



Illinois' Report on Workforce Development



Fiscal Year 2005

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OFFICE OF THE GOVERNOR
CHICAGO, ILLINOIS 60601

ROD R. BLAGOJEVICH
GOVERNOR



Rod R. Blagojevich
Governor

Dear Workforce Development Partner:

I am pleased to present Illinois' 2004-2005 Workforce Development System Annual Report. Illinois continues to build a workforce development system that is dynamic and innovative, which reinforces and showcases public-private partnerships. The following report outlines Illinois' progress and success toward building a workforce that meets the demands, challenges and opportunities of our ultra-competitive, global economy.

Workforce development really isn't only about lowering unemployment numbers, raising average salaries, or matching help wanted with help available. It's about creating good job opportunities in industries that contribute to a more vibrant local, state and national economy, and then giving people the tools they need to thrive in those jobs.

This year, thanks to your efforts, we achieved enormous success at doing that through one of our hallmark programs: the Critical Skills Shortage Initiative. CSSI, which is being replicated by the State of Indiana, builds strong "pipelines" of qualified workers for key industry sectors, so that the employer needs of tomorrow are already being met with targeted training programs today.

Moreover, it does this through an unprecedented network of partnerships, bringing a cross section of the most knowledgeable and experienced professionals together from business, labor and education to discuss the landscape of the regional labor market, identify industries with shortages of skilled workers, and develop public and private strategies to fill those shortages.

We have also completed a comprehensive reorganization of the Bureau of Workforce Development, in addition to our Trade Adjustment Assistance and Illinois workNetTM, which will significantly expand access to One Stop Center services. These initiatives continue to strengthen and meet the needs of the state's workforce development system. The result has been a proactive, comprehensive and employer-driven workforce system that offers universal access to important opportunities.

My congratulations and thanks goes to our partner agencies, Local Workforce Investment Boards, as well as those who play a role in the continued success and growth of our workforce development system. Linking workforce development with economic development has been our top priority and, by working together, we will continue building an integrated, statewide plan that meets the needs of people throughout Illinois.

Sincerely,

A handwritten signature in black ink, reading "Rod Blagojevich". The signature is fluid and cursive, with the first name "Rod" and last name "Blagojevich" clearly distinguishable.

Rod R. Blagojevich
Governor



Jack Lavin, Director

This annual report on the Illinois Workforce Development System covers the program year July 1, 2004 to June 30, 2005, which was another year of great progress in meeting the growing needs of our workforce through education, training and public-private partnerships because there's no greater resource in Illinois than our people. Linking workforce development with economic development has been the top priority, which is why one of Governor Blagojevich's first acts was to consolidate all training programs into the Illinois Department of Commerce and Economic Opportunity (DCEO). This report outlines our work aimed at supporting and strengthening the Governor's strategic plan to prepare people across Illinois for the jobs of today and tomorrow.

DCEO continues to build on last year's vision for the provision of Workforce Investment Act Title I Services. This current plan includes:

- Reorganizing to Implement the Workforce Development Vision
- Strengthening the Workforce and Economic Development System
- Aligning Funding Streams
- Capturing Federal Resources
- Providing Access Through Technology
- Ensuring Access to All

Workforce development activities this past year have focused around three major workforce related planning initiatives. These initiatives are designed to ensure that Illinois' workforce development system is demand-driven. The initiatives include "Opportunity Returns", the Illinois "Critical Skill Shortages Initiative" (CSSI), and Expanding Access to One-Stop Center services through technology. Within this report other complimentary new projects are discussed in greater detail.

While this past year has been one of much progress, Illinois continues to meet and exceed the required WIA performance measures. The following report describes the results of the WIA Title 1B activities. My thanks to the Department staff along with the combined effort of the 26 Local Workforce Investment Boards, the Chief Elected Officials, State Workforce Investment Board and their supporting staff in making this past year a proven success in enhancing Illinois' workforce development system.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Lavin". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jack Lavin, Co-Chair
Illinois Workforce Investment Board

Introduction

Illinois workforce development provides the framework for a unique workforce preparation and employment system designed to meet both the needs of Illinois' businesses and individuals seeking job training, employment or career advancement. The Department of Commerce and Economic Opportunity (DCEO) serves as Illinois' designated administrative entity for the Workforce Investment Act of 1998 (WIA) to 26 Local Workforce Investment Areas (LWIAs) throughout the state.

In Illinois, the 26 LWIAs have established 46 comprehensive and 52 affiliated One-Stop Centers, which feature programs that are coordinated and integrated in each community where employers and job seekers turn for workforce development services. Each LWIA and its Local Board serve as an economic engine that revitalizes communities through matching employment opportunities with qualified and trained job seekers; integrating human service programs into workforce preparation activities; promoting community-wide holistic well-being as well as providing opportunities to incumbent workers to retool, retrain, and upgrade their skills. Additionally, each LWIA works in partnership with local youth councils, linking local labor market needs, and community youth programs and services with academic, occupational, and "soft-skill" learning opportunities.

Governor Blagojevich, the Illinois Workforce Investment Board and the 26 Local Investment Boards (LWIBs) can boast of many accomplishments during the past fiscal year; however, we

believe there are three encompassing achievements that have shaped the workforce system in Illinois for the long term. Aligned with the Governor's vision, these strategies have proven to build strong connections between economic and workforce development on a regional basis within Illinois. These strategies are:

- Reorganization of the Bureau of Workforce Development to more effectively and efficiently implement the Governor's vision for a demand-driven workforce system in Illinois;
- Implementation of Critical Skill Shortages Initiative (CSSI), to address the needs of local employers in finding skilled workers for demand occupations at the regional level; and
- Expansion of workforce services including: alignment of funding streams, capture of needed federal funds, and delivery of WIA services through technology-based delivery systems.

Although this report highlights the past program year, it will provide the reader with a clear understanding of Illinois' future vision for meeting the needs of both the employer and the individual seeking services.

We are pleased to present this year's achievements that move Illinois forward in linking our system of economic and workforce development by building a skilled and globally competitive workforce.

DCEO Goals and Accomplishments

Reorganizing to Implement the Workforce Development Vision

DCEO completed changes to the organizational structure, which enabled the Bureau of Workforce Development (Bureau) to more effectively address critical maintenance functions and implement changes to policies associated with the “new vision” for workforce development.

Specifically, in 2005 the Bureau implemented a new organizational design, approved by Central Management Services (CMS) in March 2005, which entailed the creation of a fully consolidated Regional Workforce Management Division (RWMD), a Program Development Division, and a Special Projects Division. This structure was chosen to create staff efficiency in accomplishing critical maintenance functions including program/ policy development, programmatic/fiscal monitoring, rapid response and technical assistance.

This comprehensive organizational restructuring enabled the Bureau to achieve the following benefits:

- Successful development and submission to DOL of the mandated two-year plan.
- Hiring and training of new staff, and cross-training of current staff and managers.
- Completion of all federal monitoring requirements in 2005. Requirements for 2006 are on target
- Development and release of major policy letters including: incumbent worker, CSSI reporting, trade administration and funding, in addition to several other policy letters relating to WIA and critical to the local workforce investment areas’ operations.
- The successful negotiation of performance outcomes with DOL and the LWIAs, and the timely completion of DOL-required changes to the IWDS reporting system.
- Fulfillment of Executive Order Number 11 requirements, which included assuming the responsibility for the program redesign and ongoing coordination and management of the Federal Trade Adjustment Assistance program (TAA).
- Completion of a redesigned compliance and fiscal monitoring tool with plans to automate in 2006.
- Implementation of CSSI Early Bird and calendar-year training grants.
- Meeting or exceeding all 26 LWIA performance measures. This is the first time all LWIAs have met or exceeded their measures since the inception of WIA.

Strengthening the Workforce & Economic Development System

DCEO recognizes that, in order to develop and maintain a productive relationship between workforce and economic development, strong public-private partnerships need to be created that will meet the needs of Illinois’ businesses and citizens. Our goal is to align regional workforce programs to provide a reliable

supply of qualified job seekers for critical skill shortage occupations. DCEO is undertaking this initiative in partnership with Local Workforce Investment Areas (LWIAs) and Economic Development Regions to ensure workers are trained for good paying jobs in high growth occupations.

Critical Skill Shortages Initiative

CSSI consortia utilize broad networks of public and private organizations including business and industry associations, labor unions, professional associations, universities and community colleges, community-based organizations, economic development organizations, One-Stop Center partner agencies, and business organizations to develop solutions to skill shortages. The strategy continues to be:

- Identifying skill shortage occupations that pay a good wage and provide benefits in key sectors of the regional economy;
- Examining the "root causes" that led to shortages;
- Influencing state and local education and training agencies to voluntarily redirect existing programs and services (including private resources) to address the root causes and create a reliable "supply chain" of qualified job seekers; and
- Examining on-the-job factors that contribute to shortages (e.g., high turnover or inadequate recruitment) and work with employers to address those issues.
- Industry representatives participate in planning and validate the selection of jobs as shortage occupations.



In 2004, \$3 million of the CSSI funds were distributed as non-competitive planning grants that allowed regional CSSI consortia to undertake activities designed to identify key sectors that drive the economy of the region and the major industries within those sectors, skill shortage occupations, and root causes that led to the shortages. Once root causes and skill shortages were identified, the consortia worked on solutions. Upon completion of the planning phase each region could apply for training funds on a competitive basis to help implement regional solutions that address the targeted critical skill occupation shortages.

Ten planning grants were awarded in 2004:

• Central Region	\$173,000
• East Central Region	\$158,234
• North Central Region	\$150,396
• Northeast Region	\$1,500,000
• Northern Stateline Region	\$169,500
• Northwest Region	\$180,000
• Southeast Region	\$170,000
• Southern Region	\$156,870
• Southwest Region	\$172,000
• West Central Region	\$170,000

Over a three year period the Department of Commerce and Economic Opportunity (DCEO) has earmarked \$15 million for training grants from the WIA 15 percent reserve funds. Two rounds of training grants were awarded under a competitive process. Seven of the ten Economic Development Regions submitted applications under an Early Bird round, with \$4,948,365 awarded as follows:

• Northeast Region	(Healthcare)	\$ 2,612,565
• Northwest Region	(Healthcare)	\$207,800
• North Central Region	(Healthcare)	\$565,000
• East Central Region	(Healthcare)	\$180,000
• West Central Region	(Manufacturing)	\$210,000
• Southwest Region	(Healthcare)	\$615,000
• Southern Region	(Healthcare)	\$558,000

Critical skill shortages in the healthcare industry - especially nurses - were the initial focus in six of the seven regions receiving grants during the Early Bird Round. Projects funded under these grants represent innovative approaches to expanding regional capacity. Projects were designed to address the root causes of the shortages identified during the planning process, and included:

- launching of nurse refresher programs to help nurses who have left the workforce achieve recertification,
- expanding the number of educational slots in Registered Nurse programs by offering nights and weekend courses,
- front line nurse supervisory training to help with employee retention,
- bridge programs to assist low-level incumbent healthcare workers progress into nursing programs, and
- training programs for foreign-educated nurses to achieve licensure in Illinois

A key objective of the CSSI investments is to carefully track the results of these pilot projects, and to identify best practices that can be shared throughout the state in regional and statewide forums and peer-to-peer exchanges among the workforce, education and healthcare systems. The Early Bird grants will end on June 30, 2006. Regions will be able to request second-year continuation grants for projects that successfully meet their milestones and identify a 50% match from public and/or private resources. DCEO will make \$2.5 million available for continuation funding of Early Bird projects.

For the second training grant cycle – or Calendar Year Round –DCEO committed \$4,956,000 in training grant funds as follows:

• East Central Region	(Healthcare)	\$14,000
• East Central Region	(Manufacturing and Construction)	\$167,000
• Northeast Region	(Transportation, Warehousing and Logistics)	\$1,374,115
• Northeast Region	(Manufacturing)	\$1,775,885
• Northern Stateline Region	(Healthcare)	\$240,000
• Northern Stateline Region	(Manufacturing)	\$110,000
• Southern Region	(Manufacturing)	\$240,000
• West Central Region	(Healthcare)	\$215,000
• Northwest Region	(Manufacturing)	\$166,188
• Northwest Region	(Transportation and Logistics)	\$53,812
• Central Region	(Healthcare)	\$350,000
• North Central Region	(Manufacturing)	\$200,000
• Southeast Region	(Healthcare)	\$150,000

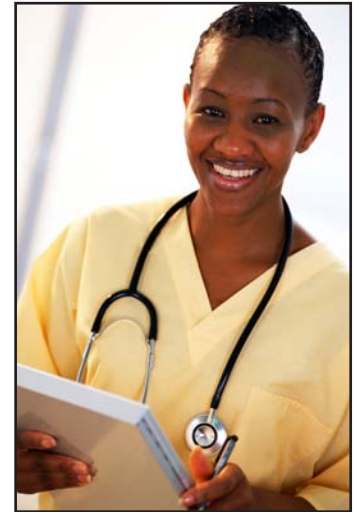
As with the Early Bird Grants, the Calendar Year grant awards support innovative public-private partnership pilot projects. The majority of these grants will end on June 30, 2007, with up to \$2.5 million to be made available by DCEO for continuation grants.

Currently all ten Economic Development Regions will have CSSI funding to support projects aimed at reducing the critical skill shortages in the healthcare industry; six regions for the manufacturing industry; and two regions for the transportation, warehousing/distribution and logistics industry.

Specific funding commitments were made to regional public-private consortia led by Local Workforce Investment Boards (LWIBs) to promote innovative solutions to include:

Retaining Nurses in Hospitals and Long-Term Care Facilities

The Southwest CSSI Consortium has launched “Project BEST” (Basic and Effective Supervisory Training), a customized training program delivered by educational institutions to train nurses and supervisory personnel in hospitals and long-term care facilities to more effectively perform their leadership responsibilities. Strongly supported by area hospitals recognizing the urgent need for this training, Lewis and Clark College and Southwestern Illinois College are providing assessments of the participating hospitals’ staff to determine the exact training needed by existing and new supervisors at each hospital. The colleges then deliver the appropriate supervisory and leadership training programs. As of June 30, 2005, a total of 245 supervisors at ten different healthcare facilities have received BEST leadership training.



Expanding Capacity of Nursing Programs

Joliet Junior College, part of the Northeast CSSI Consortium, has established an evening nursing program that is being offered to allow incumbent workers to progress from Licensed Practical Nurses to Registered Nurses. The 20 LPNs employed by Provena-St. Joseph Hospital in Joliet are enrolled for the training. This project demonstrates that non-traditional approaches – such as evening programs – are necessary to accommodate the needs of incumbent workers seeking to advance in their careers, as well as benefiting local employers in addressing their need for highly-skilled workers.

Bridging to Healthcare



Students pursuing careers in healthcare frequently need academic remediation and additional support services to successfully complete their program. Triton College, in collaboration with the West Cook Healthcare Workforce Consortium and the Proviso-Leden Council for Community Action, Inc., administers a bridge program designed to help students complete training requirements for careers as Surgical/OR Technicians, and Medical Coding, and Insurance Clerks. The program offers remedial preparation as well as support services including

counseling, tutoring and bi-lingual assistance. Fifteen surgical technology students and twenty medical coding/billing and insurance clerk students will complete the program by June 2006. These are critical skill occupations targeted by the Northeast CSSI Consortium.

Helping Students to Complete Programs

To address the dropout rate of nursing students the Southern CSSI Consortium has launched a mentor/tutor program. During the CSSI planning process nursing directors identified the lack of adequate support services, study skills, time management skills and family support as the causes for the 25 percent dropout rate among nursing students. The target groups for mentor/tutor assistance are WIA-eligible students enrolled in full- or part-time nursing programs. The goal is to reduce the dropout rate by 10 percent.

DCEO has contracted with the National Center for Education and the Economy (NCEE) to assist both DCEO and the CSSI Consortia in Economic Development Regions to develop evaluation plans and performance measures for CSSI-funded projects. These evaluations will allow DCEO to not only objectively identify promising best practices, but also to assess the process used to address critical skill shortages, thus allowing for continuous improvements to be made in DCEO's efforts to better align economic and workforce development on a regional basis.

Incumbent Worker Training Waiver

To complement CSSI and further align economic development and workforce programs, in May of 2005 DCEO sought a waiver from the United States Department of Labor (USDOL) to allow Local Workforce Investment Areas (LWIAs) to divert up to 10 percent of their adult, dislocated worker and youth allocations to support incumbent worker training programs.

The Incumbent Worker Training Waiver goes beyond traditional statewide funding of incumbent worker programs by providing funding flexibility at the local level. Thus, LWIAs are able to develop targeted approaches to respond to critical skill shortages in their areas.

Issuance of this waiver will help ensure that Illinois' workforce system is demand-driven, and LWIAs are given maximum flexibility in tailoring service delivery and making strategic investments in workforce development activities to meet the needs of state and local economies and labor markets.

The ability to offer incumbent worker training at the local level will attract greater participation in the workforce system by local businesses, thus encouraging strong public-private partnerships. LWIAs are able to assist local employers to upgrade the skills of their existing workers while gaining access to those employers for placement of new hires as vacancies occur.

This new flexibility allows LWIAs to develop a full continuum of training services that address the needs of the existing workforce, the unemployed, underemployed, and the new entrants to the labor force.

Waiver authority for the program will begin in fall 2005.

Aligning Funding Streams

Assisting workers that are impacted by trade or substantial layoff is a major priority. The Bureau and LWIAs partner with IDES, DOL, other governmental entities and community leaders to ensure that a comprehensive mix of services is offered to affected workers. Helping dislocated workers to secure employment and upgrade skills if necessary guarantees that our workforce remains competitive both now and in the future.

Below are the major efforts the Bureau is highlighting to support workers that are displaced through no fault of their own.

Federal Trade Adjustment Assistance Program (TAA)

To meet the requirements of Executive Order 11, which transfers administration of the TAA program to DCEO, a special request was submitted to the United States Department of Labor (USDOL) Employment and Training Administration in Region V. This request allowed the State of Illinois to co-administer the TAA program with the 26 Local Workforce Investment Areas (LWIAs) in Illinois. To facilitate the implementation at the local level DCEO program staff formed a special task force of the LWIAs to introduce the program to local service delivery areas and to develop policy and procedures for the administration of the program. In addition to the task force, DCEO and IDES worked together to facilitate a seamless transfer. DCEO offered extensive statewide training and policy development. This transition is strengthening the local system by ensuring comprehensive service delivery to workers and businesses.

To advance integration of trade and workforce activities, as well as pursue the overarching vision of workforce development, language was incorporated in the IDES and DCEO inter-agency agreement that further defined IDES responsibility. Specifically, the agreement keeps the three components involving the distribution of monetary benefits to impacted workers within IDES. These components include; Trade Readjustment Allowances (TRA), Alternative Trade Adjustment Assistance (ATAA) program and the Health Care Tax Credit (HCTC) program.

The TAA component that links impacted workers with training opportunities, job search allowances and relocation allowances, are the responsibility of DCEO and the LWIAs. The consolidation of TAA career advancement activities with the WIA Title I Dislocated Worker programs strengthen workers' ownership of their careers, while providing flexible resources and services designed to improve skills and/or assist in upward career ladder moves. TAA career advancement activities include assessment, career counseling, delivery of training, job search and relocation allowances.

DCEO and IDES continue to work together to address the delivery of services under the Trade Adjustment Assistance (TAA) program. Administrative procedures are being developed to eliminate duplication between TRA and TAA administration. Under these administrative procedures LWIAs will be responsible for issuance of training waivers and applications for TAA-funded training. The State of Illinois was also asked to serve as a pilot state for a National Co-Enrollment Study on joint delivery of WIA Title I Dislocated Worker and TAA training services.

Capturing Federal Resources

Sometimes the state is impacted by external events in which we have inadequate funding to respond. In keeping with the priority to support workers impacted through mass layoffs, the state has aggressively sought federal funds. These funds will be available to communities to develop a wide-ranging menu of services.

Base Realignment and Closure (BRAC)

Through the BRAC Commission, eight military facilities in Illinois were targeted for closure and/or realignment affecting both military and civilian personnel. In response, the Bureau has secured \$1.5 million in National Emergency Grant funds to assist in minimizing the impact of implementing the BRAC recommendations and is working with the local Workforce Investment Areas (LWIAs), as well as the state of Iowa, to provide additional assistance to the impacted military and civilian workers. The chart bellows provides an estimation of the impact:

Facility	BRAC Action	Military Personnel Impacted	Civilian Personnel Impacted	Net Gain or Loss
Armed Forces Reserve Center	Closure	(32)		(32)
Navy Resource Center	Closure	(15)		(15)
Fort Sheridan	Realignment	(17)	(17)	(34)
Naval Station Great Lakes	Realignment	(2,005)	(124)	
		16	101	
		(1,989)	(23)	(2,012)
Capital Airport Guard in Springfield	Realignment	(52)	(133)	
		22		
		(30)	(133)	(163)
Rock Island Arsenal	Realignment	(3)	(1537)	
		157	120	
		154	(1,417)	(1,263)
Greater Peoria Guard Station	Gain	13	21	43
Scott Air Force Base	Gain	(252)		
		131	832	
		(121)	832	711
Total gain or loss:				(2,765)

- The BRAC recommendations have been approved by the President and Congress, and will be implemented over the next five to six years. Illinois' response to these actions has included:
- Working with LWIAs and community organizations to develop programs and strategies to minimize the period of unemployment for workers impacted by BRAC implementation;
- Providing assistance to communities impacted by BRAC implementations; and
- Concentrating on efforts to assist workers and families in communities surrounding Scott Air Force Base, the only BRAC action in Illinois that will result in a significant increase in the number of civilian personnel

Access through Technology

The need for flexible online workforce development is being fulfilled in Illinois by implementing programs and resources that provide options and access to individuals. Technologically-based solutions that overcome barriers to success are paramount to ensure inclusion of diverse populations across the State.

These solutions have been the priority of the One-Stop Redesign Task Force. This task force focused on improvement of information systems to support local career decision-making and monitoring access that strengthens the linkages to employment opportunities and improves the overall success of the system. Through this task force Illinois workNet™ emerged.



Illinois workNet™ is a user-friendly online resource. For Illinois job seekers it provides career, education and work support information. For businesses, Illinois workNet™ provides assistance to recruit workers, find training resources and access other types of assistance to remain competitive.

With a focus on web-based delivery of new and innovative career development services, Illinois workNet™ expands the Workforce Investment Act mandates to empower individuals and businesses. Illinois workNet™ changes the face of state support services by coupling them with good public- and private-sector career planning tools in a consumer-friendly way.

Illinois workNet™ is designed with the following goals in mind:

- **Integration of Services:** Expand the availability and delivery of workforce services through the development of a fully integrated, user-friendly, web-based service delivery system. This will increase access to career information, job seeker, and employer tools as well as enabling flexible interaction with external partners and Local Workforce Investment Boards (LWIBs.).
- **Reduction of Costs:** This project will enable the state to serve the growing population at a significantly reduced cost. By supplementing the existing physical One-Stop Centers and connecting on-line to an expanded network of agencies and partners (including community- and faith-based organizations, technology centers, schools, libraries, and community colleges), the project will extend the reach and expand the services of physical One-Stop Centers.
- **Improvement of Tracking:** Currently, the One-Stop System has different approaches for tracking the services they provide on a daily, weekly, or monthly basis. Illinois workNet™ will create a universal user and access repository, along with a standard for user access tracking of portal and external partner applications. The system will incorporate extensive reporting in order to refine service delivery, functionality and content relevant to partners, employers, and residents.
- **Tailoring of Services:** Specific tools, such as on-line skills assessments and training, will be made available to job seekers in order to improve their employment potential. The system will be tailored regionally to match job seekers with employment opportunities and agency services. Online assistance and frequently asked questions (FAQs) will be available from the portal.

Statewide awareness on the benefits and accessing of Illinois workNet™ is addressed with a Public Education and Awareness plan that includes regional launch events and templates that may be customized at the local level. The templates include a variety of marketing pieces such as brochures, flyers, press releases, Internet banners, signs, and other promotional items.

In addition to piloting the portal, a statewide survey was conducted to determine how Local Workforce Investment Areas (LWIAs) were branding themselves, and how they perceived the re-branding of the physical statewide workforce system based on Illinois workNet™. The survey results from all twenty-six LWIAs indicated a desire to re-brand the system but, at the same time, allow LWIAs that have developed their own unique branding to keep it. The concept of re-branding the system based on Illinois workNet™ would replace the identification of Illinois Employment and Training Centers (IETCs). A marketing taskforce assisted in the development of a comprehensive marketing plan for Illinois workNet™.

Illinois workNet™ was launched in June 2005 and is currently in a Beta phase for the purpose of testing (through June 2006) in three LWIAs:



- LWIA 9 – City of Chicago
- LWIA 15 – Peoria, Marshall, Stark, and Woodford Counties
- LWIA 25 – Perry, Jackson, Jefferson, Franklin, and Williamson Counties

These sites include physical One-Stops, satellite sites, community-based organizations, faith-based groups and other non-traditional partners. The pilot sites were provided access and training, and were given the ability to publish local information to the website. Additional sites will be added during program year 2006.

It will be critical to use Illinois workNet™ to provide for the needs of individuals and businesses and to do so in such a way that the business sector easily sees the value. Ultimately, the goal is that Illinois workNet™ becomes the favorite site for the Illinois residents and businesses to meet their workforce needs.

To implement this goal a workgroup consisting of the pilot sites, DCEO and Southern Illinois University in Carbondale (SIUC) will meet to conduct a survey of business services and identify an initial set of core services to be offered through Illinois workNet™. This group will also rank priorities, further define the resources or services and what they might look like in Illinois workNet™ as well as provide a design concept in a Web-based format for review and feedback from businesses.

Another component of the One-Stop Redesign efforts is the development of a Career Resource Specialist, Web-based Course.

Career Resource Specialist Web-based Course

The development of this course is underway and will be completed by the end of program year 2006. To guide course implementation, a task force that includes community college representatives, pilot site staff, and state agency staff is in place.

A career resource specialist is an individual who is knowledgeable and able to provide customers with access to career information and referrals to support services. They must be able to:

- Assist customers in job search planning, techniques and strategies
- Understand and be knowledgeable in interacting with diverse populations
- Understand, utilize and explain basic labor market and career information
- Demonstrate the ability to use technology, and provide basic technology training and assistance
- Know how to link to businesses, employer services and other resources through the use of technology

The initial course will be offered through SIUC Continuing Education, which will reduce the cost of delivering and taking the course. It is possible during program year 2007 that another location in the northern part of the state will be added.

To ensure continuous feedback an evaluation plan has been developed. The evaluation plan is based on the strategic vision paper, or “blueprint” for improving workforce development. Data includes portal utilization, extent of local content development, customer survey, and determination on how the Career Resource Specialist Web-based Course affects local implementation of services.

In addition to the efforts of the One-Stop Redesign Task Force the Bureau explored the potential uses and cost effectiveness of e-Learning and blended online learning projects.

E-Learning Pilot Project (Youth Initiative)

The e-Learning Initiative explores effective ways to enhance positive exits for WIA-eligible youth by utilizing the Internet and on-line learning curriculum.

Objectives for at-risk, in-school students and out-of-school students through this initiative include:

- *Attainment of High School Diploma* – Gain credits necessary to attain a high school diploma.
- *Career Development* – Develop career and educational plans to assist students in managing the transition to post-secondary education and/or employment.
- *Academic Skill Attainment (Reading and Math) and Job Readiness Training* – Attain reading and math levels and gain the “soft skills” necessary to enter employment and community college credit programs without further remediation.

Demonstration sites are in Madison, St. Clair and Cook counties. For 2005, 273 WIA-eligible youth received Career Development assistance (job shadowing, interest/aptitude assessments, etc.), and were placed in Job Readiness training (interviewing skills, resume writing, etc.). Fifty-three youth earned their high school diplomas.

Long-term plans for e-Learning are, integration with regular youth programs and investigation of alternative funding sources in order to sustain the existing programs.

Ensuring Access to All

The Bureau continuously works to ensure all populations have access by partnering with other agencies to create projects that focus on individual needs. This program year introduced an exciting new concept, “disabilityworks”, as well as the continuation of the Disability Program Navigator Project. Through our disability programs over 18,000 individuals with disabilities received services through the One-Stop Center

system; and with the implementation of Illinois workNet™ and the official launch of disabilityworks, we anticipate that more people with disabilities will be able to access workforce services.

disabilityworks▶

increasing economic opportunity in Illinois

“disabilityworks” is a partnership of state agencies including DCEO, Department of Human Services/ Division of Rehab Services (DHS/DRS), Illinois Community College Board (ICCB), Illinois Board of Higher Education (IBHE), Illinois Office of Educational Services (IOES), Illinois Department of Healthcare and Family Services (DHFS), City of Chicago and the Chicagoland Chamber of Commerce. Its purpose is to develop and implement strategies to enhance employment opportunities of people with disabilities in the Northeast Economic Development Region. Partners in the program have worked over the past year to create a marketing campaign to establish the “disabilityworks” brand in the Northeast Region and promote awareness and participation in seven strategies. The strategies include:

- Chicagoland Business Leadership Network: Expanding employer outreach and engagement
- Chicagoland Provider Leadership Network: Expanding participation of postsecondary education
- Expanding Small Business Development opportunities
- Expanding employment opportunities in the non-profit sector
- Expanding awareness and access to work incentives and supports
- Expanding access: Illinois Career Network
- Inclusion/Access to K-12 education programs



A major feature of the disabilityworks initiative is a web portal, which has been targeted to job seekers with disabilities, employers looking to hire people with disabilities, and community-based providers of employment-based disability services. There are also reciprocal links to Illinois workNet™ so that users can access the disabilityworks portal directly or indirectly, depending on their preferences.

Although disabilityworks is a Northeast Regional pilot project, the goal is that it will become a statewide initiative. Once in place, disabilityworks will provide unprecedented access to employment and training services to all Illinois citizens with disabilities.

The Disability Navigator Project (DPN)

Currently in its third year, the DPN project is a collaborative effort between the U.S. Department of Labor (USDOL) and the Social Security Administration (SSA). The project provides funding to ensure that people with disabilities have access to the same level of service in the One-Stop Centers as customers without disabilities. Disability Program Navigators are on-site to implement the major strategies to achieve the goal of the project. These strategies include:

- Ensuring the One-Stop Centers are physically, technologically, and programmatically accessible
- Marketing One-Stop Center services to individuals with disabilities and community service providers

- conducting outreach to businesses to educate them on the benefits of employing people with disabilities

Illinois received over \$740,000 this year to continue the placement of Disability Program Navigators in One-Stop Centers across the state, intensify marketing and outreach strategies and require Navigator involvement in the assessment of, and recommendations for accessibility compliance.

This program has made a significant difference in the capacity of One-Stop Centers to serve customers with disabilities in the 12 sites that currently house the Navigators.

Statewide activities include:

- Creation and facilitation of the Disability Concerns Committees (DCC), which meet regularly. This committee consists of One-Stop staff and management, Centers for Independent Living, Voc Rehab office supervisors and counselors, and other mandated and non-mandated One-Stop partners. The DCC's focus is to help establish and develop an ongoing relationship with One-Stop staff, community based organizations and entities specializing in disability issues. Additionally, this committee prevents the DPN from being the "enforcer" so that suggested improvements originate with the committee rather than the DPN. Finally, the DCC works as a marketing tool, inviting agencies into the One-Stop that might not otherwise have an opportunity to participate in One-Stop activities.
- Creation and facilitation of "Tech Teams" consisting of Resource Room Staff, Case Managers, DRS employees, and other partners. These "Teams" meet regularly and provide participants with an opportunity to become/stay familiar with the Assistive Technology available in the Resource Rooms through practical exercises and hands-on practice.
- Development of a reference guide to Assistive Technology that included shortcut keys, troubleshooting suggestions, and other basic operating information that might be helpful to Resource Room staff.
- Participation on the Department of Human Services/Interagency Statewide Transitions Conference Steering Committee.
- Continuing to provide guidance to the One-Stop to ensure compliance with prevailing laws and codes as they are continually updated and improved.
- Partnering with DHS/DRS to reprint the "Ready Reference Guide" for Illinois Businesses.
- Collaboration with agencies that improve the employment opportunities for people with disabilities such as EmployAlliance and other local community-based organizations.
- Working closely with Community Colleges and Universities to ensure that their students with disabilities were aware of employment services and assistive technology that is available at the local One-Stop.
- Collaboration with the Social Security Administration to conduct workshops and seminars for One-Stop staff and customers.
- Establishment of a relationship with the Disability Community throughout Illinois by attending and participating in the annual Disability Rights Conference.
- Participation on the planning committee and serving as mentors and resource persons for the Annual Youth with Disabilities Leadership Summit sponsored by the Statewide Independent Living Council of Illinois.

- Presentation of the Illinois approach to the 2005 National Training for Disability Program Navigator Leads.

Additional accomplishments locally include:

- The Quincy Navigator being instrumental in improving local para-transit policy and drafting an informational guide for available service to people with disabilities
- The Arlington Heights Navigator presenting at a National Community Transportation Agency Conference
- The Springfield Navigator facilitating the construction of an accessible bus shelter at the Springfield One-Stop Center
- The Mt. Vernon Navigator presenting at the Youth in Transition Conference
- The Pilsen DPN being instrumental in convening job fairs in each of the DPN communities. The job fairs focused on employment opportunities for workers with disabilities.

The relationship building and collaborative efforts of the Disability Program Navigator has been a valuable component to the disability community in Illinois. A partial commitment of \$351,000 for next year has already been awarded for the Navigator program to continue outreach strategies and require Navigator involvement in the assessment of, and recommendations for, accessibility compliance.

Technical Assistance and Training

The Technical Assistance and Training (TAT) Division within the Bureau of Workforce Development offers a myriad of training opportunities statewide, as well as within the local Workforce Investment system. In addition to the customized training provided to local workforce investment boards and program providers, the TAT Division is responsible for the annual Workforce Development conference and awards banquet. Successful individuals and businesses from all areas of the state are honored for their achievement in gaining meaningful employment or meeting personal goals.

During the 2004 Conference, over 25 awards were given, recognizing not only outstanding business leadership toward workforce development activities, but individual achievement awards that recognize the accomplishments of individuals who have overcome significant obstacles in achieving their personal career goals. In addition, awards for innovative solutions and collaboration efforts were given to recognize exemplary outcomes.

Applications for technical assistance grant funds are solicited for awards targeted towards performance improvement, board development, technology enhancements or projects demonstrating an economic impact locally or regionally. Technical assistance grant funds are also available for those areas of the state that are moving towards innovative projects demonstrating best practices, new practices, serving special populations or serving an innovative need not fundable by other means.

In addition, technical assistance grant funds are available for entities other than local boards and program providers such as community-based organizations. These projects must fulfill a need that was not currently met or available by another source, were broad in application to the field and WIA system, and demonstrated a broad programmatic and/or economic impact.

Exceeding Performance Goals

Under WIA, the Bureau is chartered to administer the WIA Title 1B Performance Goals. Performance measures or core indicators of performance for adult and dislocated worker activities, youth activities, and customer satisfaction are established through WIA. The State negotiates levels of acceptable performance for each core indicator with the U.S. Department of Labor; the combined performance of each of the 26 LWIAs represents the state's overall performance. The state's ability to meet 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.

The U.S. Department of Labor (USDOL) negotiates performance goals with Illinois on a biennial basis for each of the 17 performance measures. In turn, the State negotiates performance goals with each of the LWIAs. Since the State is responsible to meet or exceed their performance goals, the LWIAs must also manage their performance in order for the state to be successful. The 17 performance measures have separate measures for funding streams and youth age groups including adults, dislocated workers, younger youth age 14-18 at registration, and older youth age 19 to 21 (under 22) at registration. The performance measures are grouped by five basic outcomes: employment, employment retention, earnings gain, credential and skill attainment (the core measures) and customer satisfaction.

Illinois has been very successful in meeting the challenging performance requirements imposed on this program by USDOL. The state exceeded 16 of the 17 performance measures in PY 2004, with all 26 LWIAs meeting or exceeding performance for the first time since the inception of WIA.

Building the Workforce System

The Value of Partnerships

Illinois Workforce Investment Board

The Illinois Workforce Investment Board (IWIB), functions as the state advisory board for workforce development policy. IWIB is co-chaired by Jack Lavin, Director of the Department of Commerce and Economic Opportunity, and Ronald Whitley, Director of Human Resources for Cushman & Wakefield. In accordance with federal legislation, the IWIB includes leaders from state business, industry, labor, education and community-based organizations. The IWIB ensures that Illinois' workforce development services and programs are coordinated and integrated, and have facilitated further cooperation between government and the private sector to meet the workforce needs of Illinois employers and workers.

During this reporting period the IWIB abandoned their traditional standing committee structure and adopted a more focused task force structure. This new structure has allowed the board members to better use their talents by serving on specific product-focused task forces, giving them the ability to scrutinize the task at hand with the most qualified members and to produce results quickly.

The Illinois Workforce Investment Board currently has five operational task forces: Healthcare; Benchmarking; Virtual One-Stop Redesign; Transportation; Logistics and Warehousing; and Manufacturing.

The IWIB has been charged by the Governor with the task of reviewing the progress of the State's regional workforce planning efforts, as well as its duties mandated in the federal statute. The Board participated in various initiatives described throughout this report: IWIB task forces established to undertake specific projects, ongoing consultation, and the review of this report.

The IWIB and IWIB task forces include representatives of the required and optional partner programs. Therefore, all policies developed or commented on by the IWIB are developed with input from the partners. Second, as the IWIB and task forces pursue their assignments public comment is solicited through various means for each significant decision point and/or policy. The IWIB employs a variety of strategies to solicit comment including: public hearings, distribution of draft materials with instructions for submittal of comments, open meetings of the IWIB and its task forces, public forums, consultation with interest groups, posting of draft materials on the Internet home pages of the partner agencies, and comments via e-mail.

Illinois Community College System

As the third largest community college system in the country, Illinois' 48 comprehensive community colleges and one multi-college center play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, they serve nearly one million Illinois residents. In the system's strategic plan, the community colleges pledge to "address workforce development needs with flexible, responsive and progressive programs...offer rigorous courses and programs designed for college and university transfer...expand adult education and literacy programs ...and escalate efforts to meet the growing demand for trained workers in high demand occupations."

A well-educated workforce is the foundation of economic development, attracting and retaining industry and maintaining a strong workforce. Upgrading of worker skills through the Illinois Community College Board funded Adult Basic Education, Adult Secondary Education/GED, and English-as-a-Second Language instructional programs help to address the significant needs of the workforce (over 1.7 million of Illinois' 9.8 million adults have less than 12 grades of formal education). These services are supported by both state and federal funds and available through a network of 102 providers including community colleges, community-based organizations, public schools, Regional Offices of Education, correctional institutions and other nonprofit organizations.

A primary economic development activity of the community colleges is the valuable resources they provide to business and industry. Across the state, community colleges, through their business and industry centers, work with businesses, industries, and economic development entities to recruit and train workers, retain existing businesses, and bring new businesses and jobs to Illinois. Skills obtained from community colleges help workers to increase the output of industries in the state of Illinois economy by \$3.6 billion annually.

As partners with workforce and economic development, community colleges and adult education strengthen the economic base and "re-skill" Illinois' workforce by helping working adults develop higher levels of literacy, basic academic skills and technical skills. Community colleges are the primary provider of higher education and adult literacy in Illinois accounting for 60% of all undergraduate students and 79% of all adult literacy students. Community colleges offer programs in over 240 occupational areas designed to meet particular workforce needs. Nine out of ten Illinois community college graduates live, work, and raise their families in Illinois. A student with an associate degree will earn \$345,298 more over their lifetime than someone with a high school diploma or GED.

Community colleges offer a wide variety of career and technical education (CTE) programs that combine high-tech instruction with state-of-the-art facilities and active business involvement. The Illinois Community College Board administers both federal and state dollars that are used to support these programs and related support services. By both leading the way and quickly responding to the ever-changing needs of the local workforce and employers, these programs foster innovation, develop partnerships and help sustain regional economic growth. CTE enrollments and completions have risen steadily in each of the past five years. In FY 2005, 259,930 students were enrolled in CTE and vocational skill-building programs. They accounted for 70 percent of all program completers at community college. After graduation these students successfully transitioned into the workplace and quickly began earning sustainable wages. The FY 2005 study of program graduates found that 90.1 percent were employed and/or pursuing further education, 73.9 percent were employed in their field, and the average salary for the working graduates was \$14.43 per hour – 2.2 times the minimum wage. These facts showcase the relevancy and currency of a CTE degree or certificate in the workforce. Two of the five largest community college CTE programs – Associate Degree Nursing and Business Data Programming – align with regional needs identified in the Critical Skills Shortage Initiative. These programs alone enrolled 14,934 students in FY 2005.

Community colleges view workforce development and economic development as interrelated and integral to their overall mission. To address the many economic and workforce issues affecting the citizens of Illinois, the Illinois Community College Board (ICCB), the community colleges and adult education providers work in partnership with other state, regional and local entities to link education with workforce and economic development. Community colleges are recognized as a prominent provider of workforce training and are playing a larger role in local workforce planning and solutions. Increasingly, community colleges are working regionally to better utilize existing resources and to avoid duplication of effort and services to address regional economic development needs in a targeted effort to grow local economies. The community college system and ICCB are actively engaged in the following initiatives:

- *Critical Skill Shortages Initiatives (CSSI)* – The ICCB, community colleges, and adult education providers are active partners in the Critical Skill Shortages Initiatives (CSSI). Community colleges are engaged in the three major industry sectors: addressing the healthcare shortages across the state, and in particular the shortage of Registered Nurses; implementing strategies and training for the growing transportation, warehousing and logistics industry; and identifying strategies to recruit and retain skilled workers for the ongoing manufacturing needs in Illinois.
- *WIA Innovation Grants* – The ICCB, as the administrator for Title II of the federal Workforce Investment Act (Adult Education and Family Literacy) and the postsecondary portion of the federal Carl D. Perkins Vocational and Technical Education Act, are working with DCEO to address local needs in alignment with CSSI priorities by reinvesting funds earned by exceeding performance targets in both of these programs. Community colleges continue to implement healthcare pilot initiatives in on-line nursing, bridge, and accelerated nursing programs to build capacity and to expand access to training in the healthcare fields. Adult education providers and community colleges are also implementing pilot initiatives focused on preparing individuals for the growing demand for employment in the transportation, distribution and logistics industries.
- *Illinois workNet™* – The ability to expand access through this new virtual system by involving the community colleges and adult education providers has the capacity to improve workforce information and services across the state. The Illinois Community College Board contributes to the initiative through task force participation, data sharing, Website review, and in the development of training materials.
- *WIA/One-Stop System* – Adult education providers and community colleges, through the Carl D. Perkins Vocational and Technical Education Act, focus on many workforce and economic development issues and initiatives as they work as partners in the Workforce Investment Act One-Stop system, on the Local Workforce Investment Boards and with local Youth Councils. In several local areas community colleges are partners on the Business Services Teams, and community college presidents serve as members on all 26 Local Workforce Investment Boards.

Illinois Department of Employment Security (IDES)

Unemployment Insurance

Unemployment Insurance (UI) pays benefits to unemployed workers. UI taxes are collected quarterly from employers to fund these benefits. IDES collaborated with the Illinois Department of Revenue to create Illinois TaxNet, a system allowing employers to make tax payments electronically. Currently, claimants visit IDES offices located throughout the state to file initial UI claims and, in most cases, can claim up to twenty-six weeks of benefits via an automated claim certification system (Tele-Serve).

Seven hundred thirty-one thousand, four hundred and thirty-one (731,431) claims were filed in Illinois during the program year ending on June 30, 2005. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered in the fifty-five Illinois Employment and Training Centers, including skills upgrading, career information and job placement.

IDES is in the process of replacing the thirty-year-old benefit payment system currently used. The new system is scheduled for implementation in five phases, with the final phase to be in place by July/August 2007. The first release in July 2005 will allow UI claimants statewide to file applications using the Internet.

Employment Service

The Illinois Employment Service, administered by IDES, is a federally funded labor exchange system created under the Wagner-Peyser Act, as amended by WIA. The program serves both employers and job seekers by filling employers' job vacancies with qualified workers and placing job seekers in the best available jobs. Currently, the Employment Service uses the Internet-based Illinois Skills Match (ISM) system as its main labor-exchange tool. In the program year ending June 30, 2005, 55,914 employers used ISM to fill open positions. During the same time, 128,218 job seekers entered employment after receiving IDES employment services.

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

- Outreach, referral and placement services for veterans;
- Specialized placement services for the formerly incarcerated and persons receiving unemployment insurance;
- Hire-the-Future, which works with school counselors and major corporations to place disadvantaged youth into summer and part-time jobs;
- The Apprenticeship Information Center, which provides individuals with apprenticeship program information and referral to apprenticeship opportunities; the Work Opportunity Tax Credit and the Welfare-to-Work Tax Credit, providing tax credits to employers hiring individuals from specified, hard-to-place groups; and
- Counseling, referral and placement services for migrant and seasonal farm workers.

IDES also works with the National Federation for the Blind and the US Department of Labor in promoting the Jobline system to bring employment services to persons with visual impairments. Jobline, reached via a national toll-free number, provides individuals unable to read computer screens with an audio version of America's Job Bank, the US Department of Labor's online labor exchange system that currently lists over 2 million job openings nationwide. Jobline guides the jobseeker through the steps that allow them to create their own employment profile and search for jobs based on location, job titles and keywords.

The Illinois Skills Match System can be accessed at www.illinoisskillsmatch.com.

Labor Market Information (LMI)

In cooperation with the U.S. Department of Labor Bureau of Labor Statistics, IDES collects, analyzes, and distributes information on labor force statistics, workplace job data, wage and demographic characteristics for localities and industries, and other economic and workforce development data. LMI users range from job seekers, employers, and the general public to state and local policymakers. IDES also uses data to provide Internet-based career information to primary and secondary school students, guidance counselors, and adults. Increasingly, economic and workforce strategic planning depends upon measures of local market dynamics and profiling of labor market intelligence to inform planners and policy makers of opportunities for industry retention and expansion. For easy customer access, the One Source portal page, www.ILWorkInfo.com, incorporates all workforce and career information tools.

Illinois Department of Human Services

Human Capital Development

The Illinois Department of Human Service's Division of Human Capital Development (DHS-DHCD) is collaborating with other agencies providing One-Stop services to serve low-income individuals. The DHS-DHCD have two programs that are partnering in the One-Stop system; the Temporary Assistance for Needy Families (TANF) Employment and Training Program, and the Food Stamp Employment and Training Program. The DHS-DHCD has a representative in each of the 26 Local Workforce Investment Areas in Illinois who participates in the development of the local One-Stop system and delivery of One-Stop services.

With family-sensitive programs such as WorkPays, where an employed TANF customer keeps \$2 of every \$3 earned, DHS continues to be a national leader in moving TANF recipients from welfare to employment as a step toward self-sufficiency. The WorkPays program allows the TANF customer the opportunity to become acclimated to work life before their TANF benefits end. This has led to a reduction of individuals returning to the TANF roles. Illinois' strong programs have overcome the stagnant economy as the TANF "available to work" caseload continues to decline. In July 2004 the caseload was 16,835 and in June 2005 it was 19,079, an increase of 2,244.

For several years DHS concentrated its efforts on TANF customers who were approaching the 60-month lifetime limit for receipt of benefits. Lessons learned from that approach are being applied to customers much earlier in their 60-month time limit. DHS continues to collaborate within its own agency to provide other services for TANF customers and other low-income working families such as substance abuse treatment, domestic violence services, and mental health treatment and rehabilitation services. In addition, DHS provides needed supportive services including childcare and transportation for TANF customers and other low-income working families.

Division of Rehabilitation Services

The DHS Division of Rehabilitation Services (DHS-DRS) continues to be an active partner in the ongoing efforts to implement a workforce investment and One-Stop system in Illinois that provides equal access to people with disabilities seeking employment opportunities and employer services. In addition to providing its mandatory core services in One-Stops, DHS-DRS provides a full array of extensive vocational rehabilitation services to its customers with disabilities, either at the One-Stop or one of its local offices.

DHS-DRS is part of a collaboration in the implementation of the Illinois workNet Website. Illinois workNet has been established in the three pilot sites areas of Chicago, Peoria, and Marion. More roll-out is expected in 2006 to eight more WIA areas. Feedback has been positive. Illinois workNet helps fulfill a need for career information, job search resources and access to support services to benefit individuals with disabilities. Information on the website includes: local identity in describing and linking end-users to LWIA services, local news and events, job listings, financial aid possibilities, local promotions, and training providers for businesses. The job search listings are broken down by specific local area to ensure realistic expectations for the searcher. The Website is designed for simplicity of use and contains essential links to help the user acquire all the necessary information they require.

To address the high unemployment rate among individuals with disabilities, DRS is working with other state agencies and advocacy groups to encourage employers to hire people with disabilities. Several private-sector business groups have been part of this collaboration including the Chicagoland Chamber of Commerce. This project was initially piloted in the Northeast region of the state with implementation plans proceeding statewide.

DHS-DRS has actively supported the jointly-funded (Social Security Administration (SSA) and DOL) Disability Program Navigator grant. The Disability Program Navigator (DPN) initiative, is administered by DCEO and managed by a Lead Navigator, with Navigators housed at local One-Stops throughout Illinois. Each Disability Program Navigator offers an on-site expert to assist people with disabilities to access the full array of services offered by the local One-Stop Center and their surrounding communities.

Another federally-funded initiative is the "Ticket to Work" (T2W) program. This Social Security Administration initiative provides recipients of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) with a "ticket" to receive employment-related services from a designated Employment Network.

Qualified agencies and organizations may request to become Employment Networks and provide employment and placement services to people with disabilities. DHS-DRS has entered into agreements with One-Stops that have received the Employment Network designation to collaborate in placing ticket-holders into competitive employment.

Interagency Collaboration to Serve Displaced Homemakers in Illinois

The Bureau of Workforce Development, in partnership with the Illinois Department of Labor, established a formal, structured referral system between the Illinois Support Training and Employment Program (ISTEP) centers and the Illinois Employment and Training Centers (IETCs). The purpose of this collaboration is to increase referrals to the IETCs of WIA-eligible displaced homemakers. Both the IETCs and ISTEP Centers will benefit in meeting a common goal of serving displaced homemakers through successful placements in the local economy.

In FY 2005, IDOL referred 81 displaced homemakers from ISTEP for WIA job-training funding assistance. Of those referrals, 13 participants received \$13,820 in WIA training vouchers from July 1, 2004, to June 30, 2005.

The following example of a Displaced Homemaker program success story was featured in the Chicago Tribune careerbuilder section on September 4, 2005:

Jacqueline, a stay-at-home mother of three who took care of her family for nearly forty years, constantly depended on others for her basic living needs. Her divorce from an abusive husband left her without a home, a car or any financial support – a hardship that gave her no other option but to live in a homeless shelter. Jacqueline soon realized that she needed to upgrade her skills in order to get a job so she could literally survive.

In 2004 Jacqueline joined ISTEP and, following an inventory of her skills, was encouraged to take accounting, business writing and computer courses. To help her get started, ISTEP paid \$680 for her computer courses and worked with the Illinois Employment and Training Center (IETC) in Arlington Heights, which determined that she was WIA-eligible. Jacqueline will receive up to \$3,000 of WIA funding for books and tuition. With the help of ISTEP, she obtained an administrative assistant job on campus for 15 hours a week and now earns \$10 an hour.

Now when Jacqueline reviews the classified section and reads, “computer skills required,” she does not feel discouraged. She credits ISTEP and WIA’s workforce-training programs for building her self-esteem and for facilitating her progress towards economic self-sufficiency.

Illinois Workforce Partnership



The Illinois Workforce Partnership is an association composed of representatives from all 26 local workforce areas located throughout the state of Illinois. IWP is committed to representing the voice of the local workforce development system and representing the interests of boards and elected officials. Its goal is to “provide a high quality, employer-driven, proactive workforce development system that supports economic development.”

Because of the strong leadership from the IWP Board and the committed staff throughout the state of Illinois, workforce development has taken a leadership role in providing increased opportunities in the new knowledge-based economy for both businesses and individuals.

Workforce Investment Act

Title IB Program Performance

Overview

Title IB of the Workforce Investment Act establishes a governance structure for the design and development of one-stop systems and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. At the state level, the Title IB program is administered by the Bureau of Workforce Development within the Illinois Department of Commerce and Economic Opportunity. 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.

During State Fiscal Year 2005/Program Year 2004 (July 1, 2004 through June 30, 2005), Illinois' WIA Title IB allotment was approximately \$153 million. Nearly \$114 million was allocated to local areas through a formula allocation to support the delivery of adult, dislocated worker and youth services.

During State Fiscal Year 2005, Illinois exceeded 16 of its 17 WIA Title IB performance goals and met one of these goals. Through the Title IB local programs, services were rendered to 14,391 adults, 18,424 dislocated workers, 9,314 younger youth (ages 14-18) and 3,601 older youth (ages 19-21). An additional 4,946 dislocated workers were served through the rapid response set-aside program.

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 and who are 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 supported through funds set aside at the state level and augmented with additional U.S. Department of Labor funds awarded to the state on an application basis.

Youth Activities

WIA youth activities are intended to move away from one-time, short-term interventions toward a more 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. WIA authorizes the establishment of a local Youth Council which is charged with developing local youth employment and training policy, bringing a youth perspective to the establishment of policy, establishing linkages with other local youth services organizations and taking into account a range of issues that can have an impact on the success of youth in the labor market. Illinois also has established a State Youth Council.

Performance Indicators

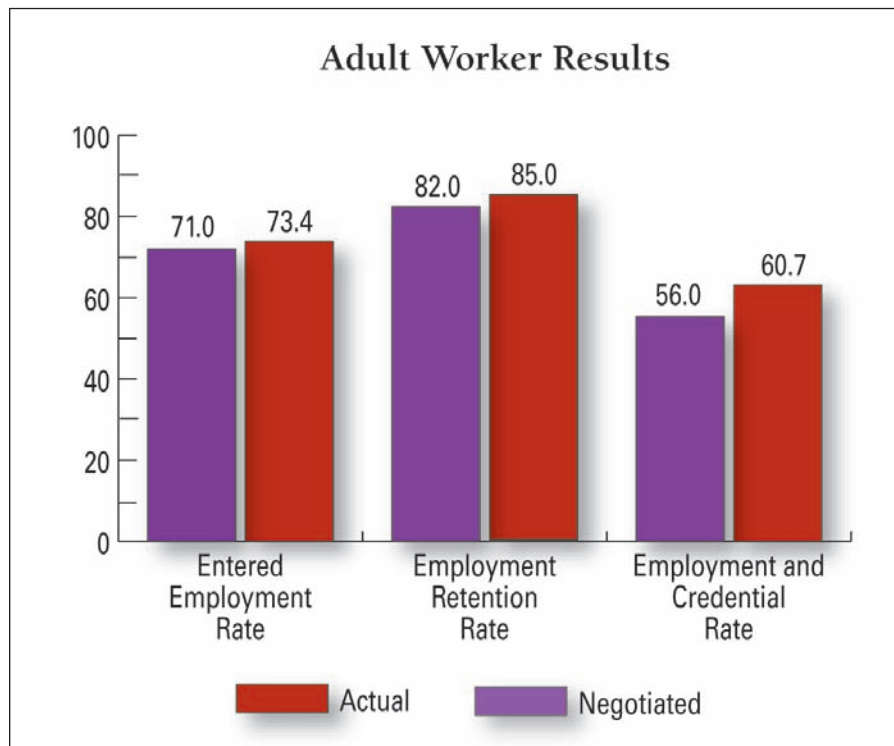
The Workforce Investment Act establishes performance measures or core indicators of performance for adult and dislocated worker activities youth activities, and customer satisfaction. States negotiate levels of acceptable performance for each core indicator with the U.S. Department of Labor. Illinois' overall performance is calculated by aggregating the performance data of its 26 Local Workforce Investment Areas.

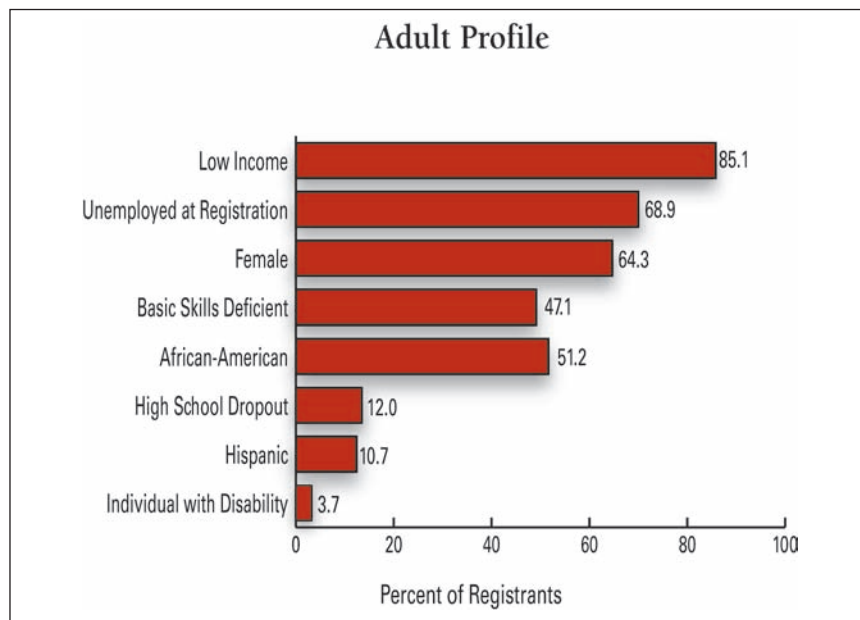
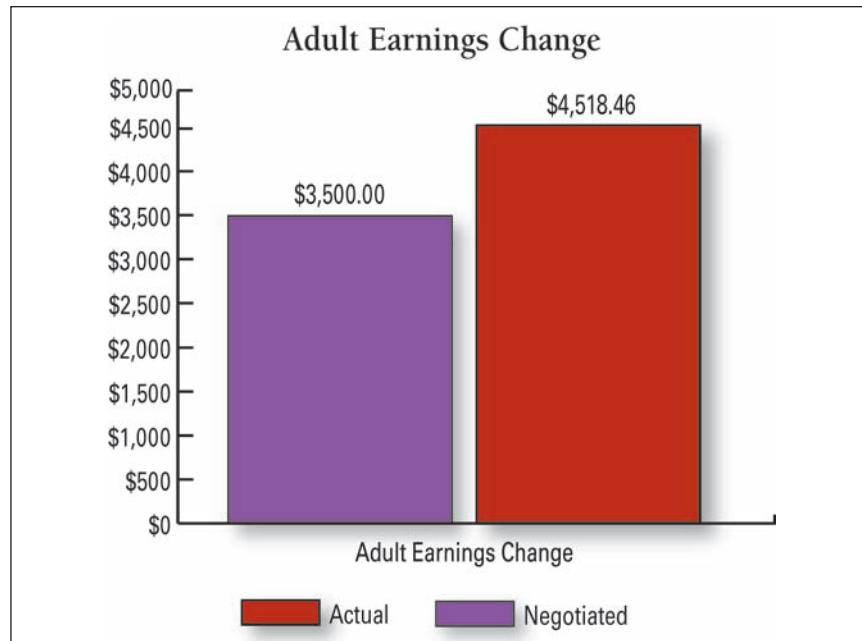
Note: U.S. Department of Labor guidance and WIA regulations stipulate certain content requirements for the Governor's annual report relative to one-stop services authorized under WIA Title IB. This section and an addendum to this report fulfill that reporting requirement.

Adult Services

During Program Year 2004 (PY04), 14,391 adults were served through the WIA Title IB program. Five thousand eight hundred and twenty (5,820) of those served (40.4 percent of the total) entered the adult program as registrants new to the WIA system, and received training services. Services may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals who are not enrolled in training still receive a variety of other core and intensive services. These 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 learning, communication and interviewing, professional conduct, and other services appropriate in preparing individuals for employment or training.

In PY04, of the individuals who left the adult program, 73.4 percent were employed in the first quarter following exit, meeting Illinois' goal of 72 percent. Eighty-five (85%) percent retained that employment three quarters after the date they exited the program, exceeding Illinois' goal of 82 percent. The average adult wage gain for those entering employment following their exit from the WIA program was \$4,518.

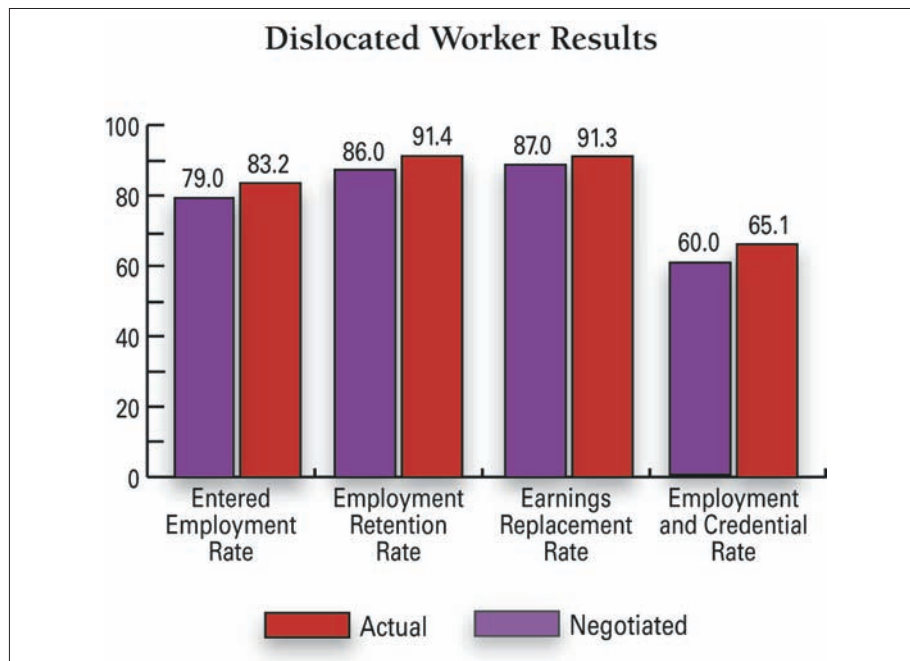




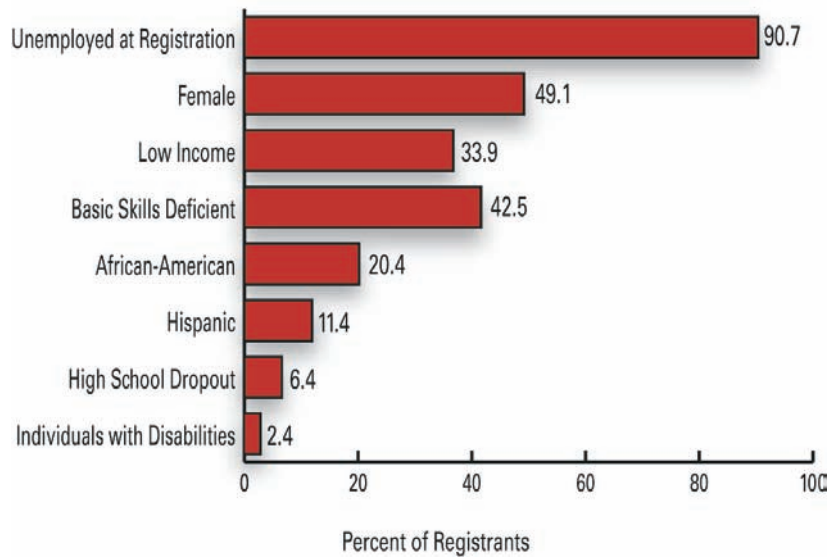
Dislocated Worker Services

During Program Year 2004 (PY'04), 18,424 individuals were served through the WIA Dislocated Worker Program. Four thousand nine hundred forty-six (4,946) of those served (26.8 percent of the total) entered the dislocated worker program as a result of a plant closing or mass layoff. Forty-three percent of those enrolled in the dislocated worker program received training services. Services may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Those who are not enrolled in training receive a variety of core and intensive services. These 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, counseling, case management and courses in short-term prevocational skills such as learning, communication and interviewing, professional conduct, and other appropriate programs to prepare individuals for employment or further training.

In PY'04, of the individuals who left the dislocated worker program, 83.2 percent were employed in the first quarter following exit, which substantially exceeds Illinois' goal of 79 percent. Even more encouraging is the fact that 91.4 percent retained that employment three quarters from their original exit date exceeding Illinois' goal of 86 percent.



Dislocated Worker Profile

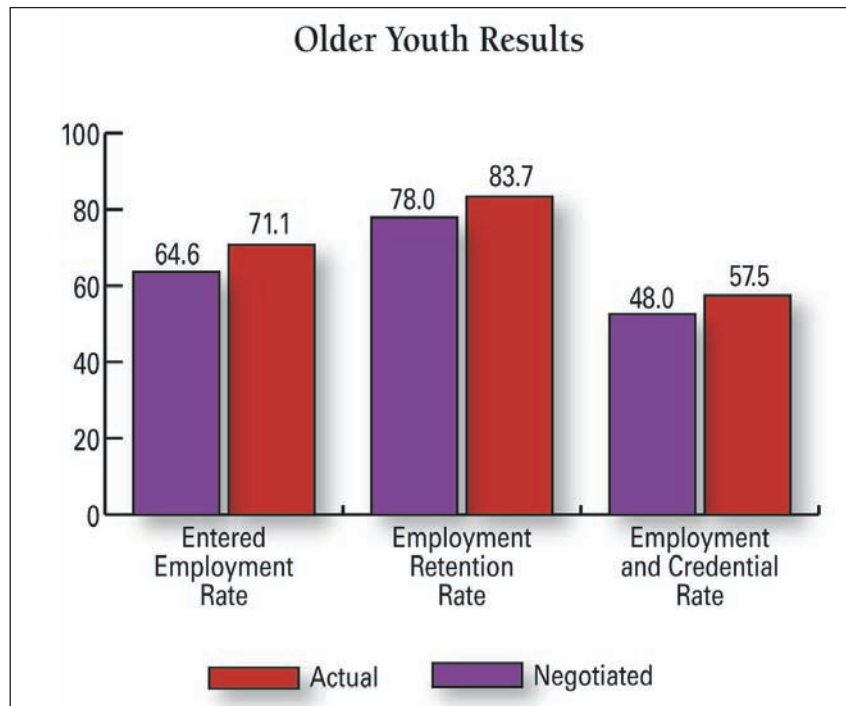


Youth Services

Under WIA, youth services are provided to both older youth (age 19 – 21) and younger youth (age 14 – 18). During Program Year 2004 (PY'04), there were 12,915 youth served through the WIA Title IB program. Of those served, there were more than 4,400 new youth enrolled in the program during the year. During PY'04, 3,994 younger youth exited the program. And of the older youth enrolled in PY'04, 1,276 exited the program, 628 of which entered employment at exit.

Older Youth

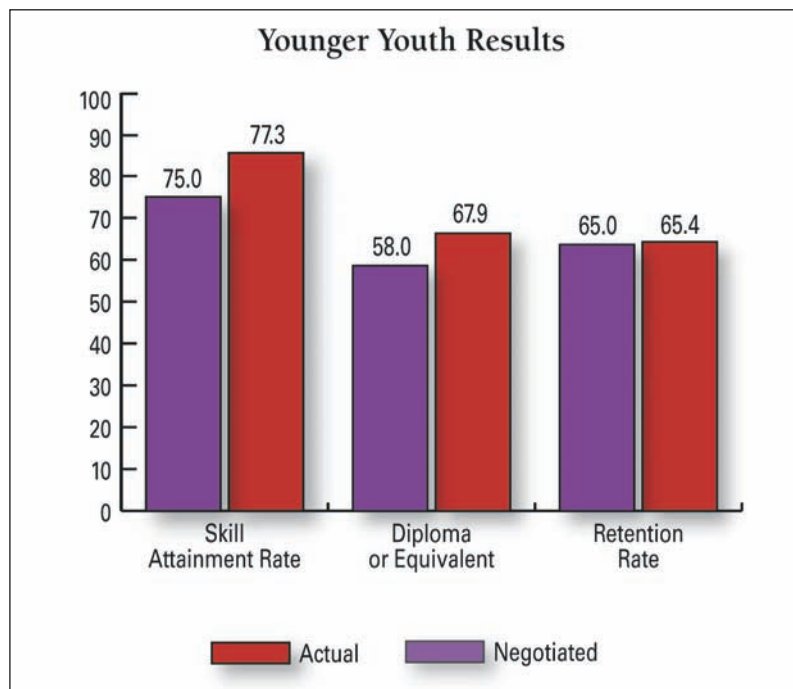
In PY'04, of the older youth who exited the program, 71 percent were employed in the first quarter following their departure. This substantially exceeded Illinois' goal of a 64 percent program employment rate. Nearly 84 percent were still employed three quarters from the date they left the program, exceeding Illinois' goal of 78 percent. These youth attained an average earnings gain of \$3,668.00, exceeding Illinois' goal by over \$768.



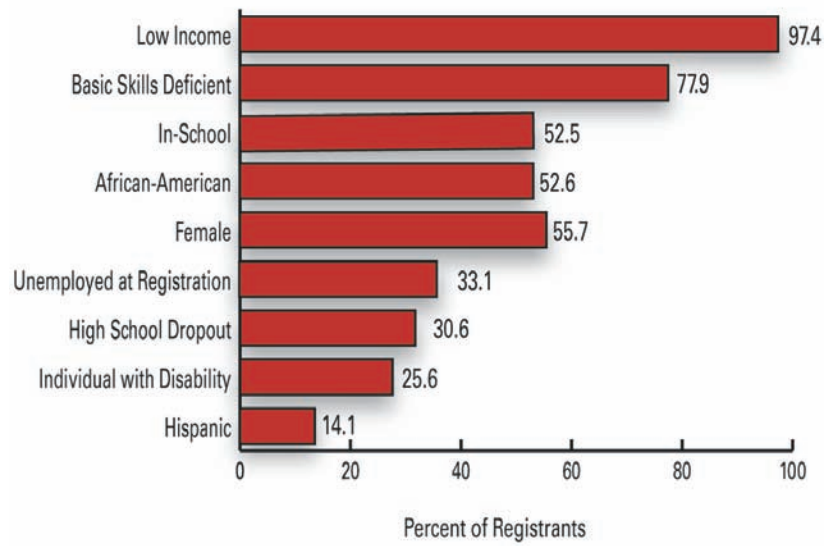


Younger Youth

During PY'04, 77.3 percent of the younger youth (age 14 – 18) reached their skill attainment goal, meeting Illinois' goal of 75 percent. Of those younger youth enrolled in a program to obtain their high school diploma or GED, 67.9 percent achieved that goal, exceeding the state goal of 58 percent. Further, of those younger youth striving for employment and retention, 65.4 percent were found to be in employment, apprenticeships, post-secondary education, advanced training or military service in the third quarter following their departure from the youth program, meeting Illinois' goal of 65 percent.

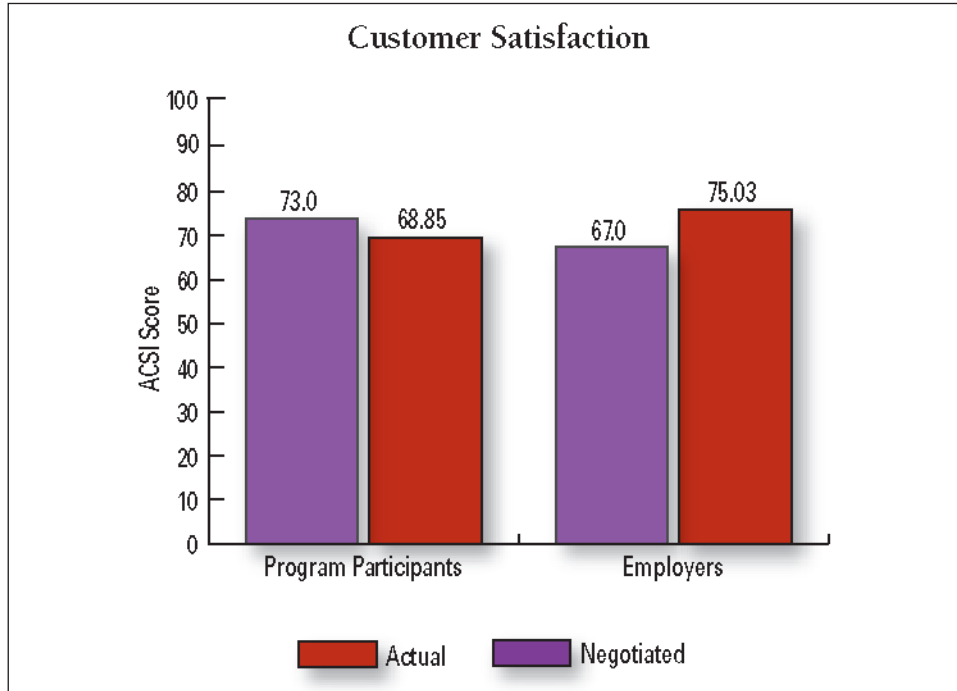


Youth Profile



Customer Satisfaction

Illinois established aggressive goals for customer satisfaction under its WIA Title 1B programs. In Program Year 2004, Illinois exceeded the customer satisfaction goal it established utilizing the American Employer Satisfaction Index for employers. Illinois met the American Customer Satisfaction Index for WIA program participants.

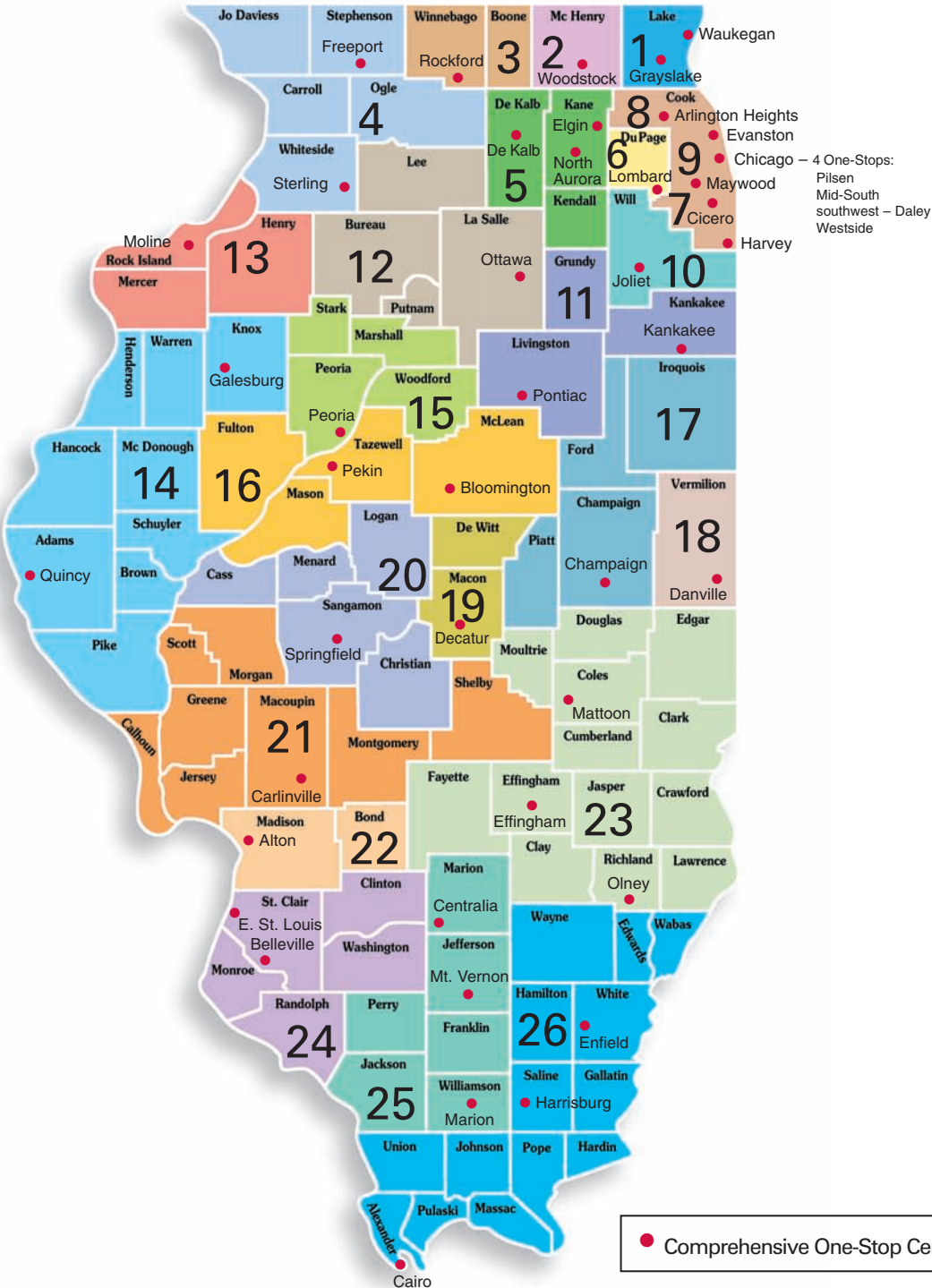


Program Comparisons

Performance for PY2003 vs. PY2004

	PY2003	PY2004	Increase/(Decrease)	Percent Increase/(Decrease)
Adult Programs				
# attaining employment	5,507	3,307	(2,200)	(40%)
# retaining employment 3rd Quarter after Exit	3,417	3,675	258	8%
Dislocated Worker Programs				
# attaining employment	7,862	6,328	(1,534)	(19%)
# retaining employment 3rd Quarter after Exit	4,860	6,018	1,158	24%
Older Youth Programs				
# attaining employment	1,109	628	(481)	(43%)
# retaining employment 3rd Quarter after Exit	656	801	145	22%

Workforce Investment Areas



Alton •**LWIA 22**

Employment & Training Center
P.O. Box 437
88-90 North Port Drive
Alton, IL 62002
618.466.8221
618.466.5361 (fax)
800.526.0857 (TTY)

Arlington Heights •**LWIA 8**

Northwest Employment and
Training Center
723 Algonquin Road Arlington
Heights, IL 60005
847.981.7400
847.981.7182 (fax)
800.662.3943 (TTY)

Aurora**LWIA 5**

Waubensee Community College
wcc.cc.il.us
5 East Galena Blvd.
Aurora, IL 60506
630.801.7900 x4115
630.906.4127 (fax)

Beardstown**LWIA 20**

Cass County Board
Assistance Center
114 East Second Street
Beardstown, IL 62618
217.323.5844
217.323.5856 (fax)
800.662.3943 (TTY)

Belleville •**LWIA 24**

Belleville One Stop
4519 West Main Street
Belleville, IL 62223
618.277.5678
618.277.6542 (fax)
800.662.3943 (TTY)

Belvidere**LWIA 3**

Belvidere IETC
1208 Logan Avenue
Belvidere, IL 61008
815.547.9616
815.547.9756 (fax)

Bensonville**LWIA 6**

Illinois Employment and
Training Center
729 North Route 83, Suite #317
Bensenville, IL 60106
630.595.8866

Bloomington •**LWIA 16**

Illinois Employment and Training
Center – Bloomington
207 East Hamilton Road
Bloomington, IL 61704
309.827.6237
309.828.9231 (fax)
800.526.0844 (TTY)

Bolingbrook**LWIA 10**

Illinois Employment and
Training Center
321 Quadrangle Drive
Bolingbrook, IL 60440
630.759.0647
630.759.0691 (fax)

Burbank**LWIA 7**

IDES
5608 West 75th Place
Burbank, IL 60459
708.458.0500
708.458.8968 (fax)
708.496.9035 (TTY)

Cairo •**LWIA 26**

Illinois Employment and
Training Center
2207 Poplar Street
Cairo, IL 62914
618.734.1498
618.734.1000 (fax)
800.526.0844 (TTY)

Canton**LWIA 16**

700 East Oak, Room 201
Canton, IL 61520
309.647.5680
309.647.5688 (fax)
800.526.0844 (TTY)

Carlinville •**LWIA 21**

Carlinville Job Center
116 South Plum
P.O. Box 260
Carlinville, IL 62626-0260
217.854.6115
217.854.6712 (fax)
217.243.2024 (TTY)

Carlyle**LWIA 24**

Clinton County Employment
and Training
1072 Fairfax Street
Carlyle, IL 62231
618.594.4520
618.594.4504 (fax)

Centralia**LWIA 23**

Kaskaskia College
27210 College Road
Centralia, IL 62881
618.545.3166
618.532.1990 (fax)
800.526.0844 (TTY)

Centralia •**LWIA 23**

Illinois Employment and
Training Center - Centralia
224 North Elm Street
Centralia, IL 62801
618.532.4741
618.532.0013 (fax)
800.526.0844 (TTY)

Champaign •**LWIA 17**

Illinois Employment and
Training Center
1307 N. Mattis Avenue
Champaign, IL 61821
217.278.5700
217.278.5728 (fax)
800.526.0844 (TTY)

Chester**LWIA 24**

Randolph County Employment
and Training
#1 Taylor Street
Chester, IL 62233
618.826.4709
618.826.5477 (fax)

Chicago – Daley College •**LWIA 9**

Southwest Employment &
Training Center at Daley Center
7500 S. Pulaski, Bld. 100
Chicago, IL 60652-1242
773.884.7000
773.838.7810 (fax)
773.884.0269 (TTY)

**Chicago – Mid-South
Center •****LWIA 9**

Mid-South Employment and
Training Center
715 East 47th Street
Chicago, IL 60653-4201
773.538.9811
773.538.9830 (fax)
773.538.8260 (TTY)

**Chicago – Northwest
Center at Wright College****LWIA 9**

Northwest Employment and
Training Center at Wright
College
3400 No. Austin, Room 352
Chicago, IL 60634-4241
773.736.5627
773.794.8285 (fax)
773.736.4542 (TTY)

Chicago – Pilsen Center •**LWIA 9**

Near West Employment and
Training Center at Pilsen
1657 S. Blue Island Ave.
Chicago, IL 60608-2133
312.243.5100
312.243.0972 (fax)
312.738.0766 (TTY)

Chicago –**Westside Center •****LWIA 9**

Westside Employment &
Training at Grand Avenue
3500 West Grand Avenue
Chicago, IL 60651-4009
773.227.7117
773.227.7132 (fax)
773.227.0489 (TTY)

Chicago Heights**LWIA 7****Prairie State College**

202 S. Halsted Street
Chicago Heights, IL 60411-8226
708.709.7828
708.709.3613
708.709.7832 (fax)
708.709.3500 (TTY)

Chicago Heights**LWIA 7**

Department of Employment
Security
1010 Dixie Highway Chicago
Heights, IL 60411
708.709.3000
708.709.3096 (fax)

Cicero**LWIA 7**

Morton College
3801 S. Central Avenue
Cicero, IL 60804
708.656.8000 x334
708.656.9592 (fax)
708.656.0389 (TTY)

Cicero •**LWIA 7**

Cicero IETC
2138 S. 61st Court
Cicero, IL 60804
708.222.3100
708.222.8098
708.222.3100 (TTY)

Danville •**LWIA 18**

Illinois Employment and
Training Center (IETC)
407 N. Franklin
Danville, IL 61832
217.442.0238
217.442.0027 (fax)
217.446.8641 (TTY)

Decatur •**LWIA 19**

Illinois Employment and
Training Center
757 W. Pershing
Decatur, IL 62526
217.875.8750
217.875.8795 (fax)
888.376.4382 (TTY)

DeKalb •**LWIA 5**

Illinois Employment and
Training Center
rivervalleywib.org
1701 East Lincoln Highway
DeKalb, IL 60115
815.756.4893
815.756.6523 (fax)
800.526.0844 (TTY)

Dixon**LWIA 12**

B.E.S.T.
best-inc.org
Old Lee County Courthouse
112 E. Third Street, 3rd Floor
Dixon, IL 61021
815.288.1260
815.288.5475 (fax)
800.526.0844 (TTY)

Dixon**LWIA 12**

Sauk Valley Community College
Dislocated Workers Center
173 South IL Route #2
Dixon, IL 61021
815.288.5511(x371)
815.288.2629 (fax)
800.526.0844 (TTY)

East St. Louis •**LWIA 24**

East St. Louis One Stop
646 North 20th Street
East St. Louis, IL 62205
618.271.7750
618.271.5559 (fax)
800.662.3943 (TTY)

Effingham •**LWIA 23**

Illinois Employment and Training
Center – Effingham
2311 Hoffman Drive
Effingham, IL 62401
217.342.4149
217.342.4198 (fax)
800.526.0844 (TTY)

Elgin •**LWIA 5**

Illinois Employment and
Training Center
rivervalleywib.org
30 DuPage Court
Elgin, IL 60120
847.888.7900
847.931.2057 (fax)
800.526.0844 (TTY)

Enfield •**LWIA 26**

Illinois Employment and
Training Center
110 North Latham Street
Enfield, IL 62835
618.963.2387
618.963.2525 (fax)

Eureka**LWIA 15**

Woodford County Satellite Office
148 Main Street
Eureka, IL 61530
309.467.4661
309.495.8999 (fax)
309.495.8906 (TTY)

Evanston •**LWIA 8**

Evanston Employment and
Training Center
1615 Oak Street
Evanston, IL 60201
847.864.3530
847.864.8350 (fax)
800.662.3943 (TTY)

Flora**LWIA 23**

832 C-2 West North Ave.
Flora, IL 62839
618.662.7134
618.662.7186 (fax)
800.526.0844 (TTY)

Freeport •**LWIA 4**

Illinois Employment and
Training Center
1826 South West Avenue
Freeport, IL 61032
815.232.7171
815.232.0083 (fax)
815.625.7941 (TTY)

Galesburg •**LWIA 14**

Illinois Employment and
Training Center
821 West Main Street
Galesburg, IL 61401
309.343.3100
309.343.7986 (fax)
800.526.0844 (TTY)

Glen Carbon**LWIA 22**

Illinois Employment and Training
Center
50 Kriege Farm Road
Glen Carbon, IL 62034
618.656.6100
618.656.4091 (fax)
800.526.0857 (TTY)

Granite City**LWIA 22**

Granite City Satellite
3701 Nameoki Road
Granite City, IL 62040
618.876.5031
618.876.0094 (fax)
800.526.0857 (TTY)

Grayslake •**LWIA 1**

Illinois Employment and
Training Center
800 Lancer Lane (College of
Lake County)
Grayslake, IL 60030
847.543.7400
847.543.7465 (fax)

Greenville**LWIA 22**

Bond County Satellite
305 South Third Street
Greenville, IL 62246
618.644.0207
618.664.1478
800.526.0857 (TTY)

Harrisburg •**LWIA 26**

Illinois Employment and Training Center
303 S. Commercial Street
Harrisburg, IL 62946
618.252.0331
618.252.0326 (fax)
800.526.0844 (TTY)

Harvey •**LWIA 7**

Harvey IETC
14829 S. Dixie Highway
Harvey, IL 60426
708.596.2325
708.333.1778 (fax)

Jacksonville**LWIA 21**

Jacksonville Job Center
850 South Main Street
Jacksonville, IL 62650
217.245.5148
217.243.7145 (fax)
217.243.2024 (TTY)

Jerseyville**LWIA 21**

Jerseyville Job Center
W. Exchange and Lafayette
P.O. Box 70
Jerseyville, IL 62052
618.498.1778
618.498.7509
618.498.7189 (fax)
217.243.2024 (TTY)

Joliet**LWIA 10**

Illinois Dept. of Employment Security
250 North Chicago Street
Joliet, IL 60432
815.740.5101
815.740.2650 (fax)

Joliet •**LWIA 10**

Illinois Employment and Training Center
1115 Plainfield Road
Joliet, IL 60435
815.727.4444
815.727.1276 (fax)
800.855.1155 (TTY)

Kankakee •**LWIA 11**

Illinois Employment and Training Center
225 N. Schuyler Ave.
Kankakee, IL 60901
815.932.0035
815.932.1611 (fax)
800.526.0844 (TTY)

Lacon**LWIA 15**

Marshall County Satellite Office
325 Fifth Street
Lacon, IL 61540
309.246.4120
309.495.8999 (fax)
309.495.8906 (TTY)

LaSalle**LWIA 12**

Illinois Employment and Training Center
815 Second Street
LaSalle, IL 61301
815.224.2235
815.224.1408 (fax)
800.526.0844 (TTY)

Lawrenceville**LWIA 23**

1125 State Street
Lawrenceville, IL 62439
618.943.4442
618.943.7319 (fax)
800.526.0844 (TTY)

Lincoln**LWIA 20**

Logan County Employment and Training Center
ietc.org
120 S. McLean, Street B
Lincoln, IL 62656
217.735.5441
217.732.2858 (fax)
800.662.3943 (TTY)

Litchfield**LWIA 21**

Litchfield Job Center
502 East Edwards Street
Litchfield, IL 62056
217.324.2138
217.324.2173 (fax)
217.243.2024 (TTY)

Lombard •**LWIA 6**

Illinois Employment and Training Center of DuPage County
ietc-dupageco.com
837 South Westmore/Meyers Rd.
Lombard, IL 60148
630.495.4345
630.495.0479 (fax)
630.495.0655 (TTY)

Malta**LWIA 5**

Kishwaukee College
21193 Malta Road
Malta, IL 60150
815.825.2068
815.825.2702 (fax)
815.825.2457 (TTY)

Marion •**LWIA 25**

One-Stop Comprehensive Center
SIWIB.org
8195 Express Drive
Marion, IL 62959
618.997.6835
618.993.5871 (fax)
618.998.9921 (TTY)

Mattoon •**LWIA 23**

Illinois Employment and Training Center – Mattoon
305 Richmond Ave. East
Mattoon, IL 61938
217.235.2222
217.235.0324 (fax)
800.526.0844 (TTY)

Maywood**LWIA 7**

CEDA/PLCCA
515 Street Charles Road
Maywood, IL 60153
708.450.0548
708.450.9268 (fax)

Maywood •**LWIA 7**

Illinois Employment and Training Center
35 South 19th Ave.
Maywood, IL 60153
708.338.6900
708.338.6942 (fax)

Moline •**LWIA 13**

Moline Employment and Training Center
successnetwork13.com
4703 16th Street
Moline, IL 62165
309.764.8731
309.764.0156 (fax)
309.736.5897 (TTY)

Morris**LWIA 11**

Grundy County Workforce Services
1715 N. Division, Suite 104
Morris, IL 60450
815.942.0566
217.942.0568 (fax)
800.526.0844 (TTY)

Mount Vernon •**LWIA 25**

Illinois Employment and Training Center
54 Crownview
Mt. Vernon, IL 62864
618.244.1700
618.244.9219 (fax)

Nashville**LWIA 24**

Washington County Employment and Training
125 West St. Louis Street
Nashville, IL 62263
618.327.4191
618.327.4204 (fax)

North Aurora •**LWIA 5**

Illinois Employment and Training Center
rivervalleywib.org
2 Smoke Tree Plaza
Aurora, IL 60542
630.844.6640
630.844.6698 (fax)
800.526.0844 (TTY)

Oglesby**LWIA 12**

Illinois Valley Community College
815 N. Orlando Smith Avenue
Oglesby, IL 61348
815.224.0370
815.223.1385 (fax)

Olney •**LWIA 23**

Illinois Employment and Training Center – Olney
216 East Main Street
Olney, IL 62450
618.395.2103
618.392.7015 (fax)
800.526.0844 (TTY)

Ottawa •**LWIA 12**

Illinois Employment and Training Center
1500 First Avenue
South Towne Mall
Ottawa, IL 61350
815.434.3111
815.434.2588 (fax)
800.526.0844 (TTY)

Palos Hills**LWIA 7**

Moraine Valley College
10900 S. 88th Avenue
Palos Hills, IL 60465-0078
708.974.5438
708.974.1373 (fax)
708.974.2004 (TTY)

Paris**LWIA 23**

103 West Central
Paris, IL 61944
217.465.1160
217.465.1160 (fax)
800.526.0844 (TTY)

Pekin •**LWIA 16**

Illinois Employment and Training Center
200 S. Second Street Ste. 10
Pekin, IL 61554
309.346.4171
309.346.9652 (fax)
800.526.0844 (TTY)

Peoria •**LWIA 15**

Workforce Network
workforcenetwork.com
One Technology Plaza
211 Fulton Street, Ste. 300
Peoria, IL 61602
309.495.8900
309.495.8999 (fax)
309.495.8906 (TTY)

Petersburg**LWIA 20**

Menard County Community Services
Menard County Courthouse
Petersburg, IL 62675
217.632.4412
217.632.3714
800.662.3943 (TTY)

Pontiac •**LWIA 11**

Illinois Employment and Training Center - Livingston County
210 N. Ladd
Pontiac, IL 61764
815.842.2693
815.842.0932 (fax)
800.526.0844 (TTY)

Princeton**LWIA 12**

B.E.S.T.
best-inc.org
IBC Building
Route 2, Box 300
Princeton, IL 61356
815.872.0255
815.875.2116 (fax)
800.526.0844 (TTY)

Quincy •**LWIA 14**

Illinois Employment and Training Center
P.O. Box 889
107 North 3rd
Street Quincy, IL 62306
217.222.1560
217.222.0047 (fax)
800.526.0844 (TTY)

River Grove**LWIA 7**

Triton College
2000 Fifth Avenue
River Grove, IL 60171-1995
708.456.0300 x3500
708.583.3317 (fax)
708.456.0991 (TTY)

Robinson**LWIA 23**

11220 State Highway 1
Robinson, IL 62454
618.544.8657
618.544.3858 (fax)
800.526.0844 (TTY)

Rochelle**LWIA 4**

Northwest Illinois Workforce Partnership
work4me.org
300 North 15th Street
Rochelle, IL 61068
815.562.3478
815.562.3479 (fax)
815.625.7941 (TTY)

Rockford •**LWIA 3**

Illinois Employment and Training Center
rockrivertrg.org
3134 11th Street
Rockford, IL 61109-2202
815.395.6600
815.395.0548 (fax)

Salem**LWIA 23**

Kaskaskia College Dislocated Worker Center
206 West Main
Salem, IL 62881
618.548.9001
618.548.9007 (fax)
800.526.0844 (TTY)

Savanna**LWIA 4**

Northwest IL Workforce Partnership
work4me.org
121 Main Street
Savanna, IL 61074
815.273.3089
815.273.7037 (fax)
815.625.7941 (TTY)

Shelbyville**LWIA 21**

Shelbyville Job Center
515 North Cedar
Shelbyville, IL 62565
217.774.5550
217.774.5559
217.774.4471 (fax)
217.243.2024 (TTY)

South Holland**LWIA 7**

South Suburban College
15800 S. State Street
South Holland, IL 60473-9978
708.596.2000 x2530
708.210.5766 (fax)

Springfield**LWIA 20**

Sangamon County Dept. of Community Resources
200 South Ninth Street
Springfield, IL 62701
217.753.6376
217.535.3119 (fax)
800.662.3943 (TTY)

Springfield •**LWIA 20**

Springfield Employment and Training Center
ietc.org
1300 S. Ninth
Springfield, IL 62703
217.782-3846
217.524.0570 (fax)
800.662.3943 (TTY)

Sterling**LWIA 4**

Northwest IL Workforce Partnership
work4me.org
24711 Emerson Road
Sterling, IL 61081
815.625.3623
815.625.3664 (fax)
815.625.7941 (TTY)

Sterling •**LWIA 4**

Illinois Employment and
Training Center
2323 East Lincolnway
Sterling, IL 61081
815.625.2313
815.625.2206 (fax)
815.625.7941 (TTY)

Sugar Grove**LWIA 5**

Waubonsee Community College
wcc.cc.il.us
Rt. 47 at Waubonsee Dr. Sugar
Grove, IL 60554
630.466.7900 x2368
630.466.9133 (fax)

Taylorville**LWIA 20**

Christian County Employment
and Training Center
ietc.org
1000 West State Street
Taylorville, IL 62568
217.287.7041
217.824.3853 (fax)
800.662.3943 (TTY)

Toulon**LWIA 15**

Stark County Satellite Office
203 Main Street
Toulon, IL 61483
309.286.4191
309.495.8999 (fax)
309.495.8906 (TTY)

Tuscola**LWIA 23**

704 North Main Street
Tuscola, IL 61953
217.253.4151
217.253.6861 (fax)
800.526.0844 (TTY)

Vandalia**LWIA 23**

517 West Galatin
Vandalia, IL 62471
618.283.2780
618.283.2715 (fax)
800.526.0844 (TTY)

Waterloo**LWIA 24**

Monroe County Employment
and Training
100 South Main, Rm. 19
Waterloo, IL 62298
618.939.3332
618.939.3640 (fax)

Waukegan •**LWIA 1**

Illinois Employment and
Training Center
415 Washington Street
Waukegan, IL 60085
847.249.2200
847.249.2214 (fax)

Woodstock •**LWIA 2**

IETC for McHenry County
500 Russel Court
Woodstock, IL 60098
815.338.7100
815.338.0127 (fax)
815.338.2374 (TTY)

Yorkville**LWIA 5**

Yorkville Satellite
co.kane.il.us/eed
500 A Countryside Center
Yorkville, IL 60560
630.553.9100 x120
630.553.0167 (fax)

STATE OF ILLINOIS
REPORT ON
WORKFORCE DEVELOPMENT

Annual Report Narrative Information

Program Year 2004
July 1, 2004 – June 30, 2005

Report on Workforce Development Annual Report Narrative Information Program Year 2004

Introduction

This narrative contains Illinois' federally required information on the status of state evaluations of workforce investment activities for Program Year 2004 and the cost of these activities relative to their effect. The following report:

- Presents the required discussion and data tables regarding the cost-effectiveness of workforce investment activities,
- Presents the required summary of evaluations of workforce investment activities, and
- Provides a copy of the required Annual Report Tables. These tables have also been transmitted to USDOL/ETA in accordance with the instructions contained in TEGL No. 14-03; they reflect outcomes for the full PY 2004 (all four quarters).

Cost-Effectiveness Analysis

Table 1 provides a Workforce Investment Act (WIA) Title I Financial Statement, which includes the Operating Results. Tables 2 through 5 provide relevant Cost-Effectiveness information for the State for each WIA Title I program. Illinois has adapted the format suggested for use in TEGL 14-00, Change 1. Rather than providing an overall cost-effectiveness ratio for the Title I programs, we have developed cost-effectiveness measures for each program. This has enabled us to take into account the important differences in the targeted populations for each program and the variations in the intended outcomes of each program.

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

1. An overall cost per participant number was computed for each program by dividing the total program expenditures by the number of persons served. The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.
2. The number of participants that were included in each performance category was determined from the federal quarterly 9091 Report. Generally, this corresponds to the number of participants included in the denominator for each measure.
3. The overall cost-per participant for the program from (1) was multiplied by the number from (2) to yield an estimate of the total cost associated with services to the participants included in the performance measure. This was done 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 Younger Youth Skill Attainment measure, the participants counted in each measure are exiters as reported in the Annual Report.

4. The estimated cost number from (3) was divided by the number of successful outcomes from the performance measure. This corresponds to the numerator for each performance measure. This calculation yielded an overall cost per outcome for each performance measure. For the Earnings measures, the Return on Investment (ROI) per participant for the exit year was determined.

For the Skill Attainment measure, the value is based on the cost of each attainment. The participants for this measure are all active youth in the Program Year.

Limitations. There are several limitations to the methodology as described below:

1. 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). This value has been computed for each program (Adult, Dislocated Workers, Older Youth and Younger Youth). Because there is no requirement for separate tracking of older youth and younger youth expenditures, a single cost per value has been computed for all youth programs and applied to each sub-program.
2. 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.
3. The method assumes that the entire benefit derives from program participation, which is unlikely, but cannot be evaluated without comparison group information.

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

The State offers no evaluative judgment about these outcomes. At best, they may constitute a baseline against which subsequent results can be compared.

Cost-effectiveness measures have been developed for the following core performance outcomes:

Program	Measures
Adults	Earnings Change Employment Employment Retention
Dislocated Workers	Earnings Recovered Employment Employment Retention
Older Youth	Earnings Change Employment Employment Retention
Younger Youth	Skill Attainment Diploma Attainment Employment and Educational Retention

State of Illinois
WIA Title I Financial Statement
Program Year 2004
Table 1

Operating Results

	Available	Expended	Percent	Balance Remaining
Total all fund Sources	\$216,873,308	\$157,118,974	72.45%	\$59,754,334
Adult Program Funds	\$ 38,955,587	\$35,919,379	92.21%	\$3,036,208
Carry-in funds (no add)	\$ 5,415,992	\$ 5,415,992	100.00%	\$0
Dislocated Worker Program Funds	\$ 38,562,355	\$31,238,454	81.01%	\$7,323,901
Carry-in funds (no add)	\$ 5,083,014	\$5,083,014	100.00%	\$0
Youth Program Funds	\$ 43,206,735	\$36,671,313	84.87%	\$6,535,422
Carry-in funds (no add)	\$ 7,909,374	\$ 7,909,374	100.00%	\$0
In-School Youth	\$ 20,976,770	\$11,804,477	56.27%	\$9,172,293
Out-of School Youth	\$ 14,320,591	\$16,957,462	118.41%	(\$2,636,871)
Summer Employment Opportunities		\$ 345,898		(\$345,898)
Local Administration Funds	\$ 16,881,825	\$10,686,321	63.30%	\$6,195,504
Carry-in funds (no add)	\$ 5,588,939	\$ 5,588,939	100.00%	\$0
Rapid Response funds	\$ 23,219,974	\$18,658,905	80.36%	\$4,561,069
Carry-in funds (no add)	\$ 6,951,500	\$ 6,189,459	89.04%	\$762,041
Statewide Activities Funds	\$ 56,046,832	\$23,944,602	42.72%	\$32,102,230
Carry-in funds (no add)	\$ 33,766,002	\$18,688,525	55.35%	\$15,077,477

Tables 2 – 5 present WIA performance data in terms of cost-effectiveness. They provide expenditure information for staff-assisted core services, intensive services and training services. Information is provided by earnings change and earnings recovered; employment, and retention measures for adults, dislocated workers and older youth; and skill attainment, diplomas and retention for younger youth.

Illinois expended more than \$122 million in PY 2004 across the adult, dislocated workers (including rapid response) and youth clusters (both older and younger youth). More than 45,000 customers were served. The data indicate that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$2,678, which includes administrative costs.

Cost-Effectiveness Tables 2-5

Table 2: Adult Programs

Expenditures	\$35,919,379		
Participants	14,391		
Cost per Participant	* \$2,496		
Measures:	Earnings Change	Employment	Retention
Participants in measure	4,040	4,506	4,324
Cost	\$10,083,684	\$11,246,802	\$10,792,537
Outcome	\$18,254,580	3,307	3,675
Cost per outcome		\$3,401	\$2,937
Return on Investment Per Participant	\$2,022		

Table 3: Dislocated Workers Programs

Expenditures	\$49,897,359		
Participants	18,424		
Cost per Participant	* \$2,708		
Measures:	Earnings Change	Employment	Retention
Participants in measure	6,272	7,610	6,585
Cost	\$16,986,335	\$20,610,014	\$17,834,027
Outcome	\$89,490,531	6,328	6,018
Cost per outcome		\$3,257	\$2,963
Return on Investment Per Participant	\$11,560		

Table 4: Older Youth Programs

Expenditures	\$36,671,313		
Participants	12,915		
Cost per Participant	* \$2,839		
Measures:	Earnings Change	Employment	Retention
Participants in measure	855	885	957
Cost	\$2,427,718	\$2,512,901	\$2,717,340
Outcome	\$3,136,014	628	801
Cost per outcome		\$4,001	\$3,392
Return on Investment Per Participant	\$828		

Table 5: Younger Youth Programs

Expenditures	\$36,671,313		
Participants	12,915		
Cost per Participant	* \$2,839		
Measures:	Skill Attainment	Diplomas	Retention
Skill Attainment Goal	11,182		
Participants in measure		2,026	2,316
Cost	\$31,750,571	\$5,752,697	\$6,576,133
Outcome	8,639	1,376	1,514
Cost per outcome	\$3,675	\$4,181	\$4,344

* In Tables 2-5, the Cost per Participant has been rounded.

NOTE: Expenditure data from Tables 4 and 5 are for total youth participants, because data is not collected by older and younger youth.

State Evaluations of Workforce Investment Activities

The following is a description of several workforce investment evaluation projects recently completed or currently underway in Illinois. Further information about each of these projects can be obtained by contacting the Illinois Department of Commerce and Economic Opportunity, Bureau of Workforce Development, 620 East Adams Street, 5th Floor, Springfield, Illinois 62701.

Name of the Evaluation Study	Chicago Workforce Board Evaluation Project
Questions the evaluation will/did address:	<p>The Chicago Workforce Board undertook a major evaluation of its One-Stop system. In Chicago, the state employment and training system is structured around five One-Stop Centers; however, programs and services are delivered via a wide network of partner agencies and organizations throughout the city. Most of the four priority areas of analysis require that data be collected from several of these partner agencies and organizations.</p> <p>The four areas being evaluated are:</p> <ul style="list-style-type: none"> • Who is being served by the One-Stop system in Chicago, and what services are they receiving? Where are the gaps in service? • What happens to customers who visit the One-Stop system? Are they being referred to appropriate services? • Which employers use the services of the One-Stop system, and why? Of employers who do not use the One-Stop system, why don't they? • What program resources are available to employers in the Chicago area, and how do these programs relate to each other? <p>Workforce Enterprise Services, Inc. was selected as the prime contractor for this study. Statistical and survey research tasks were subcontracted to Northern Illinois University Center for Governmental Studies, and the University of Illinois, Springfield, Survey Research Office.</p>
Description of the evaluation's methodology:	<p>Assemble and examine existing data from all programs required by the Workforce Investment Act (WIA) and associated Executive Orders by the Governor of the State of Illinois to be provided in conjunction with the local One-Stop system. A series of 'program profiles' has been produced for nearly all of the required workforce partners with program operations in Chicago. These profiles provide demographic information on the persons served, services provided, and geographic distribution of clients in the City.</p> <ul style="list-style-type: none"> • Visit One-Stop Centers and observe how clients are treated and directed to services. This center process evaluation consisted of three closely related components: 1) a business process analysis, 2) a case study analysis of 27 best practice cases, and 3) a telephone survey of 400 WIA and Trade Act registrants.

	<ul style="list-style-type: none"> • Assess how employers who currently access services use these services and analyze their level of customer satisfaction. Assess why other employers don't use the services. A telephone survey was conducted of 286 firms representing a mix of users of the One-Stop system and nonusers. • Collect data on several state programs intended for employer use of public resources and services. Focus on getting basic information on the Chicago area, such as the number of Chicago companies participating, the number of employees or jobs involved and the dollars accessed or spent annually. Profiles of ten State of Illinois programs were developed, including seven training programs, two tax credit programs and Illinois Skills Match, which is the Employment Service's job matching program.
Status of evaluation:	<p>The evaluation project is complete. The Executive Summary and other reports are available from the Chicago Workforce Board at http://www.chicagoworkforceboard.com. A Summary of the major recommendations of the project follows:</p> <ul style="list-style-type: none"> • The Board should establish unique functions for Chicago One-Stop Centers within an overall strategy that differentiates their roles from that of other community-based providers, and which clarifies the roles of public and private partners within the Centers. • The Board should increase the proportion of WIA adult and dislocated worker funds earmarked for training and modify existing policy to allow for longer-term training and alternatives to Individual Training Accounts (ITAs). • Provide some information-based services currently delivered exclusively through One-Stop Center resource rooms through the Internet. • Implement selected changes to services in the One-Stop Centers, including: developing customized workshops, promoting non-traditional occupations, and providing more individualized assistance to registered customers. • The Board should establish a consistent marketing message for the One-Stop Centers regarding how they will fulfill the needs of targeted employers. • The Board should continue to focus on building strong relationships with employers, to make the Chicago workforce development system more effective in meeting the recruitment and placement needs of the business community. • The Board should explore more sophisticated screening and assessment of job applicants. • The Board should provide businesses with well-written program brochures that include descriptions of the One-Stop Center services. • The Board should compile budgetary and participant data for all partner programs on an annual basis for strategic planning purposes. In order to do this, the Board should develop and maintain interagency data sharing agreements and associated technical arrangements with all partner agencies. • The Board should monitor Chicago funding levels for state-funded employer workforce programs and tax credits, and consider strategies to increase the level of investment in Chicago.

Name of the Evaluation Study	One-Stop Redesign Evaluation Evaluation Stud
Questions the evaluation will/did address:	In July 2003, DCEO began a baseline evaluation of the Workforce Investment Act in Illinois, with a focus on Title I and the One-Stop Centers. This evaluation has examined the participant and financial trends for the program, and has included interviews with a wide array of workforce system stakeholders. The interim findings are focused on the adult and dislocated worker programs, One-Stop Centers and Local Workforce Investment Boards. A draft evaluation report has been prepared for Title I Youth programs, which completes the baseline analysis.
Description of the evaluation's methodology:	<p><i>Participant Tracking Data Analysis:</i> The evaluation includes an examination of automated participant data, which have been maintained over the history of the program. Whenever possible, the analysis examines program statistics over a five-year period encompassing program years 1999 through 2003. This time period covers the last year of the JTPA program and the first four years of WIA. The Center for Governmental Studies at Northern Illinois University (NIU) was subcontracted to obtain historical participant tracking data from DCEO, organize those computerized files, and make them available to WES evaluators via a web site.</p> <p><i>Analysis of Expenditures:</i> Staff of DCEO and WES collaborated to obtain financial records and review expenditures made by grant recipients in four LWIAs during PY 2002. This was done to address a straightforward question, "How did local WIA grantees use the money?" The grantees selected were Lake County (LWIA 1), Cook County (LWIA 7), the City of Chicago (LWIA 9), and St. Clair County (LWIA 24). Only four areas were selected due to limited resources and time available to undertake this portion of the evaluation. The four areas selected represent a significant portion of the total WIA financial resources in Illinois. The areas selected accounted for 51.4 percent of the PY 2002 local allocations.</p>
Status of evaluation:	<p>A draft version of the report has been prepared. A summary of key findings follows:</p> <ul style="list-style-type: none"> • <i>Total Registrations:</i> During the last year of the JTPA program, youth enrollments in the combined summer and year around programs totaled 11,482. Total registrations declined 4.5 percent to 10,857 during the first year of the WIA program and reached a peak of during PY 2002 at 14,174 active registrants. Registrations then dropped back to 13,329 the next year. • <i>New Registrations:</i> During the first year of WIA, approximately one half (49.6 percent) of total youth registrants were classified as new. However, since that time the percentage of youth classified as new registrants declined each year to 37.7 percent during PY 2002 and 35.5 percent during PY 2003. • <i>Length of Stay:</i> Over time, the percentage of youth remaining in the program for more than a year has increased significantly for both younger and older youth registrants.

- *Work-related Activities vs. Academic Training:* Academic learning activities became the most prevalent service category, increasing from 45.2 percent during PY 2000 to 75.2 percent during PY 2003.
- *Out-of-School Youth Served:* Statewide, the percentage of youth served in Illinois' WIA youth program classified as out-of-school youth increased steadily from the start of the WIA program, from 41.1 percent of total youth registrants during PY 2001 to 46.8 percent by the end of PY 2003. However, there remains considerable variability across LWIAs regarding the proportion of out-of-school youth served.
- *Registrant Characteristics:* The 19 to 21-year-old cohort represented 15.1 percent of all registrants during PY 2000, increasing to 27.2 percent by PY 2003. Therefore, the mean age of youth registrants in the program is increasing. The percentage of high school dropouts in the program increased from 15.9 percent to 32.9 percent. Over the same period, the percentage of high school graduates and post high school attendees also increased. The percentage of students declined significantly from 73.0 percent in PY 2000 to 49.5 percent during PY 2003. The percentage of registrants with reading and math skills at less than the 9th grade level or functioning below grade level also increased.
- *Federal Performance Standards:* Each year from PY 2000 through PY 2003, Illinois exceeded all negotiated federal performance measures for both younger and older youth, with only one exception. The one exception occurred during PY 2003 and involved the "younger youth retention rate" measure. In this case, the negotiated standard was 64 percent and the level achieved was reported to be 62.3 percent.
- *Performance Over Time:* Regardless of the negotiated standards, when actual performance is viewed as a time series, a decline in performance is observed on four of the seven federal measures.

Name of the Evaluation Study	Baseline Evaluation of the Workforce Investment Act
<p>Questions the evaluation will/did address:</p>	<p>The purpose of the One-Stop Redesign Evaluation is to examine the implementation of all system and policy changes associated with the Illinois strategic vision for its Career Center Network. Since most elements of the overall career center network vision are still “a work in progress,” the Evaluation will be focused more on the implementation of these elements, as opposed to the results. However, eventually DCEO wants to be in a position to look at whether the overall career center initiative has resulted in the types of changes as envisioned in the Department’s strategic vision for workforce development. So although the One-Stop Redesign Evaluation will have mostly a process orientation, it is expected that information will be collected that will set the baseline for future comparisons.</p> <p>The third element of the State’s strategic blueprint for workforce development is to “Implement a Career Center Network that is responsive to the needs of Illinois workers, makes effective use of current technology and expands access for those most in need of such access.” This element of the blueprint is the focus of what has become known as the “One-Stop Redesign Initiative.” This initiative is what is being evaluated under the One-Stop Redesign Evaluation. The One-Stop Redesign Evaluation includes the Illinois workNet and Career Resource Specialist initiatives, but also encompasses the other elements of the strategic vision for the Career Center Network.</p>
<p>Description of the evaluation’s methodology:</p>	<p>Workforce Enterprise Services, Inc. is conducting this evaluation under the direction of DCEO Bureau of Workforce Development and the Illinois Workforce Investment Board, Illinois workNet Steering Committee.</p> <p>The evaluation approach may employ any or all of the following methods, depending on the questions being addressed:</p> <ul style="list-style-type: none"> • Utilization data from Illinois workNet. This information will be reviewed to help answer questions regarding utilization of the system. • Summary information from LWIAs on resource room utilization. An objective of this data collection will be to establish a baseline against which subsequent Illinois workNet utilization data can be compared. • Illinois workNet data on local content deployment. This will be useful for tracking the process of implementing this feature of the system. • Customer survey data from Illinois workNet. WES will review the customer satisfaction survey data collected through the site to summarize job seeker and business reactions to the site, and as a baseline against which later survey information can be compared. • Survey of LWIBs on center criteria. WES will conduct a written survey of all LWIBs on the criteria for designation as a comprehensive One-Stop Center, and related issues, including suggested criteria, and the best approach to the implementation of State criteria.

	<ul style="list-style-type: none"> • Review of local plans, center descriptions, and Memoranda of Understanding (MOUs). WES will review these documents to attempt to establish an objective way of characterizing the nature of local partnerships, including the ability to track changes to partners and their roles in each Center. • Summary information from LWIAs on services and demographics of persons served. WES will review available IWDS information on Title I services and demographics at the Center level. • Survey of Career Resource Specialists. WES will conduct a written survey of Career Resource Specialists, to ascertain their opinions regarding their role, the training and support they have received, and suggestions for how these could be improved. This will also establish a baseline against which later survey information can be compared. • Review of data collection requirements and capabilities for referral. WES will review available sources of information on referrals, including any policies and procedures implemented at the local level. • Identification of changes to center locations, partners and services.
Status of evaluation:	<p>This evaluation study was initiated in July of 2005, and is still in the planning phase. The evaluation plan has a target completion date of October, 2005. Data collection procedures and methods are to be completed in November, 2005, and the final report is targeted for May, 2006.</p>

Name of the Evaluation Study	One-Stop Redesign Evaluation Evaluation Study
Questions the evaluation will/did address:	<p>The purpose of this initiative is to assist LWIB-led consortia in Illinois' 10 Economic Development Regions in identifying key industry sectors that are driving their regional economies. The consortia identified specific occupations within industry sectors that are currently, or will be, experiencing critical skill shortages, both short-term (2 years) and long-term (10 years). Each region was to answer the following questions for the industry sectors and occupations being targeted:</p> <ol style="list-style-type: none"> 1. What are the contributing factors (root causes) contributing to these shortages? 2. What regional solutions can be developed to address these root causes and help alleviate the skill shortages in the targeted occupations? 3. What public and private funds (leveraged resources) can be redirected to implement the regional solutions? 4. How will these solutions reduce the shortages in the region? <p>DCEO awarded planning grants to the LWIB-led consortia in each of the 10 economic development regions to assist them in developing their projects.</p>
Description of the evaluation's methodology:	<p>DCEO required each economic development region to submit an industry/occupations report, a root causes report and a regional solutions report for each industry they targeted. All three of these reports were used to evaluate the proposed regional activities and to justify the requests for additional funding in the training applications. The training grants are intended to help "bridge the gaps" in the implementation of regional solutions. Grant funds are awarded competitively. Each region will be evaluating the success of their project(s). The evaluation criteria will vary based on the nature of the project, but there will be data collected to evaluate the success of their implementation plans in reducing the skill shortages. Additional data will be collected so that a cost-benefit analysis can be conducted for the various solutions, and we will be evaluating the pilot projects to determine their effectiveness and to identify "best practices" for possible replication in other regions. DCEO has contracted with the National Center on Education and the Economy to conduct an independent evaluation of the CSSI-funded projects and processes.</p>
Status of Evaluation:	<p>Training grant agreements were entered into with seven Economic Development Regions under an "early bird" round. Six of the seven agreements address shortages in the health care industry, and the seventh in the manufacturing industry. The projects within these grants will be completed by June 30, 2006. Under the "calendar year" round, four regions were awarded grants to address shortages in healthcare and one region awarded an early bird healthcare grant received additional funding for a new healthcare project. In addition, two grants were awarded for the transportation, warehousing and logistics industry, and five regions were awarded grants to address shortages in the manufacturing industry. DCEO received an initial report from NCEE on the early bird grants, and NCEE currently is working with the regions on developing evaluation plans for calendar year grants..</p>

ETA Assigned Code - 17000

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - American Customer Satisfaction Index	Number of Survey Respondents	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	73.00	68.85	2696	19067	4754	56.70
Employers	67.00	75.03	602	1049	957	62.90

ETA Assigned Code - 17000

Table B- Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	73.4	3307
			4506
Employment Retention Rate	82	85	3675
			4324
Earnings Change in Six Months	3500	4518	18254580
			4040
Employment and Credential Rate	56	60.7	1850
			3050

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	65.6	210	71.2	190	63.5	148	64.5	147
		320		267		233		228
Employment Retention Rate	81.9	221	78.5	164	82.1	142	87	147
		270		209		173		169
Earnings Change In Six Months	4538	1161770	5805	1097181	3346	525347	4225	646441
		256		189		157		153
Employment and Credential Rate	53.9	96	50	83	49.6	56	55.1	54
		178		166		113		98

Table D- Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core or Intensive Services	
Entered Employment Rate	75.3	1667	71.6	1640
		2214		2292
Employment Retention Rate	86.8	2116	82.7	1559
		2439		1885
Earnings Replacement in Six Months	4760	10568234	4223	7686346
		2220		1820

ETA Assigned Code - 17000

Table E- Dislocated Worker Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.0	83.2	6328
			7610
Employment Retention Rate	86.0	91.4	6018
			6585
Earnings Replacement in Six Months	87.0	91.3	89490531
			97964901
Employment and Credential Rate	60.0	65.1	3082
			4731

Table F- Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.3	499	71.9	97	75.5	530	89.5	34
		637		135		702		38
Employment Retention Rate	90.9	518	91.9	91	89.4	464	91.7	22
		570		99		519		24
Earnings Change In Six Months	86.2	8112485	98.7	1128665	76.2	6063945	223.3	184323
		9406795		1143270		7958542		82539
Employment and Credential Rate	62.2	267	54.7	47	60.0	213	81.8	27
		429		86		355		33

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core or Intensive Services	
Entered Employment Rate	83.4	3948	82.7	2380
		4731		2879
Employment Retention Rate	91.9	3766	90.6	2252
		4099		2486
Earnings Replacement in Six Months	90.6	57917632	92.8	31572899
		63944394		34020507

ETA Assigned Code - 17000

Table H - Older Youth Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64	71	628
			885
Employment Retention Rate	78	83.7	801
			957
Earnings Change in Six Months	2900	3668	3136014
			855
Credential Rate	48	57.5	639
			1111

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	63	85	100	1	79.6	82	70.7	581
		135		1		103		822
Employment Retention Rate	80.9	93	40	2	89.5	77	83.5	747
		115		5		86		895
Earnings Change In Six Months	3897	436465	1138	5692	3144	229516	3654	2930393
		112		5		73		802
Credential Rate	42.9	69	75	3	55.4	77	57	580
		161		4		139		1018

ETA Assigned Code - 17000

Table J- Younger Youth Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75	77.3	8639
			11182
Diploma or Equivalent Attainment Rate	58	67.9	1376
			2026
Retention Rate	65	65.4	1514
			2316

Table K- Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	68.9	787	83.1	3133	70.5	2054
		1143		3773		2914
Diploma or Equivalent Attainment Rate	60.2	156	84.3	487	50.2	373
		259		578		743
Retention Rate	58.2	192	68.0	406	63.7	706
		330		597		1108

ETA Assigned Code - 17000

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For those Individuals Who Enter Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received Of Those Who Completed Training Services	
Adults	75.7	3477	3839	16312546	2.1	68	4782	15130579	78.1	860
		4596		4249		3307		3164		1101
Dislocated Workers	85.1	5592	88	88728055	1.5	98	7257	43779861	75.9	2166
		6569		100872674		6328		6033		2854
Older Youth	72.2	661	3380	2819271	1.4	9	2490	1394652		
		916		834		628		560		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Adults	14391	6429
Dislocated Workers	18424	7842
Older Youth	3601	1276
Younger Youth	9314	3994

ETA Assigned Code - 17000
Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adult	\$35,919,379
Local Dislocated Workers	\$31,238,454
Local Youth	\$36,671,313
Rapid Response(up to 25%) §134 (a) (2) (A)	\$18,658,905
Statewide Required Activities (up to 15%) §134 (a) (2) (B)	\$17,965,532
Statewide Allowable Activities §134 (a) (3) - Type Name Below	
Capacity building and technical assistance	\$1,706,325
Board staffing grants	\$2,263,011
Critical Skills/Sector Based Training	\$2,009,734
Subtotal: Statewide Allowable	\$5,979,070
Total of all Federal Spending	\$146,432,653

Table 0- Local Performance

Lake County Workforce Development Department	Total Participants	Adults	515
		Dislocated Workers	479
		Older Youth	102
		Younger Youth	226
ETA Assigned # 17005	Total Exiters	Adults	177
		Dislocated Workers	241
		Older Youth	31
		Younger Youth	227
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.00	75.04
	Employers	68.00	59.73
Entered Employment Rate	Adults	72.00	75.4
	Dislocated Workers	81.00	82.6
	Older Youth	64.00	66.7
Retention Rate	Adults	82.00	89.2
	Dislocated Workers	86.8	97.1
	Older Youth	78.5	73.7
	Younger Youth	65.00	55.3
Earnings Change/Earnings Replacement In Six Months	Adults	3535.00	4161.32
	Dislocated Workers	87.00	82.2
	Older Youth	2900.00	2521.5
Credential/Diploma Rate	Adults	58.5	61.1
	Dislocated Workers	60.00	75.5
	Older Youth	50.5	63.3
	Younger Youth	58.00	47.5
Skill Attainment Rate	Younger Youth	75.00	88.7
Description of Other State Indicators of Performance (WIA §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
		0	6
			Exceeded
			11

Table 0- Local Performance

McHenry County Job Training	Total Participants	Adults	52
		Dislocated Workers	253
		Older Youth	5
		Younger Youth	77
ETA Assigned # 17010	Total Exiters	Adults	22
		Dislocated Workers	148
		Older Youth	5
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.5	71.5
	Employers	65.00	75.99
Entered Employment Rate	Adults	72.00	85.7
	Dislocated Workers	79.00	91.7
	Older Youth	68.8	100.00
Retention Rate	Adults	80.00	100.00
	Dislocated Workers	83.00	93.8
	Older Youth	72.7	100.00
	Younger Youth	65.00	75.00
Earnings Change/Earnings Replacement In Six Months	Adults	3200.00	3700.14
	Dislocated Workers	80.00	91.2
	Older Youth	2800.00	2571
Credential/Diploma Rate	Adults	56.5	87.5
	Dislocated Workers	60.00	85.9
	Older Youth	50.00	66.7
	Younger Youth	63.3	77.8
Skill Attainment Rate	Younger Youth	74.00	99.00
Description of Other State Indicators of Performance (WIA §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
		0	2
		Exceeded	
		15	

Table 0- Local Performance

Rock River Training Corporation	Total Participants	Adults	375	
		Dislocated Workers	1356	
		Older Youth	90	
		Younger Youth	322	
ETA Assigned # 17015	Total Exiters	Adults	343	
		Dislocated Workers	539	
		Older Youth	67	
		Younger Youth	153	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69.00	69.32	
	Employers	70.00	74.45	
Entered Employment Rate	Adults	66.5	79.8	
	Dislocated Workers	77.1	79.6	
	Older Youth	57.5	72.2	
Retention Rate	Adults	75.00	82.1	
	Dislocated Workers	80.00	89	
	Older Youth	66.00	88.6	
	Younger Youth	66.7	67.1	
Earnings Change/Earnings Replacement In Six Months	Adults	2991.00	3223.86	
	Dislocated Workers	82.5	77.5	
	Older Youth	2200.00	4173.14	
Credential/Diploma Rate	Adults	53.00	60.6	
	Dislocated Workers	51.5	50.2	
	Older Youth	42.00	62.5	
	Younger Youth	59.00	65.5	
Skill Attainment Rate	Younger Youth	68.7	81.4	
Description of Other State Indicators of Performance (WIA §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
		0	2	15

Table 0- Local Performance

Partners for Employment	Total Participants	Adults	206	
		Dislocated Workers	340	
		Older Youth	88	
		Younger Youth	229	
ETA Assigned # 17020	Total Exiters	Adults	48	
		Dislocated Workers	92	
		Older Youth	33	
		Younger Youth	111	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.00	79.58	
	Employers	65.00	88.71	
Entered Employment Rate	Adults	70.00	71.4	
	Dislocated Workers	78.00	85.6	
	Older Youth	68.00	76.9	
Retention Rate	Adults	78.00	79.3	
	Dislocated Workers	86.00	92.3	
	Older Youth	78.00	68.00	
	Younger Youth	65.00	53.3	
Earnings Change/Earnings Replacement In Six Months	Adults	3150.00	2564.61	
	Dislocated Workers	82.00	84.6	
	Older Youth	2900.00	2564.91	
Credential/Diploma Rate	Adults	56.00	60.5	
	Dislocated Workers	55.00	66.1	
	Older Youth	48.00	54.5	
	Younger Youth	63.00	64.3	
Skill Attainment Rate	Younger Youth	73.00	69.4	
Description of Other State Indicators of Performance (WIA §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
		0	5	12

Table 0- Local Performance

Kane County Department of Employment and Education	Total Participants	Adults	561
		Dislocated Workers	580
		Older Youth	120
		Younger Youth	356
ETA Assigned # 17025	Total Exiters	Adults	243
		Dislocated Workers	236
		Older Youth	59
		Younger Youth	144
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.00	67.43
	Employers	67.00	73.29
Entered Employment Rate	Adults	75.00	86
	Dislocated Workers	84.00	93.7
	Older Youth	67.00	84.8
Retention Rate	Adults	82.00	88.7
	Dislocated Workers	86.00	92.3
	Older Youth	78.00	83.9
	Younger Youth	66.00	54.00
Earnings Change/Earnings Replacement In Six Months	Adults	2600.00	3722.87
	Dislocated Workers	92.00	107.3
	Older Youth	2250.00	2331.52
Credential/Diploma Rate	Adults	57.00	70.2
	Dislocated Workers	65.00	78.4
	Older Youth	53.00	60.00
	Younger Youth	60.5	60.9
Skill Attainment Rate	Younger Youth	73.00	70.5
Description of Other State Indicators of Performance (WIA §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
		0	3
		Exceeded	
		14	

Table 0- Local Performance

DuPage County Workforce Development Division	Total Participants	Adults	313	
		Dislocated Workers	889	
		Older Youth	141	
		Younger Youth	347	
ETA Assigned # 17030	Total Exiters	Adults	73	
Dislocated Workers		345		
Older Youth		47		
Younger Youth		110		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	74.00	76.8	
	Employers	60.5	76.66	
Entered Employment Rate	Adults	71.00	75.00	
	Dislocated Workers	80.6	89.9	
	Older Youth	72.00	81.8	
Retention Rate	Adults	76.00	92	
	Dislocated Workers	83.00	90.3	
	Older Youth	72.00	85.7	
	Younger Youth	65.00	73.6	
Earnings Change/Earnings Replacement In Six Months	Adults	3800.00	8238.55	
	Dislocated Workers	89.5	98.2	
	Older Youth	2448.00	4729.67	
Credential/Diploma Rate	Adults	65.00	57.5	
	Dislocated Workers	70.00	74	
	Older Youth	58.6	64.9	
	Younger Youth	69.2	77.6	
Skill Attainment Rate	Younger Youth	67.00	86.8	
Description of Other State Indicators of Performance (WIA §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
		0	1	16

Table 0- Local Performance

President's Office of Employment Training	Total Participants	Adults	2729	
		Dislocated Workers	2688	
		Older Youth	567	
		Younger Youth	1328	
ETA Assigned # 17035	Total Exiters	Adults	916	
Dislocated Workers		912		
Older Youth		73		
Younger Youth		303		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73.00	68.96	
	Employers	60.00	66.89	
Entered Employment Rate	Adults	71.16	77.6	
	Dislocated Workers	81.46	85.5	
	Older Youth	67.00	83.3	
Retention Rate	Adults	84.38	90.2	
	Dislocated Workers	83.23	94.8	
	Older Youth	73.87	88	
	Younger Youth	66.38	67.7	
Earnings Change/Earnings Replacement In Six Months	Adults	3549.84	5400.42	
	Dislocated Workers	85.83	100.8	
	Older Youth	2150.00	4804.84	
Credential/Diploma Rate	Adults	55.56	66	
	Dislocated Workers	55.14	72.2	
	Older Youth	50.15	81.1	
	Younger Youth	63.88	79.6	
Skill Attainment Rate	Younger Youth	70.85	77.4	
Description of Other State Indicators of Performance (WIA §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
		0	1	16

Table 0- Local Performance

North and Northwest Cook County	Total Participants	Adults	620	
		Dislocated Workers	1525	
		Older Youth	138	
		Younger Youth	520	
ETA Assigned # 17040	Total Exiters	Adults	135	
		Dislocated Workers	439	
		Older Youth	29	
		Younger Youth	73	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.5	67.51	
	Employers	63.00	66.63	
Entered Employment Rate	Adults	76.00	70.9	
	Dislocated Workers	81.00	82.8	
	Older Youth	68.00	85.7	
Retention Rate	Adults	85.5	91.3	
	Dislocated Workers	84.00	90.7	
	Older Youth	75.00	95.7	
	Younger Youth	67.00	83.7	
Earnings Change/Earnings Replacement In Six Months	Adults	5250.00	7021.13	
	Dislocated Workers	83.00	83.3	
	Older Youth	4300.00	4832.72	
Credential/Diploma Rate	Adults	64.00	66.1	
	Dislocated Workers	76.5	73.8	
	Older Youth	52.5	57.1	
	Younger Youth	70.5	90.20	
Skill Attainment Rate	Younger Youth	76.2	81.00	
Description of Other State Indicators of Performance (WIA §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
		0	3	14

Table 0- Local Performance

Mayor's Office of Workforce Development	Total Participants	Adults	4205
		Dislocated Workers	3302
		Older Youth	1128
		Younger Youth	2029
ETA Assigned # 17045	Total Exiters	Adults	2722
		Dislocated Workers	2286
		Older Youth	605
		Younger Youth	1255
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.5	60.65
	Employers	61.00	68.84
Entered Employment Rate	Adults	66.00	68.5
	Dislocated Workers	79.8	77.9
	Older Youth	59.00	64.7
Retention Rate	Adults	73.00	81.3
	Dislocated Workers	81.2	89.2
	Older Youth	73.3	77.4
	Younger Youth	66.9	62
Earnings Change/Earnings Replacement In Six Months	Adults	3250.00	4163.51
	Dislocated Workers	84.00	91.5
	Older Youth	2600.00	3486.89
Credential/Diploma Rate	Adults	52.3	53.1
	Dislocated Workers	53.00	59.6
	Older Youth	43.05	50.1
	Younger Youth	45.9	55.6
Skill Attainment Rate	Younger Youth	72.2	72.7
Description of Other State Indicators of Performance (WIA §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
		0	3
			Exceeded
			14

Table 0- Local Performance

Workforce Services Division of Will County	Total Participants	Adults	391	
		Dislocated Workers	348	
		Older Youth	101	
		Younger Youth	348	
ETA Assigned # 17050	Total Exiters	Adults	198	
Dislocated Workers		214		
Older Youth		30		
Younger Youth		264		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80.1	70.77	
	Employers	60.00	82.05	
Entered Employment Rate	Adults	67.31	69.1	
	Dislocated Workers	82.00	75.1	
	Older Youth	62.42	83.3	
Retention Rate	Adults	76.68	93.3	
	Dislocated Workers	82.5	95.2	
	Older Youth	73.87	95.7	
	Younger Youth	63.46	55.2	
Earnings Change/Earnings Replacement In Six Months	Adults	3450.00	2769.29	
	Dislocated Workers	76.00	75.1	
	Older Youth	2203.00	1762.33	
Credential/Diploma Rate	Adults	53.00	45.2	
	Dislocated Workers	54.48	52.8	
	Older Youth	49.63	89.5	
	Younger Youth	57.3	64.7	
Skill Attainment Rate	Younger Youth	72.93	65.7	
Description of Other State Indicators of Performance (WIA §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
		0	9	8

Table 0- Local Performance

Grundy Livingston Kankakee Workforce Board	Total Participants	Adults	513
		Dislocated Workers	726
		Older Youth	94
		Younger Youth	249
ETA Assigned # 17055	Total Exiters	Adults	89
		Dislocated Workers	197
		Older Youth	26
		Younger Youth	124
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.00	71.79
	Employers	67.00	77.38
Entered Employment Rate	Adults	71.4	72
	Dislocated Workers	80	81.1
	Older Youth	69.2	58.3
Retention Rate	Adults	75.6	82.9
	Dislocated Workers	82.3	93.4
	Older Youth	74.39	75.8
	Younger Youth	72.00	68.5
Earnings Change/Earnings Replacement In Six Months	Adults	3216.00	3939.03
	Dislocated Workers	90.83	111.5
	Older Youth	3396.00	5314.89
Credential/Diploma Rate	Adults	55.3	51.9
	Dislocated Workers	54.5	53.4
	Older Youth	50.00	48.6
	Younger Youth	73.1	83.30
Skill Attainment Rate	Younger Youth	81.2	76.1
Description of Other State Indicators of Performance (WIA §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
		0	7
			Exceeded
			10

Table 0- Local Performance

Business Employment Skills Team/Dislocated Workers	Total Participants	Adults	214
		Dislocated Workers	321
		Older Youth	66
		Younger Youth	341
ETA Assigned # 17060	Total Exiters	Adults	27
		Dislocated Workers	140
		Older Youth	15
		Younger Youth	94
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80.00	79.09
	Employers	67.00	83.88
Entered Employment Rate	Adults	77.00	82.6
	Dislocated Workers	83.00	88.9
	Older Youth	72.00	100.00
Retention Rate	Adults	78.65	88.5
	Dislocated Workers	84.00	93.5
	Older Youth	80.9	88.9
	Younger Youth	64.3	81.8
Earnings Change/Earnings Replacement In Six Months	Adults	3622.00	5525.9
	Dislocated Workers	78.24	85.2
	Older Youth	2246.00	4000.00
Credential/Diploma Rate	Adults	57.12	67.6
	Dislocated Workers	52.5	55.6
	Older Youth	57.67	60.00
	Younger Youth	63.75	76.7
Skill Attainment Rate	Younger Youth	73.87	76.7
Description of Other State Indicators of Performance (WIA §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
		0	1
			Exceeded
			16

Table 0- Local Performance

Rock Island Tri-County Consortium	Total Participants	Adults	192
		Dislocated Workers	458
		Older Youth	51
		Younger Youth	204
ETA Assigned # 17065	Total Exiters	Adults	104
		Dislocated Workers	229
		Older Youth	21
		Younger Youth	92
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.00	71.10
	Employers	60.00	79.18
Entered Employment Rate	Adults	72.00	80.00
	Dislocated Workers	78.4	93.2
	Older Youth	61.5	54.5
Retention Rate	Adults	77.5	78.2
	Dislocated Workers	83.7	92.5
	Older Youth	83.3	85.7
	Younger Youth	64.2	61.6
Earnings Change/Earnings Replacement In Six Months	Adults	3000.00	3832.55
	Dislocated Workers	90.00	105.9
	Older Youth	2000.00	2376.64
Credential/Diploma Rate	Adults	56.6	72.1
	Dislocated Workers	57.1	70.8
	Older Youth	50.00	50.00
	Younger Youth	61.4	70.2
Skill Attainment Rate	Younger Youth	67.5	84.1
Description of Other State Indicators of Performance (WIA §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
		0	4
			Exceeded
			13

Table 0- Local Performance

Workforce Investment Office of Western Illinois	Total Participants	Adults	204	
		Dislocated Workers	824	
		Older Youth	68	
		Younger Youth	307	
ETA Assigned # 17070	Total Exiters	Adults	66	
Dislocated Workers		112		
Older Youth		22		
Younger Youth		66		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80.00	79.11	
	Employers	67.00	85.64	
Entered Employment Rate	Adults	70.00	70.3	
	Dislocated Workers	78.00	87.5	
	Older Youth	68.2	84.6	
Retention Rate	Adults	81.00	84.4	
	Dislocated Workers	84.00	85.00	
	Older Youth	81.3	87.2	
	Younger Youth	66.3	58.9	
Earnings Change/Earnings Replacement In Six Months	Adults	3100.00	3693.9	
	Dislocated Workers	82.00	101.6	
	Older Youth	2600.00	2352.53	
Credential/Diploma Rate	Adults	58.5	49.2	
	Dislocated Workers	58.00	57.8	
	Older Youth	53.8	58.3	
	Younger Youth	65.7	88	
Skill Attainment Rate	Younger Youth	72.00	84.2	
Description of Other State Indicators of Performance (WIA §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
		0	5	12

Table 0- Local Performance

City of Peoria Workforce Development Department	Total Participants	Adults	173
		Dislocated Workers	417
		Older Youth	96
		Younger Youth	101
ETA Assigned # 17075	Total Exiters	Adults	58
		Dislocated Workers	85
		Older Youth	29
		Younger Youth	46
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.10	74.08
	Employers	67.00	78.44
Entered Employment Rate	Adults	80.6	85.3
	Dislocated Workers	81.2	89.1
	Older Youth	72.00	100.00
Retention Rate	Adults	81.00	91.3
	Dislocated Workers	86.00	98.4
	Older Youth	76.00	89.5
	Younger Youth	66.8	55.6
Earnings Change/Earnings Replacement In Six Months	Adults	4101.00	3848.22
	Dislocated Workers	84.00	122.2
	Older Youth	2900.00	4073.79
Credential/Diploma Rate	Adults	57.00	69.6
	Dislocated Workers	60.00	62.00
	Older Youth	52.00	100.00
	Younger Youth	65.2	87.5
Skill Attainment Rate	Younger Youth	75.00	83.9
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Exceeded
		3	14

Table 0- Local Performance

Career Link	Total Participants	Adults	109
		Dislocated Workers	261
		Older Youth	36
		Younger Youth	108
ETA Assigned # 17080	Total Exiters	Adults	49
		Dislocated Workers	57
		Older Youth	22
		Younger Youth	64
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.00	82.86
	Employers	62.00	80.83
Entered Employment Rate	Adults	73.00	90.5
	Dislocated Workers	81.00	84.4
	Older Youth	65.00	100.00
Retention Rate	Adults	82.5	96.1
	Dislocated Workers	86.3	98
	Older Youth	78.5	100.00
	Younger Youth	65.1	90.9
Earnings Change/Earnings Replacement In Six Months	Adults	3550.00	11185.1
	Dislocated Workers	87.00	137.6
	Older Youth	2950.00	13289.67
Credential/Diploma Rate	Adults	57.1	75.5
	Dislocated Workers	61.2	68.8
	Older Youth	50.00	76.5
	Younger Youth	68.7	91.7
Skill Attainment Rate	Younger Youth	75.9	91.9
Description of Other State Indicators of Performance (WIA §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
		0	0
		Exceeded	
		17	

Table 0- Local Performance

Champaign Consortium	Total Participants	Adults	230
		Dislocated Workers	189
		Older Youth	51
		Younger Youth	153
ETA Assigned # 17085	Total Exiters	Adults	18
		Dislocated Workers	22
		Older Youth	5
		Younger Youth	24
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.00	75.96
	Employers	70.00	70.90
Entered Employment Rate	Adults	77.8	70.00
	Dislocated Workers	83.00	89.2
	Older Youth	76.00	100.00
Retention Rate	Adults	80.00	88.00
	Dislocated Workers	85.00	93.5
	Older Youth	76.00	95.7
	Younger Youth	66.7	72.1
Earnings Change/Earnings Replacement In Six Months	Adults	3375.00	2794.67
	Dislocated Workers	98.00	88.8
	Older Youth	2575.00	4140.35
Credential/Diploma Rate	Adults	60.00	72.7
	Dislocated Workers	59.00	81.8
	Older Youth	59.00	76.9
	Younger Youth	69.00	100.00
Skill Attainment Rate	Younger Youth	80.00	89.1
Description of Other State Indicators of Performance (WIA §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
		0	4
			Exceeded
			13

Table 0- Local Performance

Vermillion County Job Training Partnership	Total Participants	Adults	104
		Dislocated Workers	152
		Older Youth	23
		Younger Youth	150
ETA Assigned # 17090	Total Exiters	Adults	37
		Dislocated Workers	76
		Older Youth	2
		Younger Youth	47
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.00	77.30
	Employers	67.7	80.63
Entered Employment Rate	Adults	72.00	72.00
	Dislocated Workers	79.00	79.1
	Older Youth	64.00	N/A
Retention Rate	Adults	82.2	77.1
	Dislocated Workers	86.2	87.5
	Older Youth	78.1	83.3
	Younger Youth	65.00	61.3
Earnings Change/Earnings Replacement In Six Months	Adults	3513.00	5012.02
	Dislocated Workers	84.00	74.1
	Older Youth	2900.00	2782.5
Credential/Diploma Rate	Adults	56.2	60.4
	Dislocated Workers	61.8	51.5
	Older Youth	52.3	100.00
	Younger Youth	63.9	80.00
Skill Attainment Rate	Younger Youth	75.00	84.8
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))			
Note: N/A = no outcome/exiters for measure.			
Overall Status of Local Performance		Not Met	Met
		0	6
			Exceeded
			10

Table 0- Local Performance

Workforce Investment Solutions	Total Participants	Adults	187
		Dislocated Workers	264
		Older Youth	36
		Younger Youth	149
ETA Assigned # 17095	Total Exiters	Adults	59
		Dislocated Workers	54
		Older Youth	9
		Younger Youth	37
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.00	72.57
	Employers	67.00	79.66
Entered Employment Rate	Adults	80.00	71.4
	Dislocated Workers	74.00	88.3
	Older Youth	76.00	66.7
Retention Rate	Adults	80.00	89.5
	Dislocated Workers	80.00	97.9
	Older Youth	83.00	100.00
	Younger Youth	70.00	70.3
Earnings Change/Earnings Replacement In Six Months	Adults	1300.00	1660.06
	Dislocated Workers	78.00	74.8
	Older Youth	2280.00	2786.33
Credential/Diploma Rate	Adults	51.00	51.3
	Dislocated Workers	64.00	58.6
	Older Youth	50.00	60.00
	Younger Youth	70.7	64.3
Skill Attainment Rate	Younger Youth	70.00	67.2
Description of Other State Indicators of Performance (WIA §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
		0	8
			Exceeded
			9

Table 0- Local Performance

WIA Program-LWIA 20	Total Participants	Adults	301	
		Dislocated Workers	204	
		Older Youth	44	
		Younger Youth	208	
ETA Assigned # 17100	Total Exiters	Adults	85	
		Dislocated Workers	79	
		Older Youth	26	
		Younger Youth	108	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.00	83.04	
	Employers	70.00	81.71	
Entered Employment Rate	Adults	72.00	83.3	
	Dislocated Workers	81.00	83	
	Older Youth	76.00	81.3	
Retention Rate	Adults	82.4	91.4	
	Dislocated Workers	86.00	95.8	
	Older Youth	78.9	96.3	
	Younger Youth	65.4	66.7	
Earnings Change/Earnings Replacement In Six Months	Adults	3780.00	5692.62	
	Dislocated Workers	87.00	88.5	
	Older Youth	2900.00	4135.52	
Credential/Diploma Rate	Adults	56.3	66.7	
	Dislocated Workers	65.7	70.6	
	Older Youth	58.1	50.00	
	Younger Youth	68.5	62.5	
Skill Attainment Rate	Younger Youth	75.6	86	
Description of Other State Indicators of Performance (WIA §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
		0	2	15

Table 0- Local Performance

West Central Development Council Inc.	Total Participants	Adults	262
		Dislocated Workers	404
		Older Youth	50
		Younger Youth	316
ETA Assigned # 17105	Total Exiters	Adults	84
		Dislocated Workers	96
		Older Youth	10
		Younger Youth	80
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.00	84.06
	Employers	67.00	83.60
Entered Employment Rate	Adults	75.00	93.6
	Dislocated Workers	79.00	90.4
	Older Youth	74.10	87.5
Retention Rate	Adults	82.00	83.1
	Dislocated Workers	84.00	89.7
	Older Youth	78.00	100.00
	Younger Youth	66.7	72.00
Earnings Change/Earnings Replacement In Six Months	Adults	3650.00	4956.92
	Dislocated Workers	87.00	83.5
	Older Youth	4542.00	5371
Credential/Diploma Rate	Adults	58.7	75.8
	Dislocated Workers	64.00	76.1
	Older Youth	56.00	81.8
	Younger Youth	64.4	81.4
Skill Attainment Rate	Younger Youth	75.7	85.5
Description of Other State Indicators of Performance (WIA §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
		0	1
			Exceeded
			16

Table 0- Local Performance

Madison County Employment and Training Department	Total Participants	Adults	275
		Dislocated Workers	217
		Older Youth	67
		Younger Youth	201
ETA Assigned # 17110	Total Exiters	Adults	74
		Dislocated Workers	74
		Older Youth	23
		Younger Youth	187
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.00	76.01
	Employers	65.00	72.37
Entered Employment Rate	Adults	72.00	87.7
	Dislocated Workers	79.00	95.1
	Older Youth	64.6	90.00
Retention Rate	Adults	82.00	89.6
	Dislocated Workers	86.00	96.9
	Older Youth	73.00	100.00
	Younger Youth	65.00	82.8
Earnings Change/Earnings Replacement In Six Months	Adults	3600.00	5341.83
	Dislocated Workers	87.00	140.3
	Older Youth	2355.00	4214.25
Credential/Diploma Rate	Adults	62.8	70.1
	Dislocated Workers	60.00	77.3
	Older Youth	59.4	83.3
	Younger Youth	62.5	75.9
Skill Attainment Rate	Younger Youth	74.00	81.3
Description of Other State Indicators of Performance (WIA §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
		0	0
			Exceeded
			17

Table 0- Local Performance

Crossroads Workforce Investment Board	Total Participants	Adults	273
		Dislocated Workers	1546
		Older Youth	20
		Younger Youth	172
ETA Assigned # 17115	Total Exiters	Adults	105
		Dislocated Workers	844
		Older Youth	14
		Younger Youth	98
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.00	73.08
	Employers	62.00	71.68
Entered Employment Rate	Adults	75.00	91.3
	Dislocated Workers	84.1	87.00
	Older Youth	67.00	85.7
Retention Rate	Adults	86.5	94.4
	Dislocated Workers	86.10	91.7
	Older Youth	86.5	94.4
	Younger Youth	70.00	86.5
Earnings Change/Earnings Replacement In Six Months	Adults	3800.00	5358.12
	Dislocated Workers	85.6	93.3
	Older Youth	3300.00	2768.38
Credential/Diploma Rate	Adults	55.00	63.4
	Dislocated Workers	58.00	58.2
	Older Youth	45.00	56.5
	Younger Youth	59.00	80.7
Skill Attainment Rate	Younger Youth	82.00	91.7
Description of Other State Indicators of Performance (WIA §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
		0	2
			Exceeded
			15

Table 0- Local Performance

St. Clair County Intergovernmental Grants Dept.	Total Participants	Adults	690	
		Dislocated Workers	381	
		Older Youth	250	
		Younger Youth	426	
ETA Assigned # 17120	Total Exiters	Adults	316	
Dislocated Workers		186		
Older Youth		30		
Younger Youth		47		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.00	75.13	
	Employers	67.00	69.26	
Entered Employment Rate	Adults	72.00	70.1	
	Dislocated Workers	81.72	88.1	
	Older Youth	64.1	100.00	
Retention Rate	Adults	82.00	88.3	
	Dislocated Workers	86.67	89.4	
	Older Youth	80.5	90.9	
	Younger Youth	65.2	54.8	
Earnings Change/Earnings Replacement In Six Months	Adults	4756.00	5951.11	
	Dislocated Workers	93.73	109.8	
	Older Youth	2800.00	3048.56	
Credential/Diploma Rate	Adults	58.82	57.6	
	Dislocated Workers	63.16	74.5	
	Older Youth	50.8	100.00	
	Younger Youth	66.00	97.3	
Skill Attainment Rate	Younger Youth	75.1	63.2	
Description of Other State Indicators of Performance (WIA §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
		0	5	12

Table 0- Local Performance

MAN-TRA-CON Corp.	Total Participants	Adults	364	
		Dislocated Workers	159	
		Older Youth	96	
		Younger Youth	250	
ETA Assigned # 17125	Total Exiters	Adults	211	
Dislocated Workers		67		
Older Youth		20		
Younger Youth		115		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.00	75.88	
	Employers	76.00	84.56	
Entered Employment Rate	Adults	73.4	78.9	
	Dislocated Workers	81.6	82.7	
	Older Youth	64.00	65.00	
Retention Rate	Adults	82.00	88.1	
	Dislocated Workers	86.00	87.2	
	Older Youth	84.6	100.00	
	Younger Youth	65.00	68.9	
Earnings Change/Earnings Replacement In Six Months	Adults	4165.00	5549.47	
	Dislocated Workers	82.00	84.4	
	Older Youth	2900.00	2523.69	
Credential/Diploma Rate	Adults	68.8	70.00	
	Dislocated Workers	66.40	68.9	
	Older Youth	49.2	53.3	
	Younger Youth	55.00	77.9	
Skill Attainment Rate	Younger Youth	67.2	83.5	
Description of Other State Indicators of Performance (WIA §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
		0	2	15

Table 0- Local Performance

Southern 14 Development Council Inc.	Total Participants	Adults	345	
		Dislocated Workers	161	
		Older Youth	75	
		Younger Youth	197	
ETA Assigned # 17130	Total Exiters	Adults	172	
Dislocated Workers		74		
Older Youth		23		
Younger Youth		81		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80.00	81.92	
	Employers	67.00	85.72	
Entered Employment Rate	Adults	72.00	80.6	
	Dislocated Workers	79.00	87.7	
	Older Youth	64.00	82.4	
Retention Rate	Adults	79.2	81.3	
	Dislocated Workers	86.00	83.3	
	Older Youth	78.00	100.00	
	Younger Youth	68.1	64.4	
Earnings Change/Earnings Replacement In Six Months	Adults	4040.00	5608.28	
	Dislocated Workers	90.7	78.9	
	Older Youth	2900.00	11445.33	
Credential/Diploma Rate	Adults	71.6	78.8	
	Dislocated Workers	66.7	76.7	
	Older Youth	73.4	77.3	
	Younger Youth	66.4	78.6	
Skill Attainment Rate	Younger Youth	75.00	78.00	
Description of Other State Indicators of Performance (WIA §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
		0	3	14

