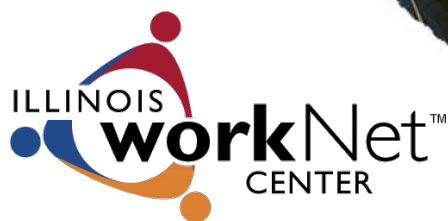




# Illinois Workforce Development 2010 Annual Report



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE



**Illinois' Workforce Investment Act Title I Annual Report**  
Federal Program Year 2009 (FPY'09)  
State Fiscal Year 2010 (SFY'10)  
July 1, 2009 – June 30, 2010





## Pat Quinn, Governor

The workforce and economic development systems serve the diverse strengths and needs of Illinois businesses, while empowering Illinois workers to achieve new heights in the global marketplace. As this report will demonstrate, my administration continues to focus on transforming sectors of the economy that are facing shortages of skilled workers into vital economic engines, while recognizing the distinct regional differences and inherent strengths in a state as vast as ours.

During this past year, we have made significant investments in our workforce through employment and training services to:

- Target Illinois' key industries with the objectives of preventing dislocations, addressing employment needs through on-the-job training, and positioning the state for post-recovery growth.
- Provide skill upgrades to over 9,000 employees in approximately 500 businesses ensuring these businesses remain competitive in the global economy.
- Train workers dislocated by the recession for jobs that lead to a high wage and provide career advancement.
- Expand the training opportunities available to low-skilled adults by combining basic skills education with career development that leads to an employment path in a key sector that creates skilled workers to meet the needs of business.
- Ensure the continued expansion of the Illinois workNet portal to support the work at the state and local level by connecting customers, providers, and businesses to the services they need via technology. Over 2 million visitors accessed services on the portal this past year.
- Increase the number of individuals with disabilities served in workforce programs by 14%, with a major focus on returning veterans.
- Form partnerships with businesses, state agencies and community organizations that address the training and employment issues facing returning veterans, people with disabilities, as well as those facing multiple barriers to employment.
- Create employment and career awareness opportunities for over 19,000 youth through the Summer Youth Employment Program.

Illinois, now more than ever, is committed to creating, maintaining and expanding jobs, and providing the skills training necessary to enable the Illinois worker to meet the demands of the 21<sup>st</sup> century economy. Our workforce system repeatedly demonstrates that "WIA works" when all of the stakeholders are brought to the table to find innovative solutions.

It is with pleasure that I present *Illinois' 2009 – 2010 Workforce Investment Act Title I Annual Report*, prepared by the Department of Commerce and Economic Opportunity, Office of Employment & Training (formerly Workforce Development), and our other state agency partners.







## **Warren Ribley, Director**

### ***Co-Chair, Illinois Workforce Investment Board (IWIB)***

This annual report outlines the Workforce Development programs, services, and most importantly, the successes that we have been able to foster in Illinois for Federal Program Year 2009 and State Fiscal Year 2010 (FPY '09/SFY '10). Within these pages, we highlight Illinois' strategies that promote job creation and economic growth.

It is no surprise that the economic recession has been the top story of the past year. However, during this time of severe budget deficits, the American Recovery and Reinvestment Act (ARRA) enabled us to make strategic investments in Illinois' efforts to create jobs in key industries.

Our investment in sector-based initiatives provided training in occupations for key industry sectors, including healthcare and healthcare IT; manufacturing; transportation/distribution/logistics; and green initiatives. Over 9,000 current workers (incumbent workers), received skill upgrades through sector-based grants and local initiatives ensuring Illinois companies remain competitive in the global economy. Many of these projects target low-skilled adults by combining job-relevant academic skills with training to prepare them to succeed in the workplace.

Over 400 youth participated in the Community Gardens Initiative, a summer employment project that not only provided fresh foods to low income organizations, but also created training opportunities in sustainable agriculture practices. DCEO's Summer Youth Employment program placed over 19,000 youth, through age 24, in real-world employment opportunities. Participating youth received career awareness training through the Illinois workNet portal, which also received recognition as a national model for completing work readiness activities.

In partnership with the Microsoft Corporation, the state implemented Elevate America. Through Elevate America, over 34,000 on-line courses and certifications provided 10,000 customers with advanced technology skills in Microsoft Office products. Finally, the State of Illinois won a competitive award of \$6 million in State Energy Sector Partnership (SESP) funds to create seven innovative projects across the state to promote economic and employment opportunities in green sectors.

While moving forward, the Illinois workforce system continues to work together to build unique partnerships and expand the development of innovative strategies.

Keeping the focus on strategic innovative approaches will ensure Illinois maintains its reputation as a national leader in workforce development. It is my pleasure to submit this Annual Report to the Illinois General Assembly and to the United States Department of Labor.



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## INTRODUCTION

***"The dogmas of the quiet past are inadequate to the stormy present. The occasion is piled high with difficulty, and we must rise with the occasion. As our case is new, so we must think anew and act anew."***  
**Abraham Lincoln**

A state workforce agency faced with the challenges of the current economic recession realistically has only two options: reaction or pro-action. For Illinois in Federal Program Year 2009/State Fiscal Year 2010 (FPY'09/SFY'10), this was an easy choice. Instead of watching and waiting for signs of improvement, the Illinois workforce system did something about it.

From creating initiatives that focus on the employment needs of returning Veterans, to advancing technology resulting in job creation and training opportunities, the Illinois Department of Commerce and Economic Opportunity (DCEO) and its workforce partners continue to demonstrate that no challenge is so formidable that it cannot be addressed with innovation, commitment and resolve.

During this time of state budget cuts, the federal American Recovery & Reinvestment Act (ARRA) made a huge difference in DCEO's efforts to create sector-based initiatives that provided training in occupations for key industry sectors, including healthcare and healthcare information technology; manufacturing; transportation, distribution, and logistics; and green initiatives. Over 9,000 current workers (incumbent workers), received skill upgrades through sector-based grants and local initiatives ensuring Illinois companies remain competitive in the global economy. Many of these projects target low-skilled adults by combining job-relevant academic skills with training to prepare them to succeed in the workplace.

Technology continues to play a pivotal role in our statewide economic recovery efforts. Illinois workNet™ continues to expand and enhance its features in order to reach out to serve special populations. This past year

Illinois workNet added a notification at registration that veteran's have a priority of services. In addition, veteran's have a link right off the front page that steers them to available resources and services.

disabilityworks' efforts to expand its partnerships with both businesses and providers have led to innovative collaborations resulting in new initiatives that have increased employment and training opportunities for individuals, including veterans with disabilities.

One of DCEO's most recognized accomplishments was the Summer Youth program, where almost 19,000 youth through the age of 24 received real-world employment opportunities, many focused on green jobs and small business management.

In partnership with the Microsoft Corporation, the state implemented, Elevate America. Through Elevate America, over 34,000 on-line courses and certifications provided 10,000 customers with advanced technology skills in Microsoft Office products. Finally, the State of Illinois won a competitive award of \$6 million in State Energy Sector Partnership (SESP) funds to create seven innovative projects across the state to promote economic and employment opportunities in green sectors.

DCEO is a proud supporter of the WIA Works campaign, which communicates the Illinois Workforce Partnership's vision on the reauthorization of the Workforce Investment Act. The Illinois Workforce Partnership (IWP) is comprised of the [26 Local Workforce Investment Areas](#) (LWIAs) in Illinois and acts as a unified voice for workforce issues. WIA Works' goal is to ensure the workforce system retains room for state and local innovation.

Once again, we are proud to present this record of commitment, perseverance and accomplishment for FPY'09/SFY'10 that continue to confirm Illinois' status as a leader in workforce development and embody the vision of nationwide economic recovery efforts.

## WIA WORKS

In cooperation with the Illinois Workforce Partnership (IWP), an association composed of representatives from all 26 local workforce areas throughout Illinois, DCEO launched the WIA Works campaign in October 2009. WIA Works seeks to ensure that the reauthorization of the Workforce Investment Act (WIA) supports a strong workforce system, for Illinois job seekers, businesses and communities.

Utilizing a three-phase approach, WIA Works strives to educate the Illinois Congressional Delegation and members of the Illinois' Local Workforce Investment Board (LWIB) on the importance of the public workforce investment system. Through outreach and technical assistance to LWIB Members and their respective LWIAs, WIA Works provides the support needed to communicate the success of the Illinois workNet™ system and what to preserve through WIA reauthorization, while also suggesting changes to strengthen the workforce network's ability to help job seekers achieve their dreams.



Each LWIA received a Toolkit that included talking points, media strategies, and ideas for targeting audiences as well as supporting materials. Additionally, the Illinois workNet portal has an area to upload WIA Works materials and success stories. Social media venues are also in place to communicate in real time, the benefits of why “WIA Works”.

- Phase I – Regional Forums & Personal Outreach to Illinois Congressional Delegation
- Phase II – Feedback and Additional Items In Toolkit
- Phase III – Web Site and Other Tools

WIA Works advocates that, to strengthen the system, WIA reauthorization must do the following:

- Maintain the unique role of WIA program administrators as the catalyst for training, agent for job seekers and vehicle for businesses to upgrade workers' skills.
- Maintain local private sector Workforce Investment Boards that reflect the size and principles of the area and strengthen their stake in the outcome.
- Strengthen ability to provide “good jobs for everyone”.
- Develop and strengthen meaningful and applicable standards of accountability across all Federally-funded programs.
- Support Career Pathway Models that act as road maps to jobs in demand industry sectors through training and educational strategies.
- Expand training beyond traditional models to accelerate learning with the dual goal of assisting workers in gaining the skills and credentials required for higher paying jobs, while also accommodating the needs of businesses to remain competitive in the global economy.
- Establish consistent and transferrable eligibility documentation across programs.

To find out more about WIA Works, visit [www.IllinoisworkNet.com/wiaworks](http://www.IllinoisworkNet.com/wiaworks) or follow us on Twitter at <http://twitter.com/WIAWorksIL>.



## ILLINOIS WORKFORCE INVESTMENT BOARD

The Illinois Workforce Investment Board (IWIB) facilitates workforce development services and programs in such a way that together the government and the private sector can meet the workforce needs of Illinois employers and workers. Appointed by the Governor and charged with the task of reviewing the progress of the state's workforce planning efforts, the IWIB leads the various initiatives described throughout this report and is integral in the development of the implementing policies. To meet this directive, the IWIB in accordance with federal legislation, includes leaders from state, business, industry, labor, education and community-based organizations. Warren Ribley, Director of the DCEO, acts as chair of the IWIB.

Through a task force structure and one standing steering committee, representatives from the mandated and optional private/public partner programs develop recommendations to present to the full IWIB for consideration. All policies developed or commented upon through the IWIB structure include input from the public and partners. Efforts related to these task forces and committees in FPY'09/SFY'10 year are highlighted below.

- Healthcare Task Force
- Manufacturing Task Force
- Agriculture Task Force
- Transportation, Distribution, and Logistics Task Force
- Information Technology (IT) Task Force
- Career Development Task Force
- Illinois workNet™ Steering Committee
- Medicaid Infrastructure Grant Task Force
- Veterans Task Force



## HEALTH CARE TASK FORCE

Recommendations from the Health Care Task Force led to the continuation and expansion of two state initiatives began in FPY'08/SFY'09 designed to build a strong healthcare workforce - the Healthcare/Nursing Initiative and the Health Science Career Cluster Initiative.

The Healthcare/Nursing Initiative continued a regional sector approach to address the nursing shortage in the Southern and Northeast Regions. Both the Illinois Community College Board (ICCB) and the Illinois State Board of Education (ISBE) continue to take the leadership role in implementing the national Health Science Career Cluster curriculum framework in cooperation with DCEO and other state agency and industry partners.

In FPY'09/SFY'10, the regional sector approach was expanded to the North Central and Central regions. The Health Sciences career cluster work continued to focus on bridge and orientation courses to expand access to low-skilled youth and adults and expanded to other Health Sciences pathways. Finally, DCEO and IDHS in cooperation with the Illinois Center for Nursing continued to improve its approach for estimating long-term and short-term shortages in nursing at the state and regional levels by adding state licensing data and improving data sources and methods. Future efforts will expand to other healthcare professions and other sectors.

## AGRICULTURE TASK FORCE



The IWIB formed the Agriculture Task Force in early 2009 to address shortages in the agriculture sector. Members comprise representatives from the industry, including commodity crops and livestock, local and organic crops and livestock and horticulture segments of the economy; state education and workforce organizations; LWIBs and community-based organizations; and secondary and post-secondary education.

The Agriculture Task Force presented its final report to the IWIB in December 2009 with the following recommendations:

- Strengthening the linkage between business entrepreneurship and workforce development programs.
- Expanding Science Technology, Engineering and Mathematics (STEM) education and innovation talent.
- Improving the overall performance of the P-20<sup>1</sup> education pipeline by conducting a comprehensive baseline analysis and exploring innovative ways to expand postsecondary education capacity.
- Expanding access to non-traditional populations through agriculture bridge programs.
- Expanding career awareness and outreach initiatives throughout the state.

Since many of the above recommendation will require a long-term view, the Task Force believes that Illinois should launch short-term target initiatives to show instant results. In particular, the Task Force recommends that Illinois take steps to:

- Expand local food programs at community colleges and non-profit regional and community-based organizations with stronger business entrepreneurship components including business incubators and related entrepreneurial supports.
- Develop and pilot a series of innovation talent projects that engage secondary and post-secondary students and agricultural practitioners in addressing agriculture problems with open collaborative networks.
- Develop and pilot a variety of agriculture bridge programs that expand access to low-income and low-skilled adults including immigrants and migrant workers, particularly involving local partnerships between community colleges and community non-profit organizations.
- Further develop and promote after-school and summer urban, peri-urban, and rural agriculture programs in cooperation with school districts to introduce non-traditional youth, including those at-risk, to agriculture careers.
- Conduct a comprehensive P-20 baseline analysis with a focus on identifying opportunities and leading models for improving the P-20 pipeline performance and encouraging more students to enter agriculture careers.
- Develop and pilot a regional career awareness and engagement initiative in one region in Illinois and evaluate its impact on reaching various targeted populations.

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<sup>1</sup> P-20 is short for an integrated education system that extends from pre-school through higher education.

## MANUFACTURING TASK FORCE

The Manufacturing Task Force continued its support of two statewide initiatives --Manufacturing Innovation Grants and the North Central Region Manufacturing Career Clusters Project. DCEO and ICCB provided funding for innovative models and programs that supported the preparation of the manufacturing workforce. These models include manufacturing bridge and foundation programs as well as specialized training in critical shortages areas such as welding and machining. One example innovation grant was with the Tooling and Manufacturing Association (TMA) to work with community colleges and Chicago's Department of Community Development to develop a new blended online model to prepare machining technicians based on industry standards and certifications.

In FPY'09/SFY'10 ICCB and ISBE, in cooperation with DCEO and other agencies, continued to promote the Manufacturing Career Clusters framework and programs of study as well as manufacturing bridge programs. In addition, DCEO hosted a statewide meeting on industry certifications and continued the TMA pilot project that integrated the use of two major certifications—MSSC<sup>2</sup> and NIMS<sup>3</sup>. Finally, as part of the Illinois Race to the Top (RTTT) Science, Technology, Engineering, and Mathematics (STEM) initiative, Illinois developed P-20<sup>4</sup> educational career cluster program of study models for all pathways consistent with the Illinois RTTT STEM model. These included product/process development, production, maintenance and logistics and warehousing. This model also demonstrated how existing industry certifications could be integrated into programs of study in all pathways.

## TRANSPORTATION, DISTRIBUTION, AND LOGISTICS TASK FORCE

Illinois continues to be a leading state in the transportation, distribution, and logistics industry. To retain its leadership position, the task force concluded, Illinois must improve its physical infrastructure and address some critical workforce challenges that threaten the future growth of the industry.



To meet this goal, the task force recommended that Illinois continue its actions to:

- Raise awareness of the industry.
- Increase the capacity and improve the alignment of secondary and post-secondary education and training programs.
- Expand K-12 career awareness.
- Address truck driver shortages by promoting efforts to reduce turnover rates.

DCEO continues to work with state agency partners to conduct analyses of secondary and post-secondary education and training programs based on the national career clusters framework endorsed by the task force and explore new models for truck driver training, employment, and retention. DCEO also worked with state agency and industry partners to include the Transportation and Logistics framework and programs of study into the Illinois RTTT proposal and initiated efforts to develop program of study models for all major pathways.

<sup>2</sup> MSSC - The Manufacturing Skills Standard Council develops standards and provides assessments and credentials for manufacturing and supply chain logistics.

<sup>3</sup> NIMS - National Institute for Metalworking Skills (NIMS) develops standards and provides assessments and credentials for precision manufacturing.

## INFORMATION TECHNOLOGY TASK FORCE

The Information Technology Task Force addresses the growing shortages of Information Technology (IT) workers in Illinois. Recommendations were made that Illinois adopt a new IT career cluster model based on four major pathways: (1) Research and Development, (2) Infrastructure, Administration and Operations, (3) Technology and



Information Services, and (4) Integration Services. This framework also should provide options for students to pursue vertical specializations for sectors critical to state and regional economic development. The Task Force developed a series of recommendations to implement this new vision for developing the next generation of talent:

- Build an IT-enabled workforce at three levels; (1) basic applications for all workers, (2) advanced users of specialized applications and systems, and (3) core workers.
- Build a strong vertical dimension into IT education at the secondary and post-secondary levels.
- Develop stronger business and general skills in IT secondary and post-secondary programs.
- Promote entrepreneurship and innovation.
- Build stronger industry-education partnerships.
- Develop model high school programs.
- Continue to track the changing needs and shortages in the IT sector.

Based on these recommendations, the IT Task Force developed an action plan that focused on promoting the new IT career clusters model, conducting IT pipeline baseline analyses, promoting programs in healthcare IT, and expanding access to Level 1 IT skills training. The first priority in implementing this action plan has been to provide support to new secondary and postsecondary models based on the new Illinois IT career clusters framework and include this framework in the Illinois RTTT STEM initiative. The IT Task Force also approved projects to improve health IT training opportunities and expand access to Level 1 IT training throughout the state through Illinois workNet.

## CAREER DEVELOPMENT TASK FORCE

The Career Development Task Force is responsible for developing recommendations on expanding and improving career development opportunities in Illinois. As part of their efforts, the task force is building on the career development recommendations from sector-based task forces - healthcare, manufacturing, and transportation, distribution and logistics. Major stakeholders that were engaged included state education, workforce and economic development agencies, K-12 education, community colleges, regional Education for Employment (EFE) systems, adult education and Workforce Investment Act (WIA) providers, four-year colleges and universities, and business and industry. Based on the work of the Task Force, a three-phase plan to establish a comprehensive career development system in Illinois is in process. Phase I focuses on enhancing coordination and increasing visibility. Phase II focuses on enhancing implementation of innovative practices. Phase III focuses on building in quality and enhancing opportunities.

The Illinois State Board of Education (ISBE) took the lead in addressing these recommendations and ISBE staff met with Task Force members and other stakeholders over the last year to gain further input on implementation. State agency partners and other stakeholders continue to work with ISBE to launch initiatives to begin the



implementation process. During this year, many of these partners worked together to incorporate career development recommendations into the P-20 STEM program of study model in the Illinois RTTT proposal.

## ILLINOIS WORKNET™ STEERING COMMITTEE

The Illinois workNet Steering Committee met to discuss future expansion of the portal. For the next reporting year, the primary focus will be on the development of a community of users. A community of users experiences two-way interactions with Illinois workNet through multiple communications options. The committee received information about customer communications already in place and brainstormed ideas on ways to connect to and communicate with customers through a network of partnerships.

This committee is composed of IWIB steering committee members and staff representing the various departments within state agencies, statewide partners, disability service organizations, key sector partners, and LWIB and LWIA directors.

## MEDICAID INFRASTRUCTURE GRANT TASK FORCE

The Medicaid Infrastructure Grant Task Force (MIG) created the comprehensive strategic plan that focused on promoting employment for Illinois residents with disabilities. This plan approved by the United States Department of Health and Human Services (HHS) includes the following goals:

- Expand workplace inclusion and retention.
- Shift the perception of employers, parents, educators, and people with disabilities regarding the employment of people with disabilities.
- Communicate and coordinate information regarding work incentives and benefits planning.
- Develop data systems to measure the effectiveness of work incentive programs.
- Recommend revisions to federal and state policies that directly affect employment opportunities for people with disabilities.

During this past Program Year, DCEO completed the following MIG-funded projects:

- Expanded the Illinois workNet portal to include a comprehensive Disabilities Resources Pathway that provides direct access to information and resources in four major areas: Work Incentives Planning and Assistance, Disability Benefits, Rights and Advocacy, and Youth and Transition. This Pathway was developed from input obtained from individuals with disabilities, as well as community service providers and state partners.
- Planned and conducted nine regional "Chamber Summits", in conjunction with statewide and local Chambers of Commerce, that provided information and resources for employers, including the "Business Case" for employing individuals with disabilities, the recently passed Americans with Disabilities Act Amendments Act (ADAAA) and reasonable accommodations.

The task force is comprised of individuals with disabilities, employers, disability advocacy organizations, leaders from participating state agencies and other businesses interested in promoting the employment of people with disabilities.

## VETERANS TASK FORCE

In April 2010, the Veterans Task Force began developing recommendations on the best way to assist Illinois veterans in finding good jobs and career opportunities. Members include representatives from business; state and local veterans programs; state education and workforce agencies; local workforce investment boards and community-based organizations; secondary and postsecondary education; and labor unions and apprenticeship programs. These members contribute their expertise in a collaborative effort to meet the following objectives:

- Compile a comprehensive profile of Illinois veterans and describe the challenges and barriers they face in entering education and training programs and employment.
- Identify education and training and employment opportunities that could potentially build on the current skills and training of veterans in healthcare, energy, and other sectors.
- Identify leading national, state and local programs that address the barriers facing veterans in participating in education and training and entering employment.
- Develop recommendations for improving workforce development programs and launching pilot projects based on leading models.

DCEO is working with the Illinois Department of Employment Security (IDES) along with the Illinois Department of Veterans Affairs (IDVA) to provide base-line data on Illinois veterans to support the efforts of the task force. From this, the Governor will receive the final recommendations in the first quarter of 2011 for eventual statewide implementation.

## ILLINOIS STATE ENERGY SECTOR PARTNERSHIP (SESP)

Officially launched by the IWIB in September 2009, the SESP comprises representatives from energy-related business and utilities; labor and trades; state and local economic, workforce, environmental, education and veterans agencies; planning and research organizations; and elected officials. The first official task of this group was to respond to an ARRA funding opportunity, which identified emerging sectors that could develop efficient and renewable energy. Illinois applied for and received a \$6 million award to fund seven local projects around the state. Project implementation began in March 2010.

***Greater Rockford Area for Solar Initiative*** - The Rock Valley Community College will prepare dislocated and unemployed individuals for opportunities to receive career certification in “Green Energy” and Solar PV (Photovoltaic) for Industrial and Commercial Systems. Completion of this certification will prepare individuals for jobs or apprenticeships with a company that provides alternative energy products and services.

***Danville Area Community College (DACC) Operation Green Team*** - To address the emerging wind energy jobs, DACC launched a new program that leads to an Associate Degree in Applied Science (AAS) Wind Energy Technician (for utility-scale wind turbine developments). This program will address the worker shortages in 10 existing projects and 13 that are under construction.

***Chicago Green Jobs for All Training Initiative*** - The Chicago Workforce Investment Council (CWIC) will implement a new training initiative that provides a career pathway in the energy efficiency industry. Low-skilled and economically disadvantaged Chicagoans can participate in a comprehensive system of training that allows them to progress from a specialized energy efficiency installer to an energy efficiency auditor. Instruction will occur by local

partners that will include hands-on learning experiences as well as contextualized math and literacy education provided through the City Colleges of Chicago.

**Central Illinois Construction Industry/Skilled Trades Energy Industry Team (Peoria)** - This project targets low-income or unemployed adults and veterans who are interested in building careers in energy systems. Participants may enter one of three pathways, a 17-week Leadership in Education and Environmental Design (LEED) training and certification program for small contractors (particularly minority-owned); a five-day intensive Building Performance Institute (BPI) training and certification program for individuals in construction and retrofitting or energy analysis/audit; or an Associate's Degree in Green Building Environment/Architectural Technology.

**Parkland College SESP Workforce Development Services Program (Champaign)** - This two-track project leads to BPI certification for unemployed individuals in either commercial and residential audit, analyst, and energy systems competencies, or certification for incumbent workers (with construction, building or contracting experience) in residential distributed wind and solar retrofitting.

**Land of Lincoln Workforce Alliance HIRE Education Energy Initiative (Springfield)** - This program will prepare dislocated, unemployed, and/or low-income individuals with BPI certification that leads to a position as a Building Analyst or Envelope Professional. In addition, incumbent workers in targeted firms will receive instruction for Building Operator Certification.



**Investing in Sustainable Energy and Employment (Bloomington)** - Following the Veterans Green Jobs Home Energy Audit Training (HEAT™) program, veterans and unemployed individuals will receive training in home energy auditing that leads to BPI certification. Training will occur through the existing community college structure and individuals recruited to participate will come from various veteran's service organizations as well as Illinois workNet Center partner programs and agencies. Completion of the training will lead to employment with utilities, private contractors or as self-employed entrepreneurs.

## ILLINOIS WORKNET™

As economic and workforce development needs rapidly change, the Illinois workNet™ (<http://www.illinoisworknet.com>) portal has become central in providing timely and comprehensive information to individuals, businesses and workforce professionals. Over the past program year, the Illinois workNet portal was enhanced to increase information and access through the following activities.



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## SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)

Over 19,000 WIA/ARRA Summer Youth Employment Program work experience participants were provided with online pre- and post-assessments and activities through the Illinois workNet portal. LWIAs and providers used these activities along with online guidance and participant tracking to create a robust, interactive experience for youth. The U.S. Department of Labor recognized the online work-readiness SYEP components as a national benchmark. In 2009, Illinois reported over 79% of youth attained their work readiness goals. The work readiness activities included:



- Introduction to Exploring Careers and Training
- Introduction to Job Search Preparation and Resume Writing
- Introduction to Job Searching and Applying for a Job
- Introduction to Interviewing for a Job
- Introduction to Workplace Skill

Further enhancements to the system implemented for the summer of 2010 included an online worksite supervisor evaluation, assessments, and activities specific to youth returning to the program for the second year.

## VETERANS PRIORITY OF SERVICE

As soon as an individual accesses the Illinois workNet portal he/she is immediately notified that veterans have a priority of service. A link on the front page connects them to resources, account registration notifies customers of priority of service when they indicate they are a veteran, and a workforce professional's page includes a discussion forum to ensure appropriate provision of services for veterans.



## ACCESS FOR ALL CITIZENS

With the addition of Disability Resources, the Illinois workNet portal offers its sixth pathway. The new Disability Resources pathway contains work transition resources for adults and youth with disabilities. The pathway includes these Web pages:



**Work Incentives Planning and Assistance** - Locate counseling resources that can help individuals with disabilities go from Social Security benefits to work.

**Disability Benefits Information** - Connect to benefits information for individuals with disabilities.

**Your Rights and Advocacy** - Provide information to individuals about the rights of persons with disabilities.

**Youth in Transition** - Help high school students with disabilities to achieve success at working, living independently, and being an active community member.

**Interactive Map** - Connect to a Work Incentive Planning and Assistance Program near the user.

## MICROSOFT ELEVATE AMERICA

Illinois' partnership with Microsoft Elevate America provided an opportunity for citizens interested in increasing computer skills to complete free online courses and business certification exams. Through Illinois workNet partners such as community colleges, community action agencies, technology centers, high schools and LWIAs could access outreach materials and track participants. Accomplishments include:



- Activated 31,437 vouchers for online courses and business certification exams.
- Connected 10,000 customers with community action agencies, community colleges, digital divide sites, and Local Workforce Investment Areas/Boards.
- Developed online computer skills self-assessment.
- Provided customers step-by-step directions and instructional videos.
- Stored vouchers in customer accounts.
- Employed an interactive locator map.
- Tracked voucher allocation to partners and participants in real time.
- Interfaced with Illinois' WIA participant reporting system to identify WIA customers.

## SOCIAL MEDIA WEBINAR SERIES

Related to building a community of users, activities were completed that support ongoing, real-time, two-way communications with users including the following:



- Discussion forums for workforce professionals
- Frequently Asked Questions page with user ratings
- Illinois workNet Facebook, LinkedIn, Twitter and YouTube
- Networking to help customers use social media to get a job
- Rating control so people can rate helpfulness of content
- Share links to email, Facebook, LinkedIn, and other social media
- Social media guide and webinar series

## INCUMBENT WORKER TRACKING SYSTEM (IWTS)



The IWTS automates the planning, tracking, and reporting of all ARRA and WIA funded incumbent worker training projects that was previously a manual process. Through IWTS, real-time data is available to assist DCEO and LWIAs in managing Incumbent Worker projects.

## TRAINING AND WEBINARS

Online courses and webinars are effective in training hundreds of workforce professionals. Approximately 1,474 workforce professionals have completed the Certified Illinois workNet Advisor (CIWA) Online Course ensuring they are able to do their jobs and assist customers using the Illinois workNet portal. In addition, the ability to offer information via webinars eliminated the need to travel or leave the office. Over 100 webinars held during FPY'09/SPY'10 provided an effective tool to communicate policy and procedures. Specific webinar topics are on page 22.



## WIA CASE MANAGER AND CUSTOMER WORK FLOW STUDY



The Illinois workNet Portal is an important tool in delivering workforce services in integrating case management practices with technology. Over this reporting period, a WIA Case Manager and Customer Workflow Study brought experts together in 17 LWIAs across the state to map out how customers attain services and interact with site staff starting at the initial customer contact through customer exit.

The information obtained will not only inform the integration of case management into technology but also will serve as a basis for creating additional activities for adults, dislocated workers and youth.





**disabilityworks** is Illinois' nationally and internationally recognized innovative systems-change partnership, comprised of state and local agencies, businesses, industries, service providers, educational institutions and disability advocacy organizations. Its purpose is to develop and implement strategies to increase employment and training opportunities for people with disabilities throughout Illinois. The **disabilityworks**' design incorporates strategies that target both the supply and demand sides of the employment equation for people with disabilities in a fully inclusive model. Primarily funded by DCEO, **disabilityworks** is part of the Chicagoland Chamber of Commerce to provide a strong business presence and commitment to its mission.

Besides its administrative staff, **disabilityworks** has eight **disabilityworks** Resource Coordinators (dRCs) who work with local Illinois workNet Centers, chambers of commerce, businesses, community service providers, educational institutions and small business development centers to promote employment and training opportunities for individuals with disabilities. dRCs serve as a resource in Illinois workNet Centers across the state to educate workforce development staff, businesses, and providers on federal, state, local and private programs that affect the ability of individuals with disabilities to enter and remain in the workforce.

Additional **disabilityworks** services offered to managers and Human Resources staff from local businesses, colleges, universities, and small business development centers include disability awareness and sensitivity training, information and resources on the Americans with Disabilities Act (ADA) and the recent ADA Amendments Act (ADAAA), tax credits and reasonable accommodations. The underlying message within all of these resources is that employing individuals with disabilities is right for businesses as well as their bottom line.

## SUCCESS STORY

DCEO and **disabilityworks** are critical partners in the implementation of the Illinois Medicaid Infrastructure Grant (MIG) Strategic Plan. In 2009, **disabilityworks** planned, developed and conducted a series of nine Chamber Summits across Illinois. Entitled, "Everything You Wanted to Know About Disabilities but Were Afraid to Ask", these Summits were presented to local businesses, state and local agencies, community providers other employers to provide information and resources, clarify issues and dispel myths regarding disability employment. Presentations included the "Business Case" for employing individuals with disabilities, "FAQs" regarding the recently passed Americans with Disabilities Act Amendments Act (ADAAA), and reasonable accommodations, as well as local success stories and the sharing of resources.

Local Chambers of Commerce participated in the coordination of these events and feedback from participants was overwhelmingly positive. 249 attendees participated in these Summits, which were held in Springfield, Peoria, Effingham, Belleville, Rockford, Bolingbrook/Naperville, Bloomington, Southern Illinois and Quincy. Evaluations from those who participated indicated that 93% of the attendees strongly agreed or agreed that the training increased their knowledge of people with disabilities in the workforce.

Because of the success of these Summits, the MIG Strategic Planning Leadership Committee has recommended that Chamber Summit follow-up activities be included as a critical component of the Illinois Plan for 2011.

As part of its statewide expansion activities, **disabilityworks** continues to develop new collaborations, while at the same time enhancing and building upon existing ones. For example, **disabilityworks**' partnership with Walgreens® and five community service providers in the Chicago area on a "One Portal System" has grown from a seven-store pilot to sixteen participating stores. The "One Portal System" recruits, screens, hires and trains employees with disabilities to work in the participating Walgreens locations. The number of individuals with disabilities hired through this project is now twelve, with one recently receiving a promotion. During the summer of 2010,

**disabilityworks** is working with Manpower, Inc. and providers of services to people with disabilities in the Chicago area on a Summer Youth Employment project focusing on placements of youth with disabilities.

In addition, Easter Seals and **disabilityworks** are collaborating to promote and facilitate the employment of veterans with disabilities as well as provide information, resources and supports for returning veterans and their families. For FPY'09/SFY'10, over 1,300 veterans and their families received information, resources and assistance regarding issues relating to reintegration including:

- 85 veterans received Job Readiness training and orientation to the Illinois workNet portal.
- 132 businesses received information regarding the benefits of hiring veterans with disabilities.

**disabilityworks** also conducts job development training to community provider staff. In a recent survey, job developers who received this training during the past year stated that 133 of their successful job placements of individuals with disabilities directly related to the techniques they learned from **disabilityworks**. Further, 30 individuals with disabilities reported that they obtained their employment from job opening information provided by **disabilityworks**.

DCEO is anticipating the release of a Solicitation for Grant Applications (SGA) from DOL. The SGA seeks to build upon promising practices that improve the employment outcomes of individuals with disabilities served by Illinois workNet Centers. In its planned proposal, DCEO will use the **disabilityworks** model as the best practice to meet the project outcomes.

## STATE SECTOR STRATEGIES/INITIATIVES

Over the last several years, Illinois has launched and managed successful sector partnerships in healthcare, manufacturing, transportation, distribution and logistics, information technology, and agriculture, all as part of a regional-based economic and workforce development strategy. Illinois would like to highlight the significant investments made with statewide innovation funds in healthcare, manufacturing, and agriculture. During FPY'09/SFY'10, Illinois focused funding on programs that expand training opportunities to low-skilled adults by combining academic career development with an experience-based path to employment.



### HEALTHCARE

DCEO supported numerous healthcare projects and provided technical assistance to regional healthcare consortia to develop and implement public/private solutions to employee shortages. Consortia received funding from DCEO to experiment with new approaches to the shortages and foster economic opportunity to low-income, low-skilled adults.

**Northeast Illinois** - DCEO continued its close partnership with the Metropolitan Chicago Healthcare Council (MCHC) to address a myriad of workforce issues in the healthcare sector. MCHC provides an established conduit between healthcare employers, training providers and other interested stakeholders to help facilitate system improvements that address the ongoing shortage of skilled healthcare workers. MCHC supports the following five key activities: 1) identify worker shortage issues in the P-20 pipeline; 2) develop strategies to address the root causes of the shortages; 3) identify the resources and expertise to implement these strategies; 4) measure and communicate outcomes of these strategies; and 5) identify opportunities to replicate these strategies in other areas of Illinois.



**Southern Illinois** - In the 20 county Southern Region, a regional healthcare consortium developed and implemented public-private solutions to healthcare shortages beginning with nursing. The Southern Region pursued new approaches to address healthcare shortages and advance economic opportunity throughout the region. Led by leaders in the regional healthcare industry, this initiative created capacity of the ADN program by establishing a hybrid-online ADN program SIONI (Southern Illinois Online Nursing Initiative) for incumbent workers. Scholarships increased the number of available nursing faculty in the region that could participate. In addition, implementation of the MCHC On-Line Clinical Rotation Scheduling tool allowed monitoring of the clinical site to ensure optimal utilization. Other members instrumental to the success of this consortia included workforce development, secondary and postsecondary partners including K-12 schools, community colleges, and universities serving the region.

**Southeastern Illinois** - In the Southeastern Region, the community college received a healthcare grant to address employee shortages starting with nursing. Key medical service providers, community agencies, and the community college collaborated to develop a strategic plan that would connect education and training programs. This effort has not only enhanced career pathways in healthcare for the Southeast Region, but has increased availability and quality of health services in this rural region.

**Central Illinois** - A central Illinois partnership formed to address regional communication and coordination of workforce development issues in the healthcare sector. This effort resulted in a region wide communication system that defined roles and relationships and set a course for current and future initiatives in the healthcare industry. In addition, through this collaborative effort participating healthcare organizations and education and training organizations adopted an online training scheduler to improve the utilization of clinical training slots. This system also provided improved methods of tracking placements and progress toward completing education and training requirements.

**K-12 Health Sciences Pathways Initiative** - This effort uses the Health Sciences career cluster framework and focuses on expanding career awareness activities at the middle school and high schools levels. A pilot is underway that provides academic remediation in a health science context and identifies dual credit academic courses that also meet the pre-requisites for entry to postsecondary programs.

## MANUFACTURING

The Chicagoland Machining Career Project (CMCP) developed and piloted a new regional innovative demand-driven, competency-based training strategy to reverse regional skills shortfalls in machining and other metal working occupations. This training system will prepare machining technicians for the precision metalworking industry. Those collaborating on this project included the Tooling and Manufacturing Association, the Chicago Department of Family and Support Services, and regional community colleges.



## AGRICULTURE

**Illinois Local and Organic Food and Farm Task Force** - The Illinois Local and Organic Food and Farm Task Force encourages Illinois' rural, urban, and suburban communities to cooperate statewide to develop local farm production, infrastructure, customer access, and public education. As part of legislation signed by Governor Pat Quinn, this Task Force became part of the Illinois, Food, Farms, and Jobs Council on December 13, 2009.

To assist in the transition, a \$25,000 technical assistance grant provided Task Force coordinators a stipend for their time and efforts to continue grassroots work statewide, combine the work into the newly created Illinois Food, Farm and Jobs Council, and incorporate key components into the Illinois Workforce Investment Board Agriculture.



**Angelic Organics-Farm Beginnings Program** - The Farm Beginnings program uniquely links farmer trainees with successful sustainable agriculture farmers. There are two program components: classes in goal setting and business/marketing planning over the winter (October-March), followed by field days and one-on-one mentoring during the growing season (March-October). During FPY'09 /SFY'10, DCEO invested over \$134,000 to facilitate classroom and on-the-farm mentoring. There are currently two projects in the state:

**Central Illinois Farm Beginnings®** served over 73 people by providing networking opportunities through six hands-on field day workshops. In May 2010, The Land Connection and University of Illinois Extension launched the Central Illinois Sustainable Farming Network, and added six additional on-farm field days and one winter forum to the current schedule of six new-farmer field days. Additional mentors will become part of next year's program increasing the capacity of participants able to participate in the program.

**Stateline Farm Beginnings®** served over 300 people in 11 hands-on field day workshops guiding them toward successful farming enterprises and referring them to appropriate resources and experienced farmers.

## **Illinois Community College Board Local Food Innovation Projects-**

The Local Foods initiative developed post-secondary education and training for local and organic farming skills and occupations. DCEO provided over \$430,000 to the Illinois Community College Board (ICCB) for distribution to six community colleges. Each college has pursued its own niche of local farming, ranging from specialty or organic food crops to fruit orchards. The income from the sale of crops grown by the students will assist in making the projects self-sustaining. For example, Black Hawk College has sold its produce at area farmers markets, including one located in Iowa, which makes this an export-producing project. DCEO is now preparing to fund an implementation phase for each of the community colleges.

## **INCUMBENT WORKER TRAINING PROJECTS**

Investing WIA funding for incumbent worker training (IWT) projects provides a significant return on investment for both employers and employees. IWT employers are better positioned to avoid layoffs by staying competitive through production efficiencies, opening new production lines, or the ability to retain existing customers and take on new customers. Employees benefit by keeping their occupational skills current or receiving skill upgrades that qualify them for promotions or new careers, as well as having peace of mind that comes with working for a competitive employer able to provide better job security.

LWIAs also benefit by establishing stronger linkages to employers in their area. IWT projects can lead to workers being promoted into higher paying positions, creating backfill opportunities for lower skill positions. By working closely with employers, LWIAs can identify placement opportunities for WIA customers in these vacancies that would have not existed if not for the IWT project.

### **Magnum Steel Works Inc.**

#### **Incumbent Worker Training Project**

Magnum Steel Works Inc., located in Mt. Vernon, Illinois, partnered with LWIA 25 to initiate an Incumbent Worker Training project to advance existing employees' knowledge and operation of the Computer Numerical Control (CNC) Lathe machine — which is used for customized metal work. Employees were given 90 days to practice and display their acquired CNC skills to program and use the machine. Upon demonstrating their CNC competency, they received a 2% wage increase. Jim Czerwinski, President of Magnum Steel Works, Inc. stressed that CNC-skilled employees are essential to the growth and stability of the company. Not only did this training increase their marketable skills, but it enabled Magnum Steel Works to expand customized service to their current clients, as well as expand their market to accept more projects. They expect this effort to provide a stable work environment for their 40 employees.



Left to Right: Jim Czerwinski with Machinists Richard Skwarek and William Skylynn Blackwell

LWIAs are allowed to utilize up to 10% of their WIA Dislocated Worker funding to conduct IWT projects. To date, 24 of the state's 26 LWIAs have elected to operate an IWT Program. The LWIAs initiated 519 separate IWT projects that provided training for more than 6,500 workers from May 2006 through June 2010.

The table below summarizes the number of Incumbent Worker Training projects initiated by key career sector.

Incumbent Worker Training Projects/Trainees by Sector									
	Manufacturing	Healthcare	TDL	Professional	Construction	IT	Hospitality	Financial	Total
<b>Projects</b>	377	54	27	18	20	12	7	4	519
<b>Trainees</b>	5,072	692	424	74	160	35	88	19	6,564

## VETERANS' INITIATIVES

**Operation Employ Veteran/Community One Source** - Through a \$500,000 DCEO grant, **disabilityworks** is collaborating with Easter Seals to expand its local *Operation Employ Veterans* and *Community One Source* pilot projects into a statewide initiative. Components include:

- Training and resources for veterans regarding interview techniques and use of civilian language norms;
- Training and resource information to businesses and other employers regarding the benefits of employing veterans and the perceptions they face in the workplace regarding issues such as Post-Traumatic Stress Syndrome (PTSD), Traumatic Brain Injury (TBI), and other related disabilities;
- Assistance to 2000 veterans, including those with and without disabilities, and their families regarding issues related to reintegration;
- Assistance to 250 veterans and their families regarding civilian job readiness issues, including resume writing workshops and navigating the Illinois workNet Website, as well as accessing and utilizing its resources.

As a result of this initiative, it is projected that a minimum of 24 veterans with and without disabilities will obtain employment. Follow-up assistance will also be provided to employers regarding issues relating to the Americans with Disabilities Act (ADA), the 2009 ADA Amendments Act (ADAAA) and job accommodations.

## SHIFTING GEARS

DCEO has been a major partner in Illinois' Shifting Gears initiative through the Joyce Foundation. This past year, DCEO invested \$600,000 to support programs that combine basic skills training with career development to ensure more low-skilled workers gain the education, skills and credentials needed to advance and succeed in our changing economy. In addition, DCEO implemented policy at the local level that integrated a state-approved Bridge Definition, which lays the foundation for creating bridge programs. To support the policy implementation statewide technical assistance sessions occurred throughout the year, to develop an understanding of forming bridge programs and identifying the appropriate partners needed for success.



## TRADE ADJUSTMENT ASSISTANCE PROGRAM

The Trade Adjustment Assistance (TAA) program provides workers impacted by international trade, with a variety of benefits and reemployment services that assist them in reentering the workforce. Over 10,000 dislocated workers impacted by trade received these services. This is an increase in Trade activity from last year, due to the May 18, 2009 implementation of TGAAA (Trade and Globalization Adjustment Assistance Act of 2009 enacted on February 17, 2009). TGAAA overhauls the TAA program and expands TAA coverage to more workers and firms, including workers and firms in the service sector, and improves workers' opportunities for training, health insurance coverage, and reemployment.

Illinois' model for TAA program delivery is a cooperative effort by DCEO, IDES and DOL. DCEO's Office of Employment and Training (OET) is the designated state agency to administer the TAA program in conjunction with LWIAs and IDES. Through the LWIA structure, Illinois provides a coordinated approach in the delivery of TAA services and benefits.

However, with the April 2, 2010 issuance of a federal register notice, Illinois' model for the delivery of TAA services requires a significant shift. DOL is requiring that all states move to a state "merit" staff based delivery of TAA services. DCEO is working closely with IWP, to ensure the implementation plan provides little disruption of service to the customer.

In addition, this past program year DCEO continued providing technical assistance and training to the LWIAs to ensure understanding and correct implementation of both the TAA and TGAAA programs. There was over 200 staff that attended 13 scheduled training and conference sessions.



Bernard Ostryzniuk was laid off from Temple Steel in January of 2010 after 12 years of working for the company as a Precision Machinist/Machine Builder. He began participation in the TGAAA program in March 2010. Bernard worked diligently on his job search in the next couple of months taking advantage of workshops and attending networking groups in efforts to land a job. He researched potential training opportunities to enhance his marketability in manufacturing while he continued to search for employment. Through his persistent efforts, he discovered an employment opportunity at Komet of America, a Modular tooling systems and metal cutting tool manufacturer. At the age of 59, Bernard landed the job as the Tool Room Machinist and was hired on full time in a permanent position with benefits. Bernard was able to take advantage of the RTAA subsidy through the TGAAA program to help bridge the salary gap between old and new employment. Bernard is thrilled to be reemployed so quickly given the challenges of the economy and his age. He has been with Komet of America since April 2010 and reports the job is going very well.

*"I believe that I was successful in securing my current employment because these support systems were available to me."*

## STATEWIDE ARRA INITIATIVES

### STATEWIDE ARRA SUMMER YOUTH PROGRAM



DCEO used ARRA state innovation funds to develop summer youth employment programs for over 1,100 WIA eligible youth with a focus on green jobs, in some instances collaborating with other state agencies. The largest state agency project was with the Department of Natural Resources, where nearly 500 youth throughout the state received work experience at state parks and other conservation sites. Youth learned about preservation of historic sites and stewardship of natural resources.

A second agency project, with the Department of Agriculture provided 180 youth with job experience in grounds keeping, maintenance, and event preparation by working at the Illinois State Fair. Focusing on energy conservation and energy audits, 45 youth received work experience, at the Department of Central Management Services, exposing them to green energy practices and future career opportunities in green energy-related occupations.

As part of the state projects, youth benefited from an education enrichment component where special curriculum was presented to enrich their learning experience with the hopes of enlightening youth as to the skills and education necessary in that line of work and possibly sparking an interest in a career in that green field. Youth also benefited from an on-line work readiness component educating them in areas such as resume writing, interviewing, job search, and workplace skills.

In addition, utilizing ARRA formula funds, Illinois provided summer work experience opportunities to over 19,000 disadvantaged youth through the state's LWIAs. The summer work experience provided youth the opportunity to earn a paycheck while gaining valuable skills and work readiness training in areas such as career exploration, job search, job application, and interviewing.



### COMMUNITY GARDENS INITIATIVE

Nearly 500 economically disadvantaged youth across the state had a summer work experience at 32 community garden projects. LWIAs, Community Based Providers, Local Government, and Education received over \$1.6 million to support these projects. Youth participants learned sustainable agriculture practices, garden maintenance, health food preparation and eating habits, while gaining new skills and knowledge in food distribution and marketing. Organizations serving low-income populations received the food grown in the gardens. An additional benefit was the education enrichment component through a curriculum that highlighted the skills and education necessary to pursue careers in the green sector. Youth also received a work readiness component emphasizing workplace skills, resume writing, interviewing, and job search skills.



## ARRA SECTOR-BASED INITIATIVES

DCEO awarded \$8.5 million in WIA funds under the ARRA to address critical skill shortages in these key industry sectors: healthcare and healthcare Information Technology; manufacturing; transportation, distribution and logistics; and green initiatives. Grants awarded provided unique training opportunities for incumbent workers as well as those eligible under WIA. In addition, grants were to have a strong component that combined academic career development with an experience-based path to employment in one of the key sectors and to ensure that these adult learners have become skilled workers in order to meet the needs of businesses.

The ARRA Sector Based Grant Initiative consists of 31 grants serving 9,600 individuals. Distinctive in its design, the ARRA Sector-Based Grants Initiative:

- Provides training to healthcare workers, resulting in higher quality of care, increased patient safety, increased satisfaction, increased retention of healthcare workers, and reduced costs for all involved partners.
- Provides career pathway training that ultimately bridges Limited English Proficient (LEP) individuals into LPNs and RN positions, thus increasing the pool of bi-lingual healthcare professionals.
- Provides accelerated training on diesel-electric hybrid engine repair and maintenance.
- Provides training that leads to increased mechanical systems skills, greater production, and reduced costs.
- Educates engineers and construction management personnel on the fundamentals of sustainable transit facility architecture and engineering.
- Trains both unemployed and incumbent workers in areas such as weatherization, insulations, and solar installation.



## TECHNICAL ASSISTANCE AND TRAINING

### STATE WORKFORCE DEVELOPMENT CONFERENCE

Nearly 600 workforce professionals attended the annual workforce development conference in October 2009. This conference kicked off with a recorded welcome message from Jane Oates, Assistant Secretary of the U.S. Department of Labor, Employment and Training Administration. Keynote speaker, Sam Glenn, spoke about his experiences when fire destroyed the multi-billion dollar international business he operated. The highlight of the event was the annual awards presentation, where businesses and individuals received recognition for their success in the workplace and how lives improved due to participation in the WIA program.



**Nicholas Lammers**, Regional Director of Programs: WIA, Wagner-Peyser, Trade Act and Unemployment Insurance, USDOL/ETA Region V, delivered the workforce conference plenary address on regional and national initiatives.

### TRAINING OPPORTUNITIES

The table below provides an overview of the training and webinar opportunities available throughout the state during FPY'09/SFY'10.

Training/Webinar	Attendees
Statewide TAA/TGAAA Training with USDOL	375
Occupational Bridge Programs and Class Size Training Contracts	92
Fiscal Roundtable	103
Sector Based Initiative Grantee Training	154
Various Trade and TGAAA Training	211
Expanding Access to Manufacturing Industry Certifications in Illinois	55
WIA Adult, Dislocated Worker and Youth Eligibility and IWDS training (20 sessions)	300
WEBINAR - TANF WIA Partnership – Youth Employment for the Summer	314
WEBINAR- Summer Youth Employment Program Updates & Program Training	391
WEBINAR - Incumbent Worker Tracking System Training	86
WEBINAR – 4 Social Media Trainings on Job Searching and Posting, Tools, Strategy, Image	601
WEBINAR - Careerbuilder Key Sector Job Postings	8
WEBINAR - Disability Pathway and WIPA Overview	81
WEBINAR - Content Management Update	13
WEBINAR - WIA Works for Illinois	34
WEBINAR - Web Accessibility and BrowseAloud	43
WEBINAR - Business Services Advisor Course Rollout	15
WEBINAR - Elevate America Training	662
<b>TOTAL</b>	<b>3,538</b>

*\* Individuals may have attended more than one of the training/webinar sessions provided.*

## **DEPARTMENT OF LABOR WAIVER REQUESTS**

During the report period, DCEO received several waivers from the United States Department of Labor (DOL). These waivers are designed to allow the state to implement policies that improve service delivery and training opportunities for its customers. This is consistent with the State's overall objective of increasing local investments in training that leads to employment in high-demand, good paying jobs. It also is consistent with the intent of the state to promote the types of program design changes aligned with the common performance measures.

### **INCUMBENT WORKER TRAINING**

The State received permission to use up to 10% of local Dislocated Worker funds and up to 10% of local Adult funds for Incumbent Worker (IW) training as part of a lay-off aversion strategy. Use of Adult funds is restricted to serving low-income adults under the waiver with skill attainment activities. Waiver authority expires June 30, 2011. Over 6,500 incumbent workers received skills upgrades since inception of the program, with approximately 2,200 in FPY'09/SFY'10.

In addition, the State is required to report performance outcomes for any individual served under this waiver in the Workforce Investment Act Standardized Record Data system (WIASRD). An automated system is in place that allows for planning, tracking, and reporting of all ARRA and WIA funded incumbent worker projects. This tracking system makes it easier to report performance outcomes now required.

NOTE: The State is limiting the use of the waiver authority to 10% of local Dislocated Worker funds for training as part of a lay-off aversion strategy.

### **COMMON PERFORMANCE MEASURES**

Through this waiver, Illinois reports only the six common measures, rather than the performance measures described in WIA Section 136(b). The results of these measures are in the Workforce Investment Act Title 1B Program Performance Section of this report.

### **ITAs FOR OUT OF SCHOOL YOUTH**

This waiver allows for the use of Individual Training Accounts (ITAs) for out-of-school youth participants and includes those 16 and 17 year old youth participants concurrently enrolled in high school and a post-secondary institution.

Providing enhanced customer choice via this waiver will allow those youth eligible to benefit from services provided by Illinois' certified training providers, as well as expand services without requiring One-Stop operators to register participants in the adult program. Approximately 1,300 youth received an ITA for this reporting period.

### **SUMMER YOUTH WORK READINESS WAIVER**

Use of only the work readiness indicator for applicable youth who are out-of-school ages 18 to 24 served with Recovery Act funds beyond the summer months, who participate in work experience only is allowed through this waiver. In addition, requests the same program design flexibility granted to the summer youth program for youth who participate in work experience only, beyond the summer months. Over 2,200 youth were able to work through March of 2010 due to this flexibility.



## AGENCY PARTNERS – SUPPORT WORKFORCE INVESTMENT ACT ACTIVITIES

### ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)

#### UNEMPLOYMENT INSURANCE

To assist unemployed workers and to help stabilize a dynamic economy, IDES administers the state's unemployment insurance (UI) program. This employer-funded program provides temporary income-replacement for individual workers who have lost their jobs through no fault of their own.

- **Individuals** can file claims for unemployment insurance benefits online or in person at a local IDES office or Illinois workNet Center. In most cases, individuals can claim up to 26 weeks of regular benefits. During the program year, effective in November 2009, multiple tiers of federal extended benefits (53 weeks), as well as a state extended benefits program (20 weeks) have been available to most claimants. Additionally, the Federal Additional Compensation program increased the weekly payment by \$25 for all claimants. Illinois workers filed 1,008,128 initial claims for regular benefits during the program year ending on June 30, 2010. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered at the Illinois workNet Centers, including skills assessment, career information and job placement. IDES is in the process of replacing the thirty-year old benefit payment system with a new system.
- **Employers** can access a wealth of resources and information that help them comply with the Illinois Unemployment Insurance Act. Such resources include online tax filing and tips on preparing for an appeal hearing. Most liable employers pay taxes quarterly to fund UI benefits by filing wage reports via paper, magnetic media or online using Illinois TaxNet.

#### EMPLOYMENT SERVICE

Employment Service (ES), administered by IDES, is a federally funded labor exchange program created under the Wagner-Peyser Act, as amended by the Workforce Investment Act (WIA). The program serves both employers and job seekers by matching employers' job vacancies with qualified workers and placing job seekers in available jobs. ES uses the internet-based Illinois Skills Match (ISM) system as its primary labor-exchange tool. During FPY'09/SFY'10 for the period of July 1, 2009, through June 30, 2010, there were 328,254 first time-registered job seekers in Illinois Skills Match and 36,235 job orders entered by employers. This resulted in 2,000,506 referrals and ultimately 7,766 hires reported/recorded by employers in the ISM system. All placements made through IDES are unsubsidized; therefore, putting people back to work through IDES puts dollars directly back into the Illinois economy.



Employment Service also administers a number of specialized programs, including:

- Outreach, referral and placement services for veterans
- Specialized placement services for former offenders
- The Hire the Future Program, along with the Illinois Safety Net Works Program, which partner with community/faith-based organizations to offer job opportunities to youth in socio-economically blighted communities



- The Apprenticeship Information Program provides individuals with information about and referrals to apprenticeship opportunities
- The Work Opportunity Tax Credit (WOTC) provides tax credits to employers hiring individuals from specified, hard-to-place groups. From July 1, 2009 through June 30, 2010 there were 82,256 applications processed with 29,337 applications awarded a total of \$72,942,000 in WOTC
- The Migrant Seasonal Farm Worker Program introduces and provides job opportunities, referral to supportive services, career guidance, job development and staff-assisted services through partnerships to migrant and seasonal farm workers
- The International Registry Program matches global professional job seekers to global professional career opportunities through ISM

## LABOR MARKET INFORMATION (LMI)

In cooperation with the U.S. Department of Labor Bureau of Labor Statistics, IDES collects, analyzes and distributes information on workforce statistics such as current employment, average wages, job trends and demographic characteristics. The information is useful in the planning and evaluation of economic and workforce development strategies. LMI users range from job seekers, employers and the public to state and local policymakers. Internet-based career information also is developed and provided to primary and secondary school students and their parents, guidance counselors and those individuals who change careers. This information is uploaded and may be accessed via the Illinois workNet portal.

## SUMMARY OF IDES ACCOMPLISHMENTS

- IDES completed and delivered the updated version of the internet-based Illinois Career Information System that includes occupational descriptions, employment projections, average wages, training program requirements and schools and scholarship information for students, job seekers and those individuals who change careers.
- IDES completed two- and ten-year employment projections for more than 100 industries and 700 occupations in the state and each local workforce area. The ten-year projections are now being constructed for each metro area, economic development region, community college district and county throughout Illinois and will be available by the end of the year.
- Additionally, Illinois is the only state in the nation to complete industry and occupational employment projections for a sub-county region (the Local Workforce Investment Areas within Cook County). The two- and ten-year industry and occupational employment projections for the three Local Workforce Investment Areas within Cook County will be posted online by November 1, 2010.
- IDES designed and distributed “Learn More Earn More” and “Kids & Careers: How Families Can Help Youth Succeed” in English and Spanish to assist stakeholders statewide to make better-informed career and educational decisions. Printed copies will be available by November 1, 2010.
- In order to update the “Key Sectors” industry analysis within Illinois workNet, monthly national, State and Economic Development Region labor force and employment data is loaded into the Workforce Information Database
- IDES facilitated the placement of 1,330 formerly incarcerated men and women in jobs throughout Illinois since the program was launched in 2005.

- The Incarcerated Veterans Transition Program (IVTP) saw 1,383 incarcerated Veterans attend IDES-IVTP Workshops conducted at nine Illinois Department of Corrections (IDOC) Correctional Facilities statewide.
- IDES strengthened its relationship with the Illinois Department of Veterans' Affairs. This successful partnership has produced coordinated events such as job fairs and the Supermarket of Veterans' Benefits. Illinois veterans also have benefited from joint ventures such as Unit Demobilizations and IVTP on a monthly basis.
- A special effort to reach a larger audience of employers and job seekers resulted in IDES hosting 12 live broadcasts on the Chicago Access Network (CAN) TV. The viewing audience of more than 750,000 job seekers and employers could learn about employment programs and services available to Chicago residents.
- The Boot Camp Employment Pilot was initiated to identify employers willing to hire the formerly incarcerated. Training opportunities such as Computer Numerical Control and A+ Certification are available to the employees to make them employable. Work Opportunity Tax Credit Training is also given to the employer.
- IDES staff attended 20 Community Relations Events, reaching approximately 8,150 participants, most of whom were job seekers.
- IDES facilitated 88 Employer Outreach Workshops, reaching approximately 3,250 employers. These workshops provided the employers with information about our Division's services, as well as some basic information on some of the forms they may receive from the Unemployment Insurance Division.

## ILLINOIS COMMUNITY COLLEGE BOARD (ICCB)



Illinois' 48 comprehensive community colleges and multi-college centers play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, the colleges serve nearly 1 million residents. In addition, ICCB oversees more than 100 Adult Education providers in the state serving more than 123,000 students annually. The Adult Education system of providers includes community colleges, community based organizations, Regional Offices of Education and school districts.

The community college system pledges to address workforce development needs with flexible, responsive, and progressive programs designed for colleges and university transfer students, returning adults, and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in various occupations. Recently, there has been an increase in enrollments at community colleges due to the economic downturn as unemployed workers take advantage of the community colleges to gain new skills or upgrade skills to enable them to gain employment. Also, there is an increase in transfer students as families see the value and savings that a community college offers in the first two years of college.

ICCB continues to work collaboratively across the state with other partners to address the alignment of workforce development, education and economic development. Over the past year, through Workforce Development, Career

and Technical Education, and Adult Education, community colleges and ICCB have moved forward in a coordinated way continuing to focus on the sector/clusters such as manufacturing, healthcare, and transportation, distribution and logistics with an emphasis on low-skilled and low-income adults. ICCB's partnerships with other agencies and entities such as DCEO are critical to addressing Illinois economic and workforce needs.

## WORKFORCE DEVELOPMENT

Workforce Development is a critical piece of the community college system and encompasses involvement and collaboration with the private sector across many industries, local workforce investment areas/boards, community college business and industry centers, DCEO, other state agencies, and other ICCB and community college departments. The overall goal is to address the workforce/economic needs of the state either through individual college initiatives designed to meet local workforce needs or training partnerships designed to target regional or state-wide workforce/economic development needs. Two examples follow:

**Standard Bridge Program Policy** - Through the Joyce Foundation Shifting Gears initiative, a state-approved Bridge Definition was developed which laid the foundation for creating bridge programs for low-income and low-skilled adults among many entities including community colleges, adult education providers, local workforce investment areas and community-based organizations. Within the community college system, bridge program development and implementation requires the coordination between workforce development, career and technical education and adult education. Bridge program, policy and data work continues through the next year to embed and implement bridge programs and policy among the various entities listed above.

**Local Foods** - There is greater interest among individuals and the food industry to buy food locally. The ICCB pulled together a group of community colleges interested in developing and or expanding their engagement in Local Foods. Implementation and sustainability grants continue through June 30, 2011 to enable community colleges to sustain the initiatives for the long-term, finalize and implement curriculum, market produce and develop vendor relationships, and gain student involvement.

## ADULT EDUCATION

**Adult Education Bridge Program Development** - The Adult Education Division continues to work with local programs to develop bridge programs within three sector areas: Health Care, Manufacturing, and Transportation Distribution and Logistics. Approximately 20 programs have developed bridge programs serving more than 290 students statewide. Annually, Illinois serves more than 123,000 adult education students. The need for a variety of instructional approaches is imperative to the success of these students. Bridge Programs offer students cluster level knowledge and skills while building literacy skills, career exploration and awareness, as well as support services that assist them in accessing postsecondary education and pathway employment.

**Adult Education Strategic Plan** - In the fall of 2009, the Adult Education Division completed the development of a Strategic Plan and Vision for state Adult Education system. This vision entitled "Creating Pathways for Adult Learners" outlines specific goals designed to meet the needs of both the student and the workforce. Implementation of this plan will begin July 1, 2010 and will guide the direction of the adult education system toward development of a pathway that prepares learners for success in postsecondary education and employment. Curriculum and assessment alignment; bridge programs including,



contextualized instruction, career awareness activities, and transitional supports; instructor and administrator professional development and training; development of partnerships; and strengthening data and accountability are activities that make up the plan. The ultimate goal is that these activities will enhance the structure of the Adult Education System and provide a framework to prepare students to be successful in education and employment.

## CAREER AND TECHNICAL EDUCATION (CTE)

Career and technical programs continue to be a critical piece of the Illinois Community College System's program offerings. CTE programs offer students the opportunity to learn new skills, or upgrade their talents, in order to be competitive in the job market. By offering a range of short term certificates and more advanced degree programs, Illinois community colleges ensure that students in their districts fulfill their educational goals.

**Postsecondary Perkins** - The ICCB administers \$15.2 million in federal Postsecondary Perkins grants to community colleges in support of CTE programs and students across the state. Perkins focuses on certain themes such as accountability, coordination within the CTE community, academic and technical integration, connections between secondary and postsecondary education and links to business and industry.

**Partnerships for College and Career Success** - The ICCB also administers a Perkins program called the Partnership for College and Career Success. Annual federal funding of \$3.9 million goes toward ensuring that every student will have access to rigorous and relevant education and opportunities that prepare them for success in college and careers.

This project aims to ensure that all students are college and career ready and provided with the academic and technical competencies to transition from secondary to postsecondary education in order to pursue high skill, high demand, or high wage careers. These Partnerships center around the 39 community college districts found throughout the entire state. They emphasize comprehensive career preparation and providing a collaborative environment that engages and retains students in learner-centered instruction.

**Programs of Study** - The Illinois Community College Board has continued to support demonstration projects to develop model programs of study in critical skills areas around the state. These projects bring together secondary, postsecondary, business, and industry partners to collaborate on the development of educational materials that connect educational levels and guide students in their transition from secondary to postsecondary education in their chosen career field.

## ILLINOIS DEPARTMENT OF HUMAN SERVICES

### HUMAN CAPITAL DEVELOPMENT

The Illinois Department of Human Services' Division of Human Capital Development (HCD) partners with other Illinois state agencies to provide workforce information and services to low-income individuals seeking employment. HCD has a representative in each of the 26 LWIAs to provide assistance through the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP).

The DHS record for assisting TANF recipients in finding work, and then helping them stay employed, ranks Illinois as a leader among the states. Programs like WorkPays, which allow families to make a gradual transition from relying upon TANF, attributes to this success. Under WorkPays, an employed TANF recipient's benefits are not reduced

dollar for dollar when they secure a paid position – rather, benefits are reduced only \$1 for each \$3 they earn, giving them an opportunity to build their skills and increase their value as an employee before their benefit eligibility ends. The WorkPays approach has led to a significant reduction in the number of individuals returning to the TANF roles after an initial period of employment, even in periods when the economy is ailing or stagnant. For FPY'09/SFY'10, the TANF “Required to Participate” caseload is 5,161.

For several years, DHS concentrated its efforts on TANF customers who were approaching the 60-month lifetime limit for receipt of benefits. Now lessons learned from that approach are being applied to customers much earlier in their 60-month time limit. Successful strategies include an in-depth assessment of the job seeker’s skills, as well as barriers to employment, and assigning them to work and training activities that will build on their positives and position them for success. Monthly case management that includes ongoing assessment of progress with the recipient is also a prescription for success.

DHS offers other important programs to TANF customers and low-income working families, such as treatment for substance abuse or mental illness, domestic violence or rehabilitation services, and childcare and transportation assistance, which are intended to address other issues that may pose barriers to achieving independence and self-sufficiency

## REHABILITATION SERVICES

The DHS Division of Rehabilitation Services (DHS-DRS) continues to be an active partner in the ongoing efforts to implement a comprehensive workforce investment system in Illinois that provides equal access to customers with disabilities. In addition to providing its mandated core services, DHS-DRS offers a full array of vocational rehabilitation services to its customers with disabilities, either at the Illinois WorkNet Center or in one of its local offices.

The DRS Vocational Rehabilitation Program received over 20 million dollars under the American Recovery and Reinvestment Act (ARRA) to expand its efforts in providing job opportunities for people with disabilities. As of September 2010, more than \$10 million provided transition services and job placement services to people with disabilities. The remaining \$10 million will be expended by September 2011.

### *ILLINOIS CORPORATE PARTNERS*

The Illinois Corporate Partners (ICP) is comprised of human resource representatives from leading companies and corporations throughout the State of Illinois who are interested in offering guidance, advice, and support to DHS-DRS. As an advisory group of employers, this partnership assists the agency in its focus on direct placement initiatives, customer career choices, and issues that relate to job retention, promotion, and career advancement for people with disabilities.

### *LOCAL CORPORATE BUSINESS PARTNERS*

The Corporate Business Partnership (CBP) program is an innovative approach to facilitating closer relationships between DHS-DRS and businesses throughout Illinois. CBPs are comprised of businesses committed to providing job opportunities for people with disabilities, as well as re-investing in the community by providing opportunities for Illinois residents to become productive and responsible taxpayers.

In return, DHS-DRS provides free workshops, accessibility consultations, and training seminars to CBP members and also acts in an advisory role for those companies who seek answers or consultation regarding issues relating to employees and customers with disabilities.

### *REGIONAL EMPLOYER NETWORK*

The DHS-DRS mission is to maximize employment opportunities for persons with disabilities through a more efficient use of vocational rehabilitation resources to meet the recruitment, hiring, and retention needs of employers. Through collaboration within and across state boundaries, a vocational rehabilitation regional plan to leverage resources and refine strategies to increase regional penetration of the employer market is under development.

### *TICKET TO WORK*

The "Ticket to Work" (T2W) program is a U.S. Social Security Administration initiative that promotes employment as a viable option to people currently receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits. These recipients have the option of using their "ticket" to obtain employment-related services from a designated Employment Network without jeopardizing their medical benefits.

Agencies and organizations may apply to become Employment Networks. This designation qualifies them to receive payment for positive outcomes because of the employment and placement services to recipients who take advantage of the Ticket to Work program. DHS-DRS has entered into agreements with Illinois workNet Centers that have received the Employment Network designation to collaborate in placing ticket holders into competitive employment.



## ILLINOIS WORKFORCE PARTNERSHIP

Comprised of representatives from Illinois' 26 local workforce areas, the Illinois Workforce Partnership (IWP) is the voice of the local workforce development system, representing the interests of the workforce investment boards and its elected officials. IWP promotes the sharing of information among Workforce Investment Boards, Chief Elected Officials and Workforce Partners to address local employment and training, economic development, welfare reform and educational issues. The goal is to "provide a high quality, employer-driven, proactive workforce development system that supports economic development in Illinois."

In response to the recent economic downturn, the IWP Board has taken a strong leadership role in providing increased training opportunities for upgrading skills and exploring different career paths. This approach targets the employment needs of businesses, as well as the value and versatility of Illinois' workforce.



David Stoecklin, President  
Illinois Workforce Partnership

Part of the IWP's mission is to formulate policy that impacts Local Workforce Investment Areas and communicate those positions at both the state and federal level. IWP has five standing committees:

- Communications
- Future Trends & Policy Development
- Legislative
- Resource Development
- System Development

Committee highlights include:

- Worked with state legislators to craft a House Resolution recognizing the Workforce Development System that was replicated by numerous units of local government;
- Distributed information to key leaders in business, government and labor on the challenges and successes of the local Workforce Development System;
- Maintained partnerships with the Illinois Manufacturing Association and the "Illinois Works First" initiative;
- Advocated and assisted in the development of incumbent worker training resources;
- Shared information and resources with other state and local initiatives to improve and expand workforce and business services;
- Co-sponsored activities to educate and inform the public and key partners on workforce-related issues;
- Provided information to IWP membership and developed formal responses to proposed policies and legislation, including WIA reauthorization and the WIA State Plan; and
- Collaborated in developing and supporting numerous grant applications for ARRA Workforce Development funds.

In addition to its standing committees, IWP has two task forces that address key issues related to the workforce development system:

- Performance Management: This task force addresses the “day-to-day” issues of maintaining and improving outcomes of the workforce development system.
- Trade Adjustment Assistance: This task force supports, enhances and shares best practices of the TAA program and provides the State of Illinois with a local perspective for policy development and implementation.

## WORKFORCE INVESTMENT ACT TITLE IB PROGRAM PERFORMANCE

### OVERVIEW

Title IB of the Workforce Investment Act (WIA) establishes a governance structure for the design and development of the workforce system and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. DCEO administers the Title IB program at the state level. Locally, the Local Workforce Investment Boards (LWIBs), in partnership with the Chief Elected Officials (CEOs) in each Local Workforce Investment Area (LWIA), are responsible for oversight of the Title IB Adult, Dislocated Worker, and Youth activities. The CEO has fiscal responsibility for Title IB program funds, and may designate an entity to serve as fiscal agent and assist with program administration.

### COST-EFFECTIVENESS ANALYSIS

Each year Illinois provides a cost-effectiveness analysis and a summary of evaluations conducted for workforce investment activities. Illinois adopted the format suggested for use in the United States Department of Labor (USDOL), Employment and Training Administration (ETA) Training and Employment Guidance Letter (TEGL) 14-03, Change 1. Rather than providing an overall cost-effectiveness ratio for the Title I programs, Illinois uses cost-effectiveness measures for each program. This approach takes into account the important differences in the targeted populations and the variations in the intended outcomes of each program.

The methodology for deriving cost-effectiveness measures related to the basic performance outcomes for each program is as follows:

<b>Overall Cost per Participant</b>	Divides the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)
<b>Participant Count</b>	The number of participants that were included in each performance category was determined from the WIA Annual Report Form (ETA 9091). Generally, this corresponds to the number of participants included in the denominator for each measure.
<b>Total Participant Cost</b>	Multiplies the <b>overall cost per participant</b> count and the <b>participant count</b> to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Literacy and Numeracy Gain measure, the participants counted in each measure are exiters as reported in the Annual Report.)

However, there are several limitations to the methodology, as described below:

- The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level. The only generally applicable cost-effectiveness measure, therefore, is an overall cost per participant (customer) for each program (Adult, Dislocated Worker, and Youth).
- The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.

The State offers no evaluative judgment about these outcomes. At best, they constitute a baseline in which a comparison with subsequent results occurs.

The following core performance outcomes have cost-effectiveness measures:

Program	Measures
<b>Adult</b>	Average Earnings Employment Employment Retention
<b>Dislocated Worker</b>	Average Earnings Employment Employment Retention
<b>Youth</b>	Employment/Education Diploma/Certificate Attainment Literacy/Numeracy Gain

The results of the analysis are included in the WIA Title I Financial Statement (Table 1) below

**Table 1 - Illinois Workforce Investment Act (WIA) Title I Financial Statement**

	Available	Expended	Percent	Balance Remaining
<i>Total all fund Sources</i>	336,186,422	232,085,297	69.03%	104,101,125
<i>Adult Program Funds</i>	60,865,563	44,141,581	72.52%	16,723,982
<i>Carry-in funds (no add)</i>	2,171,020	346,233	15.95%	1,824,787
<i>Dislocated Worker Program Funds</i>	89,979,554	63,956,060	71.08%	26,023,494
<i>Carry-in funds (no add)</i>	868,378	80,350	9.25%	788,028
<i>Youth Program Funds</i>	91,725,286	79,323,775	86.48%	12,401,510
<i>Carry-in funds (no add)</i>	6,499,292	5,712,764	87.90%	786,528
<i>Out of School Youth</i>	45,721,385	46,382,201	101.45%	-660,816
<i>In School Youth</i>	42,105,702	31,404,904	74.59%	10,700,798
<i>Summer Employment Opportunities</i>		35,968,845		
<i>Local Administration Funds</i>	25,323,911	12,097,001	47.77%	13,226,910
<i>Carry-in funds (no add)</i>	412,437	45,749	11.09%	366,688
<i>Rapid Response funds</i>	10,733,363	5,720,148	53.29%	5,013,215
<i>Carry-in funds (no add)</i>	619,026	250,371	40.45%	368,655
<i>Statewide Activities Funds</i>	57,558,745	26,846,732	46.64%	30,712,013
<i>Carry-in funds (no add)</i>	10,254,477	7,483,677	72.98%	2,770,800

Illinois expended over \$193 million in FPY'09/SFY'10 across the adult, dislocated worker (including Rapid Response) and youth, serving over 52,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$3,694 which includes administrative costs.

Tables 2 and 3 provide cost-effectiveness information for each WIA Title I program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Entered employment, employment retention and average earnings measures provide data for adults and dislocated

workers. For youth, the data is for employment or education, degree or certificate attainment, and literacy and numeracy gains.

**Table 2 – Cost Effectiveness – Registered Adult and Dislocated Worker Program**

Adult Programs				Dislocated Worker Programs		
Expenditures	\$44,141,581			\$69,676,208		
Participants	16,329			22,894		
Cost Per Participant	\$2,703			\$3,043		
	Measures			Measures		
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	2,573	2,419	3,386	3,278	4,429	4,078
Cost	\$6,954,819	\$6,538,557	\$9,152,358	\$9,974,954	\$13,477,447	\$12,409,354
Outcome	\$30,209,300	1,746	2,965	\$51,553,761	3,433	3,495
Cost per Outcome		\$3,745	\$3,396		\$3,926	\$3,551
Return on Investment per Participant	\$9,038			\$12,684		

**Table 3 – Cost Effectiveness – Youth Programs**

Youth Programs			
Expenditures <sup>5</sup>	\$79,323,775		
Participants	13,058		
Cost Per Participant	\$6,075		
	Measures		
	Placement in Employment or Education	Attainment of Degree/Cert.	Literacy & Numeracy Gains
Participants in Measure	2,413	2,574	2,063
Cost	\$14,658,975	\$15,637,050	\$6,696,498
Outcome	1,682	1,730	1,075
Cost per Outcome	\$8,715	\$9,039	\$6,229

<sup>5</sup> Includes ARRA SYEP expenditures. The participant total for Table 3 does not include ARRA SYEPs.

## KEY PERFORMANCE INDICATORS

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with the U.S. Department of Labor (USDOL). Illinois' overall performance calculation aggregates the performance data of its 26 Local Workforce Investment Areas (LWIAs). The state's ability to meet (90% threshold of the goal) or exceed pre-determined levels of performance provides an indicator as to the effectiveness of Illinois' WIA Title I services in addressing the needs of its customers.

Illinois has been very successful in meeting the challenging performance requirements imposed on this program by USDOL. Out of the nine performance measures for FPY'09/SFY'2010, Illinois exceeded its two average earnings goals for both Adults and Dislocated Workers and exceeded all three of its goals for the Youth measures. The State met the remaining four performance measures, surpassing 90% of its goals for Adult and Dislocated Worker entered employment and employment retention rates.

## COMMON MEASURES

Illinois continues to utilize the WIA Common Performance Measures which reinforce its strategic objective of focusing WIA training investments on responding to the critical needs of the labor market, including flexible strategies for training for high-paying jobs in skill shortage areas. Through the implementation of this waiver, the provision of training to adults and dislocated workers is strengthened since the current WIA credential rates are removed. This further promotes more on-the-job or customized training and enhances services to out-of-school youth.

## ADULT AND DISLOCATED WORKER ACTIVITIES

WIA authorizes a tiered level of services for adults and dislocated workers. Core services represent those services that are universally available to any individual. Intensive and training services are available to individuals who meet certain eligibility requirements for the funding streams. These are individuals who have been determined to need these services to achieve employment or, in the case of employed individuals, to obtain or retain self-sufficient employment.

In addition to the delivery of services to dislocated workers through funds allocated by formula to the local level, WIA requires states to establish a Rapid Response capability to address major worker dislocation and plant closing events. This Rapid Response capability allows for organized and coordinated services to dislocated workers, drawing on all available partner resources, in cooperation with local one-stop staff. Rapid Response activities that address major dislocations are through funds set aside at the state level and augmented with additional USDOL funds awarded to the state on an application basis.

- The WIA Title IB program served 16,329<sup>6</sup> registered adults during FPY'09/SFY'10.
  - ▶ 5,365 of those served (almost 33% of the total) entered the adult program as registrants new to the WIA system.

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<sup>6</sup> The 16,329 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page A-4.



- ▶ 72.2% of the adults gained employment in the first quarter after exiting the program.
- ▶ 79.6% retained employment three quarters after exiting the program.
- The Dislocated Worker Program served 22,894 individuals during FPY'09/SFY'10.
  - ▶ 6,726 of those served (almost 30% of the total) entered the Dislocated Worker Program as a new registrant.
  - ▶ 77.5% of dislocated workers gained employment in the first quarter after exiting the program.
  - ▶ Illinois also met its goal for employment retention, as 85.7% of dislocated workers retained employment three quarters after they exited the program.

Services to adults and dislocated workers may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals not enrolled in training still receive a variety of other core and intensive services. These types of services can include an assessment of skill levels, job search and placement assistance, career counseling, labor market information, evaluation of employment barriers, development of individual employment plans, case management and courses in short-term, pre-vocational skills such as communication and interviewing, professional conduct, and other services appropriate in preparing individuals for employment or training.

## YOUTH ACTIVITIES

WIA youth activities provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further education, additional training, and eventual employment.

- The WIA youth program serves all youth ages 14 to 21. During FPY'09/SFY'10, there were 13,058 youth served through the WIA Title IB program.
- 52.1% of these youth increased his/her educational functioning level in either literacy or numeracy.
- In FPY'09/SFY'10, almost 70% of youth who exited the program received a recognized certificate, GED or attained a degree.
- 67.2% of these youth were placed in employment or education during the program and up to three quarters after they exited the program.
- Over 79% of ARRA Summer Youth program participants successfully completed their summer employment and almost 82% of these youth increased their work readiness skills.

## STATE EVALUATIONS OF WORKFORCE INVESTMENT ACTIVITIES

There were no evaluations conducted during this reporting period. However, during the upcoming reporting period, a comprehensive evaluation of the Incumbent Worker Waiver will occur. The evaluation will focus on the number of employers and employees, the types of sectors and the employment retention and wage levels of incumbent workers receiving training.

## PERFORMANCE TABLES

The following Tables (A – N) are from the ETA Form 9091 – WIA Annual Report Form. The data contained within reflect the cumulative statewide performance of Illinois. Individual data tables highlighting the performance of twenty-six Local Workforce Investment Areas begin in Table O.

### WIA Title IB

#### Annual Report Form (ETA 9091)

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants						
Employers						

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77.0	72.2	1,746
			2,419
Employment Retention Rate	84.0	79.6	2,695
			3,386
Average Earnings	11,300.00	11,740.9	30,209,300
			2,573
Employment and Credential Rate			

**Table C - Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	72.8	1,033 1,418	69.4	93 134	52.3	45 86	66.1	72 109
Employment Retention Rate	77.7	1,392 1,792	76.5	117 153	75.9	66 87	73.7	112 152
Average Earnings Rate	10,674.7	14,346,786 1,344	12,211.0	1,282,152 105	10,466.6	627,995 60	11,309.6	1,187,512 105
Employment and Credential Rate								

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	71.8	925 1,288	72.6	821 1,131
Employment Retention Rate	81.5	1,540 1,890	77.2	1,155 1,496
Average Earnings Rate	12,648.6	18,353,176 1,451	10,567.0	11,856,125 1,122

**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	85.0	77.5	3,433 4,429
Employment Retention Rate	91.0	85.7	3,495 4,078
Average Earnings	15,400.00	15,727.2	51,553,761 3,278
Employment and Credential Rate			

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	68.6	229 334	69.1	56 81	62.4	391 627	76.6	72 94
Employment Retention Rate	81.7	245 300	81.6	62 76	83.9	438 522	89.6	86 96
Average Earnings Rate	16,927.7	3,639,464 215	13,129.9	709,013 54	14,544.6	5,948,750 409	15,014.7	1,216,188 81
Employment and Credential Rate								

**Table G - Other Outcome for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.8	1,931	73.7	1,502
		2,390		2,039
Employment Retention Rate	86.3	1,825	85.0	1,670
		2,114		1,964
Average Earnings Rate	17,161.6	29,106,152	14,189.4	22,447,609
		1,696		1,582

**Table H.1 - Youth (14 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	56.0	67.2	1,730
			2,574
Attainment of Degree or Certificate	45.0	69.7	1,682
			2,413
Literacy and Numeracy Gains	33.0	52.1	1,075
			2,063

**Table H.2 - Older Youth (19 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate			
Employment Retention Rate			
Average Earnings			
Credential Rate			

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate								
ERR Rate								
Average Earnings Rate								
Credential Rate								

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate			
Youth Diploma or Equivalent Rate			
Retention Rate			

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate						
Youth Diploma or Equivalent						
Retention Rate						

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.7	2,824 3,635	4,617.2	15,560,077 3,370	3.0	53 1,746	4,993.8	8,035,096 1,609	52.9	489 925
Dislocated Workers	82.0	3,761 4,584	85.1	56,984,332 66,973,768	2.8	96 3,433	7,346.5	23,501,296 3,199	56.5	1,091 1,931
Older Youths										

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	160,051	128,259
Total Adult self-service only	120,989	114,274
WIA Adult	137,318	120,864
WIA Dislocated Worker	22,894	7,437
Total Youth (14-21)	13,058	5,733
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	7,518	3,407
In-School Youth	5,540	2,326



**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		44,141,581
Local Dislocated Workers		63,956,060
Local Youth		79,323,775
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		5,720,148
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		24,381,425
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Illinois workNet	1,843,109
	Incumbent Worker	622,198
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
Total of All Federal Spending Listed Above		219,988,296



Table O - Local Performance

Local Area Name <u>Lake County Workforce Investment</u>	Total Participants Served	Adults	489
		Dislocated Workers	599
		Total Youth	413
ETA Assigned # <u>17005</u>	Total Exiters	Adults	284
		Dislocated Workers	247
		Total Youth	158
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	64.1
	Dislocated Workers	86.0	72.5
	Older Youth		
Retention Rates	Adults	87.5	80.3
	Dislocated Workers	91.5	92.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11700.0	10117.5
	Dislocated Workers	20000.0	23106.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	56.6
Attainment of Degree or Certificate	Youth (14 - 21)	52.0	85.4
Literacy or Numeracy Gains	Youth (14 - 21)	38.0	63.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Land of Lincoln Consortium</u>	Total Participants Served	Adults	191
		Dislocated Workers	199
		Total Youth	212
ETA Assigned # <u>17100</u>	Total Exiters	Adults	72
		Dislocated Workers	71
		Total Youth	79
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.5	96.3
	Dislocated Workers	89.0	80.9
	Older Youth		
Retention Rates	Adults	88.8	85.6
	Dislocated Workers	92.0	77.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12881.0	15870.9
	Dislocated Workers	13600.0	16388.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	56.7
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	51.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	57.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Vermilion County Job Training Partnership	Total Participants Served	Adults	154
		Dislocated Workers	237
		Total Youth	94
ETA Assigned # 17090	Total Exiters	Adults	44
		Dislocated Workers	67
		Total Youth	39
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.4	65.5
	Dislocated Workers	84.6	87.8
	Older Youth		
Retention Rates	Adults	85.0	90.9
	Dislocated Workers	93.9	100.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10100.0	15225.5
	Dislocated Workers	14600.0	13943.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	72.7
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	36.0	66.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Department of Family and Support Services	Total Participants Served	Adults	5364
		Dislocated Workers	4205
		Total Youth	2308
ETA Assigned # 17045	Total Exiters	Adults	1406
		Dislocated Workers	1009
		Total Youth	1001
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	72.5	72.9
	Dislocated Workers	81.5	73.5
	Older Youth		
Retention Rates	Adults	78.5	73.4
	Dislocated Workers	87.0	79.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	10857.0
	Dislocated Workers	14750.0	14402.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	74.1
Attainment of Degree or Certificate	Youth (14 - 21)	44.0	68.0
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	54.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name Kane County Department of Employment and Education	Total Participants Served	Adults	1027
		Dislocated Workers	1118
		Total Youth	390
ETA Assigned # 17025	Total Exiters	Adults	315
		Dislocated Workers	295
		Total Youth	178
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	77.8
	Dislocated Workers	88.0	81.7
	Older Youth		
Retention Rates	Adults	84.5	83.0
	Dislocated Workers	91.0	84.8
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12850.0	11542.7
	Dislocated Workers	17150.0	18065.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	60.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	66.0
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	65.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Business Employment Skills Team Inc	Total Participants Served	Adults	236
		Dislocated Workers	713
		Total Youth	134
ETA Assigned # 17060	Total Exiters	Adults	38
		Dislocated Workers	133
		Total Youth	35
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	83.3
	Dislocated Workers	85.9	82.4
	Older Youth		
Retention Rates	Adults	85.0	84.0
	Dislocated Workers	90.0	87.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12700.0	15987.3
	Dislocated Workers	14400.0	14770.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	50.0	60.9
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	53.8
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	60.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name City of Peoria Workforce Development Department	Total Participants Served	Adults	109
		Dislocated Workers	380
		Total Youth	142
ETA Assigned # <u>17075</u>	Total Exiters	Adults	38
		Dislocated Workers	136
		Total Youth	25
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	84.0	71.4
	Dislocated Workers	86.0	77.3
	Older Youth		
Retention Rates	Adults	86.5	87.9
	Dislocated Workers	90.5	95.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9700.0	17018.9
	Dislocated Workers	16000.0	16188.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	52.6
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	72.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name McHenry County Workforce Network	Total Participants Served	Adults	115
		Dislocated Workers	474
		Total Youth	123
ETA Assigned # 17010	Total Exiters	Adults	45
		Dislocated Workers	121
		Total Youth	35
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.8	73.7
	Dislocated Workers	85.6	78.9
	Older Youth		
Retention Rates	Adults	85.0	84.6
	Dislocated Workers	89.0	89.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10200.0	14652.7
	Dislocated Workers	18300.0	21328.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	66.0	68.2
Attainment of Degree or Certificate	Youth (14 - 21)	60.0	65.2
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	92.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name  <u>Rock River Training Corporation</u>	Total Participants Served	Adults	617
		Dislocated Workers	1856
		Total Youth	525
ETA Assigned #  <u>17015</u>	Total Exiters	Adults	224
		Dislocated Workers	513
		Total Youth	251
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	64.4
	Dislocated Workers	83.0	77.1
	Older Youth		
Retention Rates	Adults	79.0	67.9
	Dislocated Workers	89.4	78.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	9203.3
	Dislocated Workers	13200.0	13285.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	52.9
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	52.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	32.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name  <u>Partners for Employment</u>	Total Participants Served	Adults	206
		Dislocated Workers	428
		Total Youth	320
ETA Assigned #  <u>17020</u>	Total Exiters	Adults	56
		Dislocated Workers	115
		Total Youth	102
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	76.5
	Dislocated Workers	85.0	86.0
	Older Youth		
Retention Rates	Adults	83.0	84.6
	Dislocated Workers	91.0	91.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	10536.7
	Dislocated Workers	13800.0	14643.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	62.9
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	82.4
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	39.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name  <u>MAN-TRA-CON Corporation</u>	Total Participants Served	Adults	526
		Dislocated Workers	817
		Total Youth	348
ETA Assigned #  <u>17125</u>	Total Exiters	Adults	214
		Dislocated Workers	668
		Total Youth	140
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	73.5	73.5
	Dislocated Workers	84.0	76.6
	Older Youth		
Retention Rates	Adults	84.0	85.3
	Dislocated Workers	90.0	90.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9800.0	10501.9
	Dislocated Workers	11000.0	12516.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	57.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	75.2
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	76.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name  <u>Illinois Eastern Community Colleges</u>	Total Participants Served	Adults	326
		Dislocated Workers	948
		Total Youth	208
ETA Assigned #  <u>17115</u>	Total Exiters	Adults	87
		Dislocated Workers	200
		Total Youth	70
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	69.7
	Dislocated Workers	88.5	82.7
	Older Youth		
Retention Rates	Adults	89.7	90.4
	Dislocated Workers	90.4	91.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9900.0	9634.2
	Dislocated Workers	11800.0	11526.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	52.0	67.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	68.6
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	73.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name DuPage County Department of Economic Development And Planning	Total Participants Served	Adults	316
		Dislocated Workers	747
		Total Youth	365
ETA Assigned # 17030	Total Exiters	Adults	65
		Dislocated Workers	136
		Total Youth	160
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	73.9
	Dislocated Workers	84.0	74.5
	Older Youth		
Retention Rates	Adults	83.0	83.1
	Dislocated Workers	90.0	84.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15600.0	14303.2
	Dislocated Workers	19500.0	25464.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	57.5
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	86.4
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	57.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Cook County Presidents Office of Employment Training	Total Participants Served	Adults	2575
		Dislocated Workers	2755
		Total Youth	2940
ETA Assigned # 17035	Total Exiters	Adults	1952
		Dislocated Workers	1384
		Total Youth	2047
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	82.6
	Dislocated Workers	85.0	88.7
	Older Youth		
Retention Rates	Adults	88.0	84.1
	Dislocated Workers	89.0	88.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11720.0	11240.8
	Dislocated Workers	15533.0	15546.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	81.3
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	80.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	30.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name The Workforce Board of Northern Cook County	Total Participants Served	Adults	831
		Dislocated Workers	1973
		Total Youth	561
ETA Assigned # 17040	Total Exiters	Adults	549
		Dislocated Workers	986
		Total Youth	230
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	63.8
	Dislocated Workers	85.0	88.0
	Older Youth		
Retention Rates	Adults	90.5	84.3
	Dislocated Workers	90.5	88.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16200.0	16043.3
	Dislocated Workers	22500.0	22283.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	69.3
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	66.2
Literacy or Numeracy Gains	Youth (14 - 21)	34.0	68.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name St Clair County Intergovernmental Grants Department	Total Participants Served	Adults	701
		Dislocated Workers	586
		Total Youth	541
ETA Assigned # 17120	Total Exiters	Adults	522
		Dislocated Workers	368
		Total Youth	439
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	86.7
	Dislocated Workers	86.0	96.3
	Older Youth		
Retention Rates	Adults	86.0	89.7
	Dislocated Workers	91.0	88.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	12338.3
	Dislocated Workers	12900.0	15038.7
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	91.5
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	93.3
Literacy or Numeracy Gains	Youth (14 - 21)	32.0	68.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name West Central Development Council Inc	Total Participants Served	Adults	196
		Dislocated Workers	310
		Total Youth	278
ETA Assigned # 17105	Total Exiters	Adults	61
		Dislocated Workers	111
		Total Youth	61
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.7	82.8
	Dislocated Workers	85.0	87.3
	Older Youth		
Retention Rates	Adults	84.6	86.7
	Dislocated Workers	90.0	88.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10826.0	13213.8
	Dislocated Workers	13600.0	18160.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	80.6
Attainment of Degree or Certificate	Youth (14 - 21)	47.0	70.4
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	40.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Champaign Consortium</u>	Total Participants Served	Adults	298
		Dislocated Workers	605
		Total Youth	387
ETA Assigned # <u>17085</u>	Total Exiters	Adults	36
		Dislocated Workers	67
		Total Youth	41
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.7	100.0
	Dislocated Workers	87.0	89.4
	Older Youth		
Retention Rates	Adults	82.0	89.7
	Dislocated Workers	90.0	94.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8700.0	16433.0
	Dislocated Workers	13000.0	15849.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	81.8
Attainment of Degree or Certificate	Youth (14 - 21)	65.0	88.0
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	33.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name Workforce Investment Board of Will County	Total Participants Served	Adults	380
		Dislocated Workers	650
		Total Youth	311
ETA Assigned # 17050	Total Exiters	Adults	98
		Dislocated Workers	111
		Total Youth	149
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	70.7
	Dislocated Workers	85.6	76.5
	Older Youth		
Retention Rates	Adults	84.5	77.0
	Dislocated Workers	91.0	89.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9000.0	13056.7
	Dislocated Workers	18300.0	16167.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	53.0	59.8
Attainment of Degree or Certificate	Youth (14 - 21)	41.0	50.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	89.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name  <u>Career Link</u>	Total Participants Served	Adults	171
		Dislocated Workers	218
		Total Youth	221
ETA Assigned #  <u>17080</u>	Total Exiters	Adults	50
		Dislocated Workers	56
		Total Youth	74
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	100.0
	Dislocated Workers	86.0	90.5
	Older Youth		
Retention Rates	Adults	87.0	97.9
	Dislocated Workers	89.5	100.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13500.0	18475.0
	Dislocated Workers	14000.0	18747.7
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	85.1
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	85.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	90.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Local Area Name  <u>Rock Island Tri-County Consortium</u>	Total Participants Served	Adults	169
		Dislocated Workers	246
		Total Youth	139
ETA Assigned #  <u>17065</u>	Total Exiters	Adults	70
		Dislocated Workers	88
		Total Youth	78
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.3	72.4
	Dislocated Workers	83.0	80.8
	Older Youth		
Retention Rates	Adults	83.3	82.1
	Dislocated Workers	89.0	87.8
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9250.0	8786.4
	Dislocated Workers	13000.0	14243.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	54.0	56.1
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	73.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	59.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Grundy Livingston Kankakee Workforce Board	Total Participants Served	Adults	468
		Dislocated Workers	717
		Total Youth	337
ETA Assigned # 17055	Total Exiters	Adults	131
		Dislocated Workers	159
		Total Youth	98
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	62.8
	Dislocated Workers	85.3	73.1
	Older Youth		
Retention Rates	Adults	83.0	85.2
	Dislocated Workers	89.0	89.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11500.0	11971.7
	Dislocated Workers	16350.0	13194.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	56.9
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	58.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	48.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Workforce Investment Office of Western Illinois	Total Participants Served	Adults	152
		Dislocated Workers	423
		Total Youth	161
ETA Assigned # 17070	Total Exiters	Adults	65
		Dislocated Workers	75
		Total Youth	75
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	83.0	71.0
	Dislocated Workers	86.5	76.2
	Older Youth		
Retention Rates	Adults	84.6	86.4
	Dislocated Workers	89.1	90.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	9614.0
	Dislocated Workers	12400.0	11427.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	64.3
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	78.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	37.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Madison County Employment and Training Department	Total Participants Served	Adults	262
		Dislocated Workers	685
		Total Youth	174
ETA Assigned # 17110	Total Exiters	Adults	34
		Dislocated Workers	80
		Total Youth	50
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	42.5
	Dislocated Workers	86.0	50.9
	Older Youth		
Retention Rates	Adults	87.0	74.2
	Dislocated Workers	91.0	85.8
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10800.0	10550.5
	Dislocated Workers	14500.0	14239.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	53.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	50.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	56.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O - Local Performance

Local Area Name <u>Workforce Investment Solutions</u>	Total Participants Served	Adults	111
		Dislocated Workers	340
		Total Youth	82
ETA Assigned # <u>17095</u>	Total Exiters	Adults	44
		Dislocated Workers	107
		Total Youth	36
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.0	80.0
	Dislocated Workers	85.0	83.3
	Older Youth		
Retention Rates	Adults	86.0	89.5
	Dislocated Workers	92.0	85.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12500.0	13675.2
	Dislocated Workers	16000.0	13724.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	60.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	70.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	57.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name Southern 14 Workforce Investment Board Inc	Total Participants Served	Adults	291
		Dislocated Workers	282
		Total Youth	226
ETA Assigned # 17130	Total Exiters	Adults	90
		Dislocated Workers	76
		Total Youth	79
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	81.0
	Dislocated Workers	84.8	72.6
	Older Youth		
Retention Rates	Adults	82.0	84.5
	Dislocated Workers	89.0	89.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9400.0	12786.1
	Dislocated Workers	11150.0	10670.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	61.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	78.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	80.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	