee College
4. City Colleges of Chicago
5. Prairie State College
6. Illinois Central College
7. Richland Community College
8. Lincoln Land Community College
9. Rend Lake College
10. Parkland Community College

Information Technology Pathways

IT Generalist/ Network Systems
Information (cyber) Security
Programming and Software Development

**list not exclusive*

Each of the ten community colleges will work with their local employers. In addition, statewide commitments have been made by Accenture and CompTIA. Support and wrap-around services are a critical and required component of the grant project. The project will leverage support from One Million Degrees, Young Invincibles, Autonomy Works, among other organizations to identify and/or provide these wraparound services.

The **goals** of this grant project are to:

1. Expand existing industry-led customized apprenticeships through IT sector partnerships by:
 - a) incorporating pre-apprenticeship models (Bridge Programs, Integrated Education and Training), Essential Employability Skills Framework, support services, and paid work-based learning resulting in industry recognized credential(s);
 - b) developing program models inclusive of incumbent worker outreach and upskilling strategies, such as in-house training and prior learning assessment.
2. Innovate new apprenticeship models for pilot and expansion that:
 - a) utilize new approaches for acceleration and flexibility, including competency-based education delivery and shorter-term and accelerated programs;
 - b) partner with CompTIA to scale industry credentials and address emerging industry skillsets related to cybersecurity;
 - c) result in family-sustaining employment.
3. In partnership with Jobs for the Future and Harper College, scale and expand apprenticeship model nationally by:
 - a) emphasizing partner recruitment, a strong external communication and dissemination plan, and professional development/coaching activities related to model expansion;
 - b) articulating a continuous improvement and national replication strategy.

LLCC received this grant from ICCB in the Fall of 2019 to assist with expanding apprenticeship opportunities in the field of IT. LLCC will offer academic IT Pathway options at various levels of student progression. For a full discussion on implementation see page 45.

In addition to the above, RCC recently applied for the Apprenticeship Expansion Grant as an intermediary with a primary focus on the Healthcare Sector and the hiring of an Apprenticeship Coordinator. Hopefully RCC will hear in March. This position will also build on a youth apprenticeship that the college, Decatur Public Schools, Heartland Technical Academy, and HSHS Medical Group is working on in the CNA-Nursing area.

RCC has the IDOT funding Highway Construction Careers Training Program that is a pre-apprenticeship for the local labor unions in the skilled trades.

The college has a current DOL registered apprenticeship with Fuyao Glass.

E. Describe initiatives to shorten the time from credential to employment and address how the area will work with the education system to begin putting training opportunities in place to meet this strategy.

The region has undertaken several initiatives that are intended to shorten the time from credential to employment, in collaboration with its community colleges.

Richland Community College (RCC):

Industrial Job Skills Training Program: RCC utilized a state Workforce Grant in the fall of 2018 to develop the Industrial Job Skills Training Program to meet the needs of local manufacturers. The Director of Workforce Development attended a manufacturing roundtable hosted by Decatur Area Chamber of Commerce in January of 2018, and at the roundtable a large discussion from local manufacturers were addressing the soft skills need and need for entry-level employees that had basic knowledge. As a result of this meeting, RCC Workforce Development created a 360 hour training program, called EnRich that provides Manufacturing Skills Standards Council (MSSC) credentials built into the training along with OSHA, Equipment training, hand tools, welding, CNC machining, math, and the essential skills.

Towards the end of the 360-hour training employers are invited to campus to interview those that are approaching graduation. In Decatur Macon County, the unemployment rate for African Americans has been around 22%, three times that of white residents. EnRich completers are 64% minority, with 57% classified as African American, 79% male and 43% African American Male. A total of 89% of EnRich participants who completed the program were hired by major local employers. Of those, 80% remain employed. More than 35% have a criminal record with 100% of participants being unemployed or underemployed. The following employers have hired participants from the program and the table identifies those who were a part of the original roundtable discussion for a program like this:

Firms Hiring program participants:	Participated in roundtable:
ADM BioProducts	
Agri-Fab	
All Service	
Archer Daniels Midland	X
Arcosa Wind Towers	
Caterpillar	X
Crossing Healthcare	
Dynagraphics	
Fuyao Glass Illinois, Inc.	
International Control Services	
Kelly Construction	
Macon Resources Inc.	
Mason Manufacturing	X
Mervis Industries	
Mueller Company	X
Ring Container Technologies	X
Stripmasters, Inc.	
Tate & Lyle	X
The Kelly Group	

Firms Hiring program participants:	Participated in roundtable:
Vector Construction	
Voestalpine Nortrak Inc	

Richland Community College (RCC):

Workforce Equity Initiative Grant: RCC is also utilizing the Workforce Equity Initiative Grant (WEIG) to provide short-term CDL training for predominately African Americans and ex-offenders. The training will not only prepare individuals to take and pass their CDL Class A test, but will also deliver hands-on tandem truck spreader training to prepare individuals to start their own owner/operator tandem truck business. Other individuals will be trained to receive their passenger endorsement so that they can work for the local bus companies. Another aspect of the WEIG will be the training of 8 paraprofessional educators so that they can move into livable wages and work towards an education degree.

Lincoln Land Community College (LLCC):

Customized Apprenticeship Program-Information Technology (CAP-IT): LLCC received this grant from ICCB in the Fall of 2019 to assist with expanding apprenticeship opportunities in the field of IT. LLCC will offer academic IT Pathway options at various levels of student progression. For the entry level student, existing IT Bridge Programs within Adult Education will serve as a feeder to the Pre-apprenticeship, which offers courses that lead to industry standard certifications. These certifications will support occupational pathways that include Computer Systems Analysts, Developers (Systems Software), Network Architects, Systems Engineers/Architects and Cyber Security Analysts. Postsecondary certificate offerings include a Computer Administration Certificate, a Cisco Network Administrator Certificate, and a Cyber Security Certificate. Mid-level IT degrees include an Associate in Arts degree in Computer Information Systems and two Associate in Applied Science (AAS) degrees in Computer Information Technology and Secured Software Programming. These curricula are currently being revised to align with the requirements of occupational pathways. Top level IT articulation agreements with university partners throughout the state of Illinois will also be updated and offered. These strategies will support occupational pathways including Computer Systems Analysts, Software Developers, Computer Network Architects, Computer Systems Engineers/Architects and Cyber Security Specialists.

Workforce Training Offerings: The Capital City Training Center (CCTC) is a partnership between Lincoln Land Community College (LLCC) and Central Management Services (CMS). This unique partnership was formed to serve the technology training needs of local organizations through scheduled courses and our customized training programs.

Pre-Apprenticeship Programming: LLCC offers the Highway Construction Careers Training Program that regularly leads students to apprenticeships within the trades. IDOT has funded this program to expand the number of people in historically underrepresented populations who enter a construction career.

CBE Cybersecurity: LLCC offers a certificate program in cybersecurity that provides technical skills necessary to prepare students for a job in the computer networking or security area in both traditional and competency-based education (CBE) format. CBE allows students to earn credit for existing knowledge in the subject which typically reduces time necessary to complete the credential.

Once again, LWIA 20 has completed a grant application for the Regional Navigator Apprenticeship Expansion grant. This application was submitted with the support of and in conjunction with LWIAs 19 and 21, LLCC, and CACC Sangamon County ROE. If receive it will help further the effort to shorten time from credential to employment.

F. Describe the steps that will be taken to support the state's efforts to align and integrate education, workforce and economic development including:

Chapter 3 Section F Question 1: Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its regions.

The region will foster the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors through the following efforts.

1. We will work with our economic development partners within our region to identify existing partnerships and initiatives with employers in our key sectors.
2. We will identify local employers willing to provide expertise to our sector initiatives.
3. We will work with community partners to organize and or expand work within existing partnerships or create new partnerships.

Chapter 3 Section F Question 2: Expanding career pathway opportunities through more accelerated and work-based training and align and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.

Adult Education programs will continue to expand career pathways. However, there is still a strong need for adult education learners to complete the essential skills and Bridge programs to prepare for industry level and stackable certificates. These programs will continue to result in a higher success rate for completion and employment.

Lincoln Land Community College offers an IET in Healthcare Careers. Highlights of the program include:

- Students earn 12.5 college credits
- 18-week program includes a 2-week Academy, with instruction and activities related to team-building activities, communication skills, problem solving, reliability, integrity and organization

- 1st 8-week session includes courses such as First Year Experience, Health in Today's Society, pre-C.N.A.
- 2nd 8-week session is NAS101 (Basic Nurse Assistant), which includes clinicals
- Support Class provided throughout program to assist with critical thinking, math and course pace issues
- GED class for those students who have not earned a High School diploma or the equivalent
- Students earn 3 industry recognized certificates at the end of 18 weeks
 - CPR for Healthcare
 - LLCC Certificate of Completion – Basic Nurse Assistant
 - State of Illinois Basic Nurse Assistant Certificate

LLCC has approved IETS for Automotive Technology, Early Childhood Education, and Manufacturing as well. Those programs are provided as funding allows.

A best practice that has emerged from the delivery of these programs is that strong bridge courses, tied to these employment sectors, will better prepare students for the rigor of the IET courses. Bridge course development is ongoing.

Chapter 3 Section F Question 3: Expanding career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and expansion of bridge programs.

The partners will continue to work with local community groups to identify individuals who might benefit from WIOA services. LWA 20 has collaborated with local community colleges and their admissions departments to assess WIOA eligibility during the initial admissions process, therefore acknowledging customers' in a more streamlined manner.

We recognize that in order for customers with significant barriers to employment to be successful, basic needs, essential skills, education barriers, perceptions of work, peer pressure and a range of issues have to be addressed. Career services now include and will continue to include support and counseling services from trained workforce development professionals.

LWA #19 received a Disaster Recovery National Dislocated Worker Grant to address the Opioid crisis. Macon County was/is identified as an area with a high need for emergency assistance. Workforce Investment Solutions (WIS) is a Federal Employment & Training Program under the United States Department of Labor. The Secretary of Health and Human Services has declared the Opioid epidemic as a national public health emergency. WIS and Crossing Healthcare have developed a relationship that will assist individuals who are enrolled in the Transitions part of the treatment process. WIS will be housed in the Transition Center to assist residents with education and employment training. WIS has a mission to provide business with qualified employees by enhancing their skills and abilities through training and education. In addition, by establishing relationships with job seekers to align education and employment training is a

priority. These relationships will be key in developing an individual employment plan for residents who are enrolled in the Transitions program

Through a collaboration with Crossing Healthcare, a local federally qualified health center, located in Decatur, Illinois, we will create disaster-relief employment to alleviate the effects of the opioid crisis in our community, as well as provide employment and training activities, including supportive services, to address economic and workforce impacts related to widespread use, addiction, and overdose.

The partners will continue to expand career services and opportunities while working with employers who are willing to work with persons facing barriers. LWA 20 successfully participated in the State-wide Coordination and Innovation Project for Returning Citizens (IPRC) grant that addressed the needs of individuals who were reentering the workforce after incarceration. This grant is intended to increase employment and training opportunities for offenders re-entering the workforce by providing direct services inside of Logan County Correctional Center in collaboration with IDOC and IDES. We will continue to support these state-wide goals locally and as a region. It is important to expose individuals with barriers to positive work ethic and will continue to be a regional focus.

Community organizations will continue to work together and find the most effective ways to identify and serve nontraditional participants. The regional goal is to assist customers in being completely self-sufficient.

Chapter 3 Section F Question 4: Expanding information for employers and jobseekers to access services by improving the Illinois public-private data infrastructure to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways.

The Region will utilize systems developed by the State of Illinois that expand information for employers and job seekers to use for their workforce related needs. We will participate in any training provided by the state on these systems and provide input on their development, if asked.

The State developed an online service finder and LWA 20 hired an outside consultant to expand upon this system to highlight more youth services offered in the area. This system is now user friendly for youth and acknowledges all wrap around services for individuals who are at risk.

Appendix 1 **Local Workforce Investment Area's Performance Goals**


PY 2018/2019 Goal Acceptance Form

LWIA: 19

Performance Measure	PY 2018 Performance Goal	PY 2019 Performance Goal
Adult		
Employment Rate 2nd Quarter after Exit	74%	74%
Employment Rate 4th Quarter after Exit	72%	72%
Median Earnings	\$4,900	\$4,900
Credential Attainment	70%	70%
Dislocated Workers		
Employment Rate 2nd Quarter after Exit	76%	76%
Employment Rate 4th Quarter after Exit	74%	74%
Median Earnings	\$6,000	\$6,000
Credential Attainment	55%	55%
YOUTH		
Employment/Placement in Education Rate 2nd Quarter after Exit	59%	59%
Employment/Placement in Education Rate 4th Quarter after Exit	50%	53%
Credential Attainment	36%	50%


 Local Workforce Innovation Board Chairperson

10/04/2018
 DATE


 Chief Elected Official

DATE


 Idilio Rodriguez, Deputy Director

10/18/2018
 DATE

PY 2018/2019 Goal Acceptance Form
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%


Local Workforce Innovation Board Chairperson

Sept 25, 2018

DATE


Chief Elected Official

4-25-18

DATE


Julio Rodriguez, Deputy Director

10/18/2018

DATE

PY 2018/2019 Goal Acceptance Form

LWIA: 21

Performance Measure	PY 2018/2019 Performance Goal
Adult	
Employment Rate 2nd Quarter after Exit	76%
Employment Rate 4th Quarter after Exit	74%
Median Earnings	\$5,000
Credential Attainment	63%
Dislocated Workers	
Employment Rate 2nd Quarter after Exit	72%
Employment Rate 4th Quarter after Exit	75%
Median Earnings	6,000
Credential Attainment	59%
YOUTH	
Employment/Placement in Education Rate 2nd Quarter after Exit	71%
Employment/Placement in Education Rate 4th Quarter after Exit	63%
Credential Attainment	51%

Dan O'Hara
Local Workforce Innovation Board Chairperson

Sept 21, 2018
DATE

Joseph T. ...
Chief Elected Official

9/25/18
Date

Julio Rodriguez
Julio Rodriguez, Deputy Director

10/18/2018
DATE

Workforce Development Activities (Title I of WIOA)

Negotiated Levels of Performance for PY 2020 and 2021

LWIA 19 - Workforce Investment Solutions

<u>Adult</u>	PY 2020	PY 2021
Employment Rate 2 nd Quarter after Exit	86.0%	86.0%
Employment Rate 4 th Quarter after Exit	83.0%	83.0%
Median Earnings 2 nd Quarter after Exit	\$10,000	\$10,000
Credential Attainment within 4 Quarters after Exit	80.5%	80.5%
Measurable Skill Gains	46.0%	46.0%
 <u>Dislocated Worker</u>		
Employment Rate 2 nd Quarter after Exit	89.0%	89.0%
Employment Rate 4 th Quarter after Exit	87.0%	87.0%
Median Earnings 2 nd Quarter after Exit	\$10,700	\$10,700
Credential Attainment within 4 Quarters after Exit	81.0%	81.0%
Measurable Skill Gains	46.0%	46.0%
 <u>Youth</u>		
Employment or Education Rate 2 nd Quarter after Exit	74.0%	74.0%
Employment or Education Rate 4 th Quarter after Exit	73.0%	73.0%
Median Earnings 2 nd Quarter after Exit	\$4,100	\$4,100
Credential Attainment within 4 Quarters after Exit	72.5%	72.5%
Measurable Skill Gains	46.0%	46.0%



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

October 22, 2020

Mr. A. (Andy) D. Van Meter
County Board Chairperson
Sangamon County Complex
200 South 9th Street Floor 2
Springfield, IL 62701-1629

Mr. Larry Peterson
President
Domino Engineering
208 South Spresser Street
PO Box 376
Taylorville, IL 62568-0376

Dear Mr. Van Meter and Mr. Peterson:

Thank you for the submittal for Program Years (PY) 2020 and 2021 proposed performance goals for the Workforce Innovation and Opportunity Act (WIOA) Title I Workforce Development Activities program. Participation in the recent formal performance negotiations call by your Local Negotiation Team on October 20, 2020 is also appreciated.

This serves as official notification advising Local Workforce Innovation Area (LWIA 20) of the agreed PY'2020 and PY'2021 negotiated levels of performance. Attached to this letter are the negotiated performance targets for each of the fifteen measures.

This notice constitutes a grant modification and requires that the LWIA incorporates the PY'2020 and PY'2021 negotiated levels of performance into the Local WIOA Plan. Further, these negotiated levels of performance must be included in any other published version of the Local WIOA Plan on an LWIA website. The Illinois Workforce Development System will be updated with these negotiated levels of performance.

Illinois looks forward to working with you and the LWIA team of administrators, staff, providers and other stakeholders as your Regional and Local Plans are implemented. If you have any questions, please contact Mark Burgess, Performance Measures Manager, Office of Employment and Training, at 217.970.0061 or mark.a.burgess@illinois.gov.

Sincerely,

Mark Burgess
Performance Measures Manager, Office of Employment and Training
Illinois Department of Commerce and Economic Opportunity

Enclosure: PY'2020 and PY'2021 Negotiated Levels of Performance

Cc: Sarah Graham, Julio Rodriguez

Workforce Development Activities (Title I of WIOA)

Negotiated Levels of Performance for PY 2020 and 2021

LWIA 20 - Land of Lincoln Workforce Alliance

<u>Adult</u>	PY 2020	PY 2021
Employment Rate 2 nd Quarter after Exit	83.0%	83.0%
Employment Rate 4 th Quarter after Exit	81.0%	81.0%
Median Earnings 2 nd Quarter after Exit	\$8,200	\$8,200
Credential Attainment within 4 Quarters after Exit	83.0%	83.0%
Measurable Skill Gains	53.0%	53.0%
 <u>Dislocated Worker</u>		
Employment Rate 2 nd Quarter after Exit	81.0%	81.0%
Employment Rate 4 th Quarter after Exit	81.0%	81.0%
Median Earnings 2 nd Quarter after Exit	\$8,800	\$8,800
Credential Attainment within 4 Quarters after Exit	85.0%	85.0%
Measurable Skill Gains	50.0%	50.0%
 <u>Youth</u>		
Employment or Education Rate 2 nd Quarter after Exit	75.0%	75.0%
Employment or Education Rate 4 th Quarter after Exit	75.0%	75.0%
Median Earnings 2 nd Quarter after Exit	\$4,100	\$4,100
Credential Attainment within 4 Quarters after Exit	76.0%	76.0%
Measurable Skill Gains	58.0%	58.0%



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

October 29, 2020

Mr. Mark Strang
County Board Chairperson
Greene County Courthouse
519 North Main Street
Carrollton, IL 62016-1033

Mr. Daniel Bates
Owner
Bates Farm
109 Rice Street
PO Box 155
Palmyra, IL 62674-0155

Dear Mr. Strang and Mr. Bates:

Thank you for the submittal for Program Years (PY) 2020 and 2021 proposed performance goals for the Workforce Innovation and Opportunity Act (WIOA) Title I Workforce Development Activities program. Participation in the recent formal performance negotiations call by your Local Negotiation Team on October 28, 2020 is also appreciated.

This serves as official notification advising Local Workforce Innovation Area (LWIA 21) of the agreed PY'2020 and PY'2021 negotiated levels of performance. Attached to this letter are the negotiated performance targets for each of the fifteen measures.

This notice constitutes a grant modification and requires that the LWIA incorporates the PY'2020 and PY'2021 negotiated levels of performance into the Local WIOA Plan. Further, these negotiated levels of performance must be included in any other published version of the Local WIOA Plan on an LWIA website. The Illinois Workforce Development System will be updated with these negotiated levels of performance.

Illinois looks forward to working with you and the LWIA team of administrators, staff, providers and other stakeholders as your Regional and Local Plans are implemented. If you have any questions, please contact Mark Burgess, Performance Measures Manager, Office of Employment and Training, at 217.970.0061 or mark.a.burgess@illinois.gov.

Sincerely,

Mark Burgess
Performance Measures Manager, Office of Employment and Training
Illinois Department of Commerce and Economic Opportunity

Enclosure: PY'2020 and PY'2021 Negotiated Levels of Performance

Cc: Michael Sherer, Betty Scheldt, Julio Rodriguez

Workforce Development Activities (Title I of WIOA)

Negotiated Levels of Performance for PY 2020 and 2021

LWIA 21 - West Central Development Council

<u>Adult</u>	PY 2020	PY 2021
Employment Rate 2 nd Quarter after Exit	80.5%	80.5%
Employment Rate 4 th Quarter after Exit	82.0%	82.0%
Median Earnings 2 nd Quarter after Exit	\$7,400	\$7,400
Credential Attainment within 4 Quarters after Exit	80.0%	80.0%
Measurable Skill Gains	36.0%	36.0%
 <u>Dislocated Worker</u>		
Employment Rate 2 nd Quarter after Exit	85.0%	85.0%
Employment Rate 4 th Quarter after Exit	84.0%	84.0%
Median Earnings 2 nd Quarter after Exit	\$9,700	\$9,700
Credential Attainment within 4 Quarters after Exit	77.0%	77.0%
Measurable Skill Gains	40.5%	40.5%
 <u>Youth</u>		
Employment or Education Rate 2 nd Quarter after Exit	78.0%	78.0%
Employment or Education Rate 4 th Quarter after Exit	78.0%	78.0%
Median Earnings 2 nd Quarter after Exit	\$3,800	\$3,800
Credential Attainment within 4 Quarters after Exit	73.0%	73.0%
Measurable Skill Gains	33.0%	33.0%

LOCAL PLAN

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.