

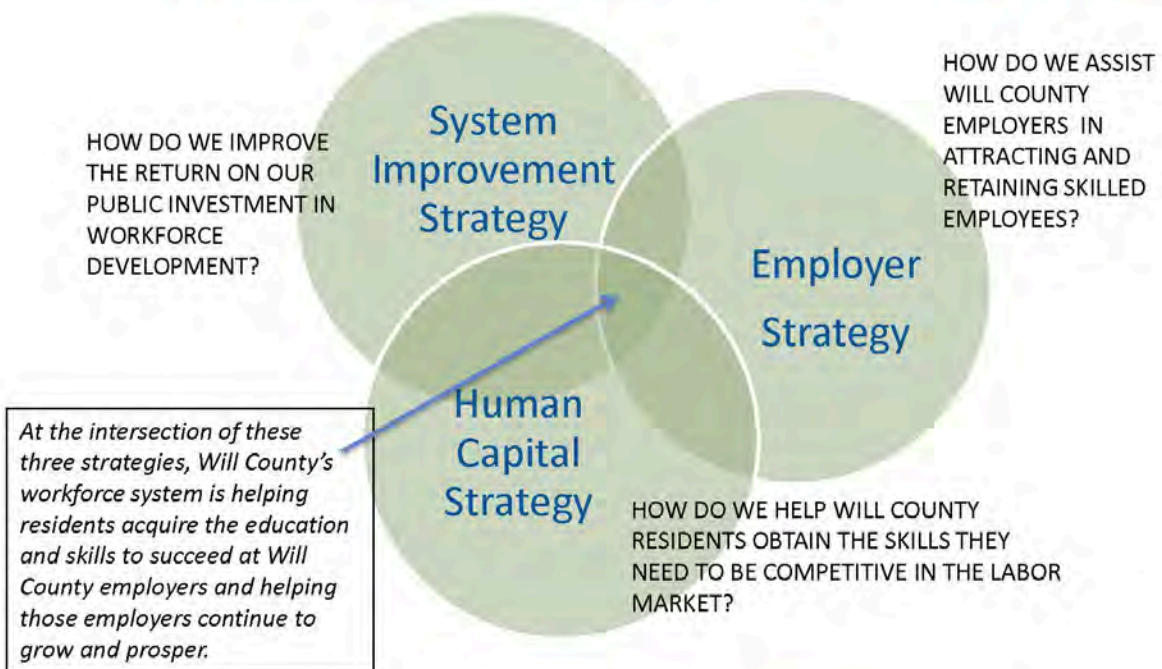
# WILL COUNTY WIOA PLAN

## LABOR MARKET ANALYSIS

The Workforce Investment Board of Will County has developed a strong labor market analysis process to assist in the determination of local and future needs. This analysis uses data to analyze trends, make projections, identify demand occupations, and assist in the development of programming for both businesses and job seekers.

The graphic below provides a clear picture of the three strategies that drive the work of the Board. Data and analysis are critical to ensuring that the focus of all programs has a strong connection to enhancing the outcomes of these strategies.

### Three distinct components make up the Will County Workforce Investment Board Strategy: System Improvement Strategy, Employer Strategy, and Human Capital Strategy



One of the primary activities in the recent local labor market analysis was to identify the “key” industry sectors which will drive the programs and activities of the LWIA. The Workforce Investment Board of Will County has long been implementing programs and initiatives based on industry sector analysis. Focusing on industry sectors has provided the Workforce Investment Board with a targeted approach to program development and a strong connection to economic development activities in the County.

Sector strategies are considered highly responsive to industry demand when compared to traditional job-matching and training services because they are:

- Problem-oriented, not program-oriented;
- Address needs interdependently, not independently; and
- Work with industries collectively, not as individual firms.

Sector initiatives meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. By meeting the needs of regional industry on behalf of a region’s jobseekers and workers, sector initiatives strengthen a region’s overall economic vitality. Sector initiatives:

- ✓ Address the needs of employers by focusing intensively on the workforce needs of a specific industry sector over a sustained period, often concentrating on a specific occupation or set of occupations within that industry;
- ✓ Address the needs of workers by creating formal career paths to good jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs;
- ✓ Bolster regional economic competitiveness by engaging economic development experts in workforce issues and aligning education, economic, and workforce development planning;
- ✓ Engage a broader array of key stakeholders through partnerships organized by workforce intermediaries; and
- ✓ Promote systemic change that achieves ongoing benefits for the industry, workers, and community.

The Workforce Investment Board did an analysis of key industries that are workforce drivers in the County. Based on the analysis, the following will be the key industry sectors for the next two years:

- Healthcare
- Manufacturing
- Professional/Financial/Information Technology Services
- Transportation/Distribution/Logistics

The identification of these sectors was the result of labor market analysis that began with an examination of all major industry sectors and used a ranking system to narrow down the sectors based on employment, wage, growth, and skill indicators as shown in Table 1 below.

These key sectors are in line with the sectors identified in the Northeast Economic Development Region’s most critical sectors of Healthcare, Manufacturing, TDL, and acknowledging that Information Technology is an underlying component in all three of these sectors.

**TABLE 1**

**Will County  
Major Industry Sectors**

Industry Score	Description	2006 Jobs	2016 Jobs	2006 - 2016 Change	2006 - 2016 % Change	2016 Wages & Salaries	2016 Jobs	2026 Jobs	2016 - 2026 Change	2016 - 2026 % Change
N/A	Government	31,373	33,622	2,249	7%	\$46,400	33,622	35,062	1,440	4%
4	Retail Trade	25,671	30,110	4,439	17%	\$26,214	30,110	33,189	3,079	10%
7	Health Care and Social Assistance	18,772	25,995	7,223	38%	\$45,825	25,995	31,417	5,422	21%
7	Manufacturing	20,016	20,520	504	3%	\$67,869	20,520	22,696	2,176	11%
4	Accommodation and Food Services	15,074	20,105	5,031	33%	\$16,117	20,105	23,967	3,862	19%
7	Transportation and Warehousing	9,267	17,654	8,387	91%	\$47,557	17,654	23,479	5,825	33%
7	Wholesale Trade	10,095	16,338	6,243	62%	\$68,294	16,338	21,414	5,076	31%
4	Administrative/Support & Waste Management/Remediation Services	10,194	16,280	6,086	60%	\$30,887	16,280	20,927	4,647	29%
6	Construction	19,820	16,107	(3,713)	(19%)	\$65,523	16,107	16,590	483	3%
4	Other Services (except Public Administration)	10,546	12,702	2,156	20%	\$29,039	12,702	15,123	2,421	19%
7	Professional, Scientific, and Technical Services	8,140	12,200	4,060	50%	\$55,582	12,200	15,743	3,543	29%
5	Educational Services	3,775	5,440	1,665	44%	\$32,120	5,440	6,555	1,115	20%
3	Finance and Insurance	5,137	4,902	(235)	(5%)	\$56,312	4,902	4,832	(70)	(1%)
0	Arts, Entertainment, and Recreation	5,251	4,601	(650)	(12%)	\$26,130	4,601	4,210	(391)	(8%)
3	Real Estate and Rental and Leasing	3,006	3,025	19	1%	\$43,242	3,025	3,356	331	11%
3	Information	3,218	2,371	(847)	(26%)	\$49,785	2,371	2,269	(102)	(4%)
4	Utilities	1,883	1,802	(81)	(4%)	\$128,019	1,802	2,278	476	26%
4	Management of Companies and Enterprises	886	993	107	12%	\$51,092	993	823	(170)	(17%)
N/A	Crop and Animal Production	1,171	958	(213)	(18%)	\$32,362	958	847	(111)	(12%)
N/A	Unclassified Industry	390	494	104	27%	\$29,203	494	623	129	26%
N/A	Mining, Quarrying, and Oil and Gas Extraction	295	241	(54)	(18%)	\$83,380	241	241	0	0%
		203,979	246,459	42,480	21%	\$44,570	246,459	285,640	39,181	16%
	<b>Industry Scoring</b>									
	2015 large (more than 5000 employees) = 2 points									
	Historical growth = 1 point									
	Projected growth = 1 point									
	Above average wage = 2 point									
	Occupations require training beyond HS = 1 point									

These four sectors are the industry drivers in Will County. They will be used to focus business service programs, including incumbent worker and on-the-job training programs, modify and update the Will County Demand Occupation list, and to identify business service priorities in the County.

A further drill down of these key sectors and their occupational makeup and demand led to the development of the final demand occupation list (Table 2) for Will County on the next page.

**TABLE 2**

**DEMAND OCCUPATIONS  
2016-2017**

**HEALTHCARE**

Dental Assistants  
Dental Hygienists  
Diagnostic Medical Sonographers  
Licensed Practical Nurses  
Medical and Clinical Laboratory Technicians  
Medical Assistants/Patient Care Technicians  
Medical Secretaries  
Medical Records and Health Information Technicians  
Nursing Assistants  
Occupational Therapy Assistants  
Paramedics  
Pharmacy Technicians  
Physical Therapist Assistants/Aides  
Radiologic Technologists  
Registered Nurses  
Respiratory Therapists  
Secretaries and Administrative Assistants  
Supervisors of Office and Administrative Support Workers  
Surgical Technologists  
Veterinary Technologists and Technicians

**PROFESSIONAL/FINANCIAL/INFORMATION  
TECHNOLOGY**

Accountants and Auditors  
Bookkeeping, Accounting, and Auditing Clerks  
Claims Adjusters, Examiners, and Investigators  
Computer and Information Systems Managers  
Computer Network Architects  
Computer Network Support Specialists  
Computer Programmers  
Computer Systems Analysts  
Computer User Support Specialists  
Database Administrators  
Information Security Analysts  
Network and Computer Systems Administrators  
Paralegals and Legal Assistants  
Secretaries and Administrative Assistants  
Supervisors of Office and Administrative Support Workers  
Supervisors of Personal Service Workers  
Software Developers, Applications  
Software Developers, Systems Software  
Tax Preparers  
Web Developers

**MANUFACTURING**

Chemical Plant Operators  
Computer-Controlled Machine Tool Operators  
Food Machine Operators  
Industrial Machinery Mechanics  
Machine Operators  
Machinists  
Maintenance Machinery Workers  
Secretaries and Administrative Assistants  
Supervisors of Production, Mechanics, Operating, Repair Workers  
Tool and Die Makers  
Welders

**TRANSPORTATION/DISTRIBUTION/LOGISTICS  
(TDL)**

Truck, Airplane, Engine Mechanics and Specialists  
Bus Drivers  
Heavy and Tractor-Trailer Truck Drivers  
Truck or Delivery Service Drivers  
Mobile Heavy Equipment Mechanics  
Secretaries and Administrative Assistants  
Supervisors of Transportation and Vehicle Operators  
Supervisors of Laborers and Material Movers  
Transportation and Distribution Managers



## **CHAPTER 4: OPERATING SYSTEMS & POLICIES**

### **A. PROVIDE A DESCRIPTION OF THE ONE STOP DELIVERY SYSTEM IN THE LOCAL AREA, INCLUDING THE ROLES AND RESOURCE CONTRIBUTIONS OF THE ONE STOP PARTNERS**

- ***Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:***

- Comprehensive One Stop
- Affiliated Workforce Centers
- Specialized Workforce Centers

The comprehensive One-Stop is located at 2400 Glenwood Avenue in Joliet, Illinois 60435. There are no affiliate or specialized Workforce Centers located in the LWIA.

The comprehensive One-Stop Center in Will County provides services to Adults, Dislocated Workers, Youth, job-seekers, community members and groups, and businesses, with active participation from the Core WIOA partners. All four Core partners have a physical presence in the Center and have been working for the past 18 months to develop coordinated career services for all customers. These career services include eligibility determination for Title IB, outreach/intake/orientation for joint and specific partner initiatives, initial assessment and development of career plan, labor exchange services, provision of LMI, joint performance and specific program information, supportive service provision, assistance with UI claims, identification of additional financial aid assistance, and a wide range of other services appropriate to assist an individual to obtain or retain employment.

In addition to the required career services, the One Stop operator, the Workforce Services Division of Will County (WSD), implements a business services delivery model for the One Stop, including working with Wagner-Peyser, Joliet Junior College, OJT Contractors, the WIB, the Will County Center for Economic Development, and Pace Suburban Bus to coordinate and expand business services (see Table 3 for display of these activities). The Workforce Center of Will County (WCWC) uses an information system called G\*Stars to collect baseline information on job seekers' education level, work history, and demographic information. This system is used to track Center usage by program and specific service.

A host of other services are also available to customers of the One-Stop Center including orientation to TANF services, specialized veterans services, tutoring, job fairs, networking sessions, and workshops to assist with employment and re-employment to name a few.



TABLE 3



### Will County Business Services



### Will County Business Service Partners



For more information contact Pat Fera, 815.727.5673, pfera@willcountyllinois.com

Appendix 1 outlines the specific career services available at the Center and other locations and the partner(s) currently involved in the provision of those services.

- ***Explain how the comprehensive One Stop Center provides on demand access to the required career services in the most inclusive and appropriate setting and accommodations.***

The One-Stop has a customer service focus and an open resource room that ensures public accessibility. It is open from 8:30 to 4:30 Monday through Friday. Due to the large geographic size of the County, the workforce system includes a mobile workforce center to ensure accessibility in all areas of the county (see description later in this document).

A detailed plan on the provision of required career services has been developed as part of the MOU process and Appendix 1 provides the summary of which services are provided on-site and which are available through a dedicated skype connection. The skype connections were

implemented to address the “direct linkage” requirement in the WIOA and the Governor’s Guidelines. These connections have been tested and are available “on-demand”.

The physical layout and design of the Workforce Center of Will County supports a culture of inclusiveness and accessibility. The Center is on the first floor of a physically accessible building. The exterior doors to the building have electronic sensors to open and close. All parts of the building and the Center, doors, hallways, restrooms, etc. are ADA compliant.

The resource room of the Center is a large, open space that provides ample space for customer movement and supports a culture of inclusiveness. With specialized assistance from the Illinois Department of Human Services-Vocational Rehabilitation, assistive technology and services are available and supported in the Center.

The facility is located on the edge of the Presence St. Joseph Medical Center complex and is in a high traffic area bordered by several main thoroughfares. Pace, the suburban public transportation provider, stops three blocks from the Workforce Center and will provide door-to-door service to/from numerous locations. The Workforce Center also provides ample parking for customers and staff, with a total of 292 dedicated parking spaces adjacent to the building, 19 of which are marked for individuals with disabilities.

• ***Provide information regarding the One Stop Operator and describe the methods for coordinated service delivery between operator and partners.***

- Name of the procured One Stop operator
- Describe the functions and scope of work of the One Stop operator
- Describe how the One Stop Operator was procured

The One-Stop operator is the Workforce Services Division of Will County (WSD). The One Stop operator was procured through a request-for-proposals process. The following summarizes the scope of work, including coordinated service delivery.

System Development and Planning

Under the One-Stop Operator Agreement, WSD is responsible for developing and implementing:

- An implementation plan.
- An outreach plan for the One Stop, including social media, flyer distribution and email blasts.
- A space analysis (secured a physical location for the One Stop).
- A technology plan.

### Process and Service Provision

WSD developed processes to ensure that all customers receive appropriate, timely, and effective WIOA services. WSD also provides guidance on the development of a broad range of employment and training services to meet the needs of residents and employers. The Core WIOA partners provide career services, including assessment, guidance and career planning, training services, employment and training activities, access to activities carried out by partners, access to labor market information, and provision of job search, placement, recruitment and employment activities. The One-Stop Operator also developed and implements a business services delivery model for the One-Stop, including working with Wagner-Peyser, Joliet Junior College, OJT Contractors, the WIB, the Will County Center for Economic Development, and Pace Suburban Bus staff to coordinate and expand business services.

### Management and Leadership

WSD provides leadership for One-Stop system development and operation and for the integration of services of all partners. WSD hosts monthly meetings with Core partners to ensure compliance with WIOA and coordination of services, conducts meetings with lead staff from all WIOA partners, as well as conducts monthly all-staff meetings. In addition, WSD obtains commitments from partners concerning locating operations at the One-Stop Center. WSD procured and implements training and staff development for One Stop staff. Examples of staff training in PY16 included: Certified Professional Resume Writer, Customer Service, and LinkedIn for Job Search.

### Accountability, Reporting and System Improvement

WSD developed and implements a system to collect, analyze and report performance of the core partners, center processes, and system services. In addition, they perform continuous improvement activities to achieve high levels of service quality and to enhance customer service. WSD implements and oversees technology solutions to manage and support enhanced cooperation and coordination of Core Partner programs. WSD also maintains compliance with all State and local policies and procedures relative to the One Stop. Additionally, WSD develops processes and accountability mechanisms for data entry into state and One Stop information systems for all operations and prepares and submits monthly and quarterly reports to the Workforce Investment Board of Will County (the Board).

WSD conducted an inventory of services and made recommendations for improving services based on best-practices in other areas. They host monthly all-staff meetings to assess what is working well and what can be improved and to allow staff to make recommendations for



improvements to services and to ensure that the One Stop is responsive to the ever-changing needs of clients. WSD works with the Board to determine metrics, collect, analyze and report data for accountability, assessment and system improvement and develops and implements customer satisfaction surveys.

### Physical Location

WSD is responsible for physical space planning, maintenance and upkeep at the One Stop as well as enforcing facility standards, including attendance, dress code and customer service.

- ***Describe the local operator's role and responsibility for coordinating referral among required partners.***

The development the referral process for services outside of the One Stop Center, including minimum standards for referrals, referral follow-up requirements and documentation of referral outcomes is complete. WSD uses G\*Stars information system to track system usage within the One Stop Center.

The goal of the system is to provide integrated and seamless delivery of services to job seeking customers. To that end, core and required partners (partners) of the Workforce Center of Will County (WCWC) agree to do the following:

1. Develop materials summarizing their services and eligibility requirements and to make these summaries available to all partners of the Center and to provide regular training and updates on services;
2. Require staffs to familiarize themselves with the requirements for participation in each of the required partners' services;
3. Ensure that customers eligible for each other's services are handed off in an efficient manner to one another;
4. Evaluate the effectiveness of the current system prior to the end of this MOU and improve (or modify) the process as needed.

All four core partners currently have a physical presence at the Workforce Center of Will County. When customers access services within the Center they are tracked by partner and program using the G\*Stars system. Customers who present at the WCWC for services provided by partners with staff who are housed at the Center will be assisted in navigating the services provided onsite, therefore eliminating the need to "refer" customers within the Center. The

Center views internal handoffs of customers from one partner to another at the physical Center as “service to service” contact.

When the need arises to refer customers who come to the Center for partner services that are not offered onsite, partners agree to “accept” that referral via webcam, in order for customers to receive offsite partner services in real time, and “face-to-face” via Skype. The One-Stop Operator has made arrangements for webcams and Skype access at all partner locations. Partners agree to have staff available to accept a referral via webcam/Skype during all regular business hours.

The One-Stop Operator is responsible for ensuring that tracking is occurring and that it is an accurate reflection of the actual services being provided. One example of this responsibility is in the case when the services being provided by Joliet Junior College seemed undercounted, the OS Operator investigated the situation and changes were made to the customer flow and tracking to ensure that all services were being captured in a seamless way.

It is only when staff is not present at the Center or the service is outside of those offered in the system that a formal referral is made. Referrals to additional service providers beyond the required partners may be needed to meet customer needs. In such cases, every attempt will be made to connect the customer to a specific contact person at the referral location. A general referral form will be provided to the agency/service provider in order to complete follow up on the results of the referral. Customers will also be provided (in writing) the referral agency/service contact name, address, phone number, email address, hours of operation etc.

**B. PROVIDE INFORMATION REGARDING THE USE OF TECHNOLOGY IN THE ONE-STOP DELIVERY SYSTEM.**

- ***Describe how the workforce centers are implementing and transitioning to an integrated, technology enabled intake and case management information system for programs carried out under WIOA.***

The Board will work to implement any state-led initiatives to improve the public-private data infrastructure. Given the diversity of data systems between partners in the system, it will be necessary to have leadership from the state to allow for comprehensive integration. For the last 12 years, the Workforce Investment Board has used G\*Stars to manage, develop, and improve programs and services offered to customers of the One Stop system. Enhancements to the G\*Stars system now allow partner specific data analysis as well as utilizing the system as a customer management system (CMS) with business customers.

All required career services are available in the Workforce Center of Will County, either in person by staff who are housed at the Center, or via technology. Adults, dislocated workers and youth, and employers will be provided with services by the Workforce Services Division of Will County, Illinois Department of Employment Security, Illinois Department of Human Services – Division of Rehabilitation Services and Joliet Junior College onsite.

All partners who do not have staff working in the Center will provide their required career services via technology (see discussion of Skype access above). The Workforce Center Resource Room will be connected to all partners that do not have onsite staff via a webcam. Center customers who desire career services from an off-site partner will be assisted by Resource Room staff to connect with that partner via the webcams in order to connect in real time to partner staff who can assist them.

Currently, skype connections are available for Joliet Junior College’s Division of Adult Education and Literacy, Joliet Junior College’s Career and Technical Education Department, Will County Center for Community Concerns, and Kankakee County Community Services, Inc.

All customers accessing services will be provided with the following accommodations as needed/requested:

- Language Line
- Illinois Relay
- Sign language interpreter
- Braille keyboard/trackball mouse
- Intellikeys keyboard
- Dragon Speech Recognition software
- Braille printer
- Headphones
- Computer screen magnifiers
- 29 inch computer monitor

- ***Describe how the Local Board will facilitate access to services provided through the One Stop delivery system, including in remote areas, through the use of technology and other means.***

Will County has a Mobile Workforce Center (MWC) which travels to 5 different locations in the more remote areas of the county, including libraries and Village/City Halls. The MWC allows for customers, both job-seeking and employer, to access the same services available in the resource room of the Comprehensive Center. Customer tracking and usage are tracked on the

MWC in the same way as the Comprehensive Center. In addition, many workforce services are available online through, Illinois WorkNet and JobLink.

Partners who will not be physically located in the Center will provide career services via skype technology as described above. It will be required that the technology linkage be staffed all hours that the One Stop Center is open to the public.

**C. DESCRIBE HOW THE LOCAL BOARD WILL SUPPORT THE STRATEGY IDENTIFIED IN THE UNIFIED PLAN AND WORK WITH ENTITIES CARRYING OUT CORE PROGRAMS.**

The Workforce Investment Board of Will County will lead a system that promotes business driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the economy of Will County. The

Guiding Principles of the system are:

- Demand driven orientation,
- Strong partnerships with business at all levels,
- Career pathways to today's and tomorrow's jobs,
- Cross-agency collaboration and alignment,
- Integrated service delivery,
- Access and opportunity for all populations,
- Clear metrics for progress and success,
- Focus on continuous improvement and innovation.

To this end, the Workforce Investment Board has selected the Workforce Services Division of Will County as the One-Stop Operator for Will County. The role of the One-Stop Operator is outlined previously in this document. The One-Stop operator is responsible to the Workforce Investment Board to provide the leadership and direction in these activities.

- ***Describe how the Local Board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;***

The Board has charged the One-Stop Operator with review and coordination of programming in the Center. With the assistance of an outside consultant, the Core partners have cataloged all

services, workshops, and programs provided both in the One-Stop Center and at other locations. Through this process, the Core partners have identified services that are similar and have begun to provide those services in a joint fashion. An example of this is the job fairs that were previously hosted for individual employers by both IDES and WSD. Beginning in September of 2016, joint events are now held that host multiple (up to 12 at a time) employers to recruit for employees. In addition, Core partners are now identifying gaps in services at the Center and will initiate plans to eliminate those gaps.

Recently, the Board has asked that the Core partners develop marketing and communication materials that identify all services available to drive additional customers to the Center. This will be especially critical to target individuals with barriers to employment who may not have accessed services through the Center in the past because they were unaware of the Core partner presence at the location. This activity will be especially useful to expand services at the Center to people with disabilities (presence of VR representative), with limited English speaking abilities (presence of Adult Education representative), recipients of public assistance (offering TANF orientation at Center), Low Income older workers (coordination with SCSEP partner) and Veterans (specialized non-WIOA funded training and location of Will County Veterans Assistance Commission across the hall from the Center).

- ***Describe how the Local Board will work with entities carrying out core programs to facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and***
- ***Describe how the Local Board will work with entities carrying out core programs to improve access to activities leading to a recognized post-secondary credential.***

At the core of all Board programs is the identification and focus on the four key industry sectors: Healthcare, Manufacturing, Professional/Financial Services, and Transportation/Distribution/Logistics. The Board engaged a consultant to develop industry and occupational materials around each of these four sectors and the demand occupations in each sector. In addition to overview materials, an orientation Power Point and Career Advisor Guide was developed to ensure that customers of the One-Stop Center have a wide berth of information about the four sectors, including career pathways in each sector.

The Adult Education partner has focused bridge and ICAPs programming on two of these sectors (Healthcare and TDL) to allow customers to obtain both basic skill and occupational training in a coordinated fashion. JJC's Adult Education and Literacy division offers programs such as bridge and Integrated Education and Training (IET) programs which are developed to create opportunities for adult education students interested in a specific career pathway/field to co-enroll in high school equivalency or credit and/or English Language Acquisition/ESL classes

and college-level courses in their area of interest (i.e. health care, transportation/distribution/logistics, etc.). IET programs are closely coordinated with JJC's CTE departments and Perkins and lead to an industry recognized and stackable certificate/credential.

The identification of co-enrollment opportunities has significantly improved due to two specific activities. The first is the presence of multiple partners in the Center. Having a wider range of services and staff available encourages coordination and discussion. The second is ongoing meetings and planning sessions between the Core partners and their staff to share information, discuss opportunities, and plan strategies to ensure customers have access to all services necessary for them to obtain gainful employment.

In addition, a general assessment questionnaire has been developed that all customers to the Center will complete. This assessment will ensure that any and all services that would be appropriate for each customer are identified. The assessment is the tool that will aid in identifying and addressing any barriers to employment the customer may have. This assessment will be the basis for each customer's career plan.

The career plan process will strength the development for career pathway planning even in instances where the customer may be seeking what they believe is a terminal path to employment. The process provides an opportunity for Center staff to discuss future pathway options, identify important credentials and certifications for future occupational growth, and ensure that customers have a strong understanding of the path to their desired goals.

**D. PROVIDE INFORMATION REGARDING THE LOCAL COORDINATION STRATEGIES WITH STATE (INCLUDING THE UNIFIED PLAN), REGIONAL AND LOCAL PARTNERS TO ENHANCE SERVICES AND AVOID DUPLICATION OF ACTIVITIES**

- **Adult, Dislocated Worker, and Youth employment and training activities under WIOA Title I.**

As has been the case for the last 16 years, the Workforce Investment Board has responsibility for the implementation and oversight of Adult, Dislocated Worker, and Youth employment and training activities under Title I. This role will continue and be enhanced with the provisions outlines in the WIOA. The Title I provider has a seat on the Workforce Investment Board and provides regular reports to the Board. WIOA Title I services are being coordinated with Wagner-Peyser services to decrease duplication in business services through the offering on joint job fairs on a weekly basis.



- **Adult education and literacy activities under WIOA Title II. This description must include how the local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and WIOA Sec. 232.**

Joliet Junior College Adult Education has a seat on the Board and adult education has a staff person located at the One Stop Center. The Board has formed a committee that is charged with reviewing core partner plans, performance outcomes and reporting. Upon direction for the Illinois Community College Board, the WIB will review the submissions for Title II funding using an evaluation process that is currently under development by ICCB. Staff from the WIB were included the development and review of the Adult Education Area Plan. This plan included recognition of the coordination of services within the 4 key industry sectors identified by the WIB. Future areas of coordination include ICAPs programs, GED orientation, and occupational training.

- **Wagner-Peyser Act (29 USC 49 et seq.) services.**

The presence of Wagner-Peyser staff on a full-time basis has significantly decreased any duplication of services. In addition, the Board is working with Wagner-Peyser staff on coordination of employer services and is including several departments within Joliet Junior College, the Will County Economic Development, and the provider of OJT services in the effort. A client management system for business services is being developed, along with a single-point of entry system for providing business services. Additionally, the One Stop houses a core partner center which includes Adult Education, Illinois Department of Employment Security (IDES), Title 1B, Joliet Junior College Workforce Development, and the Illinois Department of Human Services (IDHS) Division of Rehabilitation Services. Because this program is operated through a central State agency structure there is not a local plan to review or coordinate.

- **Vocational rehabilitation services under WIOA Title IV.**

A representative from IDHS Division of Rehabilitation Services is on the Board and participates in policy and program discussions. In addition, an IDHS Division of Rehabilitation Services staff person is located in the One Stop Center one day per week. Because this program is operated through a central State agency structure there is not a local plan to review or coordinate.

- **Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.**

Members of both the secondary and post-secondary education systems serve on the Workforce Board, providing input and assistance in coordinating services and strategies. The Board partners with Joliet Junior College as well as the three four-year colleges located in the county on various programs. In addition, the Director of the Adult Education program from Joliet Junior College serves on the Workforce Investment Board and the Youth Committee of the Board.

The Workforce Investment Board has always had a strong and effective partnership with both secondary and post-secondary institutions in the County. The development of new programming and services is done through the Board Committee structure which includes several members of each of these groups.

- **How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 USC 2301 et seq.) to support service alignment.**

The provider of Carl D. Perkins Career and Technical Education programs has been a participant in the MOU discussions in Will County. The provider has agreed to provide services in the One-Stop Center via webcam technology. In addition, the CTE program services will be available on a part-time basis through a staff person from Joliet Junior College's Workforce Development Division who is housed in the One-Stop Center.

- **Other services provided in the one-stop delivery system including but not limited to the programs outlines in WIOA Sec. 121.**

The Workforce Investment Board would prefer that the delivery of all one-stop services be located physically in the Workforce Center of Will County. Given that this is not always possible, the Board has agreed that partners and services not available directly on-site will be accessible via skype technology as described in an earlier section. This is especially true for some of the smaller programs in the region such as SCSEP and CSBG.

- ***Provide a copy of the local supportive service policy and describe how the Local Board will coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.***

Referrals to the local CSBG provider, as well as other local community organizations for supportive services allows for not only coordination of services but also the ability to expand services in other areas. The Title IB provider has a supportive service policy but does not currently provide supportive services to Adults and Dislocated Workers. Supportive services are provided to youth under WIOA Title I programs.

- ***Describe the local referral process (see MOU Part IX).***
  - Identify the entities between who the referrals occur
  - Explain the method(s) that will be used to refer participants between programs
  - Define the roles related to referrals
  - Identify the method of tracking referrals
  - Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.

In accordance with the requirements of the Workforce Innovation Opportunity Act (WIOA) all core and required partners recognize the importance of ensuring that job seeking customers obtain services in a convenient and seamless manner. The goal of the system is to provide integrated and seamless delivery of services to job seeking customers. To that end, core and required partners (partners) of the Workforce Center of Will County (WCWC) agree to do the following:

1. Develop materials summarizing their services and eligibility requirements and to make these summaries available to all partners of the Center and to provide regular training and updates on services;
2. Require staffs to familiarize themselves with the requirements for participation in each of the required partners' services;
3. Ensure that customers eligible for each other's services are handed off in an efficient manner to one another;
4. Evaluate the effectiveness of the current system prior to the end of this MOU and improve (or modify) the process as needed.

All four core partners currently have a physical presence at the Workforce Center of Will County. When customers access services within the Center they are tracked by partner and program using the G\*Stars system. This allows customers to access multiple partner services in one visit and for all to be tracked and tabulated. Customers who present at the WCWC for services provided by partners with staff who are housed at the Center will be assisted in navigating the services provided onsite, therefore eliminating the need to “refer” customers within the Center. The Center views internal handoffs of customers from one partner to another at the physical Center as “service to service” contact.

When the need arises to refer customers who come to the Center to partner services that are not offered onsite, partners agree to “accept” that referral via webcam, in order for customers to receive offsite partner services in real time, and “face-to-face” via Skype. The One-Stop Operator is responsible for making arrangements for webcams/Skype access at all partner locations. Partners agree to have staff available to accept a referral via webcam/Skype during all regular business hours.

The One-Stop Operator is responsible for ensuring that tracking is occurring and that it is an accurate reflection of the actual services being provided. One example of this responsibility is in the case when the services being provided by Joliet Junior College seemed undercounted, the OS Operator investigated the situation and changes were made to the customer flow and tracking to ensure that all services were being captured in a seamless way.

It is only when no staff is present at the Center or the service is outside of those offered in the system that a formal referral is made. Referrals to additional service providers beyond the required partners may be needed to meet customer needs. In such cases, every attempt will be made to connect the customer to a specific contact person at the referral location. A general referral form will be provided to the referral agency/service provider in order to complete follow up on the results of the referral. Customers will also be provided (in writing) the referral agency/service contact name, address, phone number, email address, hours of operation etc.

**E. PROVIDE A DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE ADULT AND DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES**

- ***A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.***

A wide range of employment and training activities occur at the One-Stop Center. The resource room includes computers with resume development software, internet access for job searches and career information, books, DVDs and other materials on various job search topics, an open

computer lab to gain knowledge of basic computer skills, access to job search websites, copier and fax machine for job search activities, assistance with cover letters and employment applications, keyboarding software, and staff assistance. Workshops include: Microsoft Word, Stand Out Resumes: Successful Interviewing, Master Your Job Search, How To Complete Online Applications, and Networking Your Way to a New Job. The One Stop also provides assessment, guidance and career planning, access to labor market information, and assistance with job searches. The Center also hosts networking events, job clubs and a Career Cafe for sharing leads and ideas and learning job search techniques at the One Stop.

In Program Year 2015, nearly 4,000 clients used the Workforce System of Will County for job search and training related services, representing almost 15 ,000 visits to the system. The Mobile Workforce Center made 240 visits to locations throughout the county, serving over 1,000 clients. The Resume Gallery hosted over 1,000 job-seeker resumes for employers to review. Businesses placing job orders on the electronic job board has recently grown by 9%, representing more than 12,000 open positions. Table 4, below, is the most recent counts of service in the Center by Core Partners and individual program.

The One Stop provides Individual Training Account vouchers for those registrants in need of training in the identified demand occupations. Nearly 400 customers utilized ITAs in Program Year 2015. The Board provides funding for on-the-job training (OJT) for adults and dislocated workers and plans for more than 50 OJT participants next year. The Board is also expanding the program to provide OJT services for out-of-school youth and persons with disabilities. The Board subcontracts this service to Employment and Employer Services, Inc. They have two staff people located in the Workforce Center who conduct orientation sessions for job seekers and do outreach to employers. All clients seeking training must successfully complete a two week Career Certified course. The course provides soft skills training as well as math, reading, locating information, computer skills, and communication skills. The Board has also partnered with an employer with a registered apprenticeship program for incumbent worker training.

**TABLE 4**

**Workforce Center of Will County  
Service Utilization Report  
July 2016 through February 2017**

Workforce Center of Will County	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
<b>Total Services</b>	1,005	1,184	1,091	992	971	981	1,453	1,331	9,008
<b>Total Number of Customer Visits</b>	842	1,018	910	887	849	848	1,219	1,179	7,752
<b>Total Number of Customers</b>	525	613	576	540	513	507	707	720	3,160
Resource Room	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Resume Assistance	53	55	41	35	30	24	45	34	317
Career Research	9	33	29	15	18	19	23	34	179
Online Job Search	318	310	341	307	257	267	415	236	2,504
Use Copier/Fax/Phones	114	119	146	96	90	96	176	81	917
Keyboarding Skills	1	2	0	0	1	2	1	0	7
Math Review	19	31	14	23	24	22	45	50	228
<b>Total Services</b>	513	550	571	476	420	429	708	485	4,152
<b>Total Number of Customer Visits</b>	387	425	420	389	336	337	536	403	3,233
Workforce Services Division of Will County	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Career Cafe	29	34	31	34	53	29	55	79	375
Career Advisor/Eligibility	63	110	88	85	90	115	121	115	787
Youth Advisor	50	70	47	40	28	22	17	57	331
Testing	22	47	28	36	29	43	32	67	309
Workshops	17	33	31	23	20	15	29	49	217
Computer Lab	0	1	0	1	0	0	0	1	3
Employer Recruitment	28	28	4	0	3	0	0	0	63
OJT Orientation	10	18	12	14	5	12	21	30	122
OJT Representative	5	18	18	13	11	46	41	42	194
<b>Total Services</b>	224	359	259	246	239	287	347	440	2,401
<b>Total Number of Customer Visits</b>	212	349	251	241	237	282	340	416	2,328
Mobile Workforce Center	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Resume Assistance	17	15	8	12	2	3	13	18	93
Career Research	0	0	0	0	1	0	1	1	3
Online Job Search	76	123	81	80	62	55	88	73	618
Use Copier/Fax/Phones	0	0	0	0	0	1	0	1	2
Keyboarding Skills	0	0	0	0	0	0	0	0	0
Illinois Joblink	0	0	0	0	0	0	0	0	0
<b>Total Services</b>	93	138	89	92	65	59	87	93	716
<b>Total Number of Customer Visits</b>	93	135	89	92	65	59	85	89	707
Illinois Department of Employment Security	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Employer Recruitment	86	54	0	2	0	0	0	0	142
Illinois Joblink	25	30	22	21	22	12	21	45	198
RES Workshop	37	37	19	15	20	14	21	19	182
RESP	1	0	7	2	2	1	2	4	19
Unemployment Insurance (UI)	8	6	13	23	22	27	46	40	185
Veterans Services	9	4	11	2	6	12	16	7	67
<b>Total Services</b>	166	131	72	65	72	66	106	115	793
<b>Total Number of Customer Visits</b>	162	128	72	64	71	65	106	115	783
Illiet Junior College	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Advisor	7	5	5	5	21	6	5	6	60
Adult Ed/GED/H.S. Completion	2	1	0	1	3	3	4	6	20
<b>Total Services</b>	9	6	5	6	24	9	9	12	80
<b>Total Number of Customer Visits</b>	9	6	5	6	24	9	9	12	80
IDHS	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
DRS Counselor	n/a	n/a	n/a	1	1	2	8	4	16
SNAP Orientation	n/a	n/a	n/a	17	38	34	74	41	204
<b>Total Services</b>	n/a	n/a	n/a	18	39	36	82	45	220
<b>Total Number of Customer Visits</b>	n/a	n/a	n/a	18	39	36	82	45	220
WFWC - IDES & WDS Job Fairs	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	TOTAL
Employer Recruitment	n/a	n/a	95	89	112	95	114	141	646
<b>Total Services</b>	n/a	n/a	95	89	112	95	114	141	646
<b>Total Number of Customer Visits</b>	n/a	n/a	94	89	111	95	114	140	643



- ***A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.***

WSD has assigned a single staff person to coordinate with the Illinois Department of Commerce (DOC) on all rapid response activities. WSD and IDES attend all rapid response meetings and coordinates closely on all activities. Both staff will provide individual services, as necessary, to customers and employers who are in need of more specialized services. In addition, WSD works closely with local employers and the OJT contractor to match dislocated workers with current job openings when there is transferability of skills.

#### **F. PROVIDE A DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE YOUTH ACTIVITIES**

- ***A description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.***

The GED preparation/attainment and occupational skill training youth programs are offered year-round on an open-entry, open-exit basis. Youth programs include a GED preparation/attainment program and an Occupational Skill Training program for out-of-school youth between the ages of 17 and 24 years old. All youth enrolled in WIOA programs in Will County are required to attend work readiness/leadership training and take the National Career Readiness Certification (NCRC) assessment, scoring a bronze certificate or higher, as part of their service strategy. The program provides the preparation necessary for participating youth to successfully attain their GED.

Joliet Junior College's Adult Education and Literacy division is the WIOA Title II provider, and has a 60+ year history of providing education and support services to adults (16 years and older) and out of school youth, and is the primary provider of high school equivalency, basic skills, English Language Acquisition (ESL), high school diploma completion, career exploration, and bridge/Integrated Education and Training (IET) programs and services in the local area. JJC DAEL provides over 100 classes per semester at 15 locations throughout the district, and serves approximately 2,000 students annually. They also administer the STAR program (Student Achievement in Reading), which is an evidence based reading program that provides youth with reading skills to prepare them for post-secondary education and the workforce.

The Community College Initiative through IDHS-DRS also provides services for youth with disabilities. Youth with a disability who are interested in furthering their education at an Illinois Community College may participate in this program that can defray the cost of tuition. The

IDHS-DRS also implements a youth employment initiative, STEP, designed to provide pre-employment transition services to youth with disabilities. Services include job exploration counseling, work-based learning experiences, counseling on post-secondary education, and workplace readiness training. Youth programming also includes supportive employment for youth to provide work-based learning opportunities for youth with disabilities.

In addition, youth who already have their High School diploma or GED can obtain occupational training to prepare them for entry into a demand occupation. Youth participating in these programs may need additional supports to ensure that they are successful in completing the program and becoming gainfully employed. Supportive services are provided to youth as needed. The program is based on a foundation of strict guidelines that result in a highly structured program that promotes the success of the enrolled individuals. Joliet Junior College Workforce Development Division is the current contractor for this program.

The Illinois Department of Employment Security provides the Hire the Future Program for youth ages 16 to 24. The program provides assistance with employment, job readiness, and career development services. Another IDES program that has assisted with work-based learning opportunities for youth is the Fidelity Bonding program. The program designed to protect employers against employee dishonesty is being used with hard-to-serve youth populations.

- ***A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.***

Since 2005, it has been the policy of the Board to only fund programs for out-of-school youth. It was determined that youth who are not in school, either because they dropped out or completed and aren't engaged in work or post-secondary education, are at the highest risk of not obtaining gainful employment in the future. This target population is where 100% of all WIOA Title1 youth funds have been spent and will continue to be spent. All programs funded by the Board must be for out-of-school youth, they must be open-entry/open-exit, and they must provide services on a year-round basis.

**G. PROVIDE A DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE SERVICES TO SPECIAL POPULATIONS AS OUTLINED IN THE UNIFIED PLAN.**

- ***Provide information on how priority will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA 134(c)(3)(E).***

Joliet Junior College's Adult Education and Literacy division serves all adults (16 years and older) who fall within their eligible populations, including any adult who has not obtained a high school diploma or recognized equivalent, whose reading, writing, and/or math skills are below high school level (basic skills deficient), and those for whom English is not their native language and who require assistance in reading, writing, speaking, and/or listening in English. Although income is not a factor in determining eligibility for Adult Education services, public assistance recipients, low income and basic skills deficient adults and out of school youth are majority populations among the 2,000 students served by JJC's Adult Education and Literacy division annually. DAEL will continue to accept all referrals and will provide appropriate services to all individuals requesting Adult Education. Basic Skills (reading, writing, math) are among the primary services offered by the JJC Adult Education program, serving hundreds of adults each year.

When customers enter the Workforce Center they complete an application form for a G\*Stars customer tracking system card. This application asks the customer to indicate if they have a High School diploma or High School Equivalency certificate. Customers who indicate they do not have either of these credentials are counseled on the importance of obtaining the credential to increase their ability to obtain long-term employment. Customers who are willing to discuss this further are immediately connected with a staff person from Joliet Junior College's Adult Education and Literacy Division for further counseling and assistance.

Under the Connect to Your Future youth program, staff work with all local high schools to identify youth at risk of or who recently have dropped out of school. These students are contacted and encouraged to enroll in the program to work on obtaining their High School Equivalency certificate. In addition, significant outreach is done in the County to identify older youth who are in need of these services. Some examples of outreach initiatives are:

- Participated in Joliet West Families in Transition Support Day
- Phone and email contacts were made with ROE, Juvenile Parole, Probation, DHS, social service agencies and school counselors.
- Connect to Your Future fliers distributed at area banks, libraries, rec centers, grocery stores, laundromats and other places of business in Will County.
- Reviewed CYF program at the following community meetings: Joliet Alliance for Youth, Community Services Council, Will County Health Department AOK meeting.
- Participated in: Community Resources meeting at GSU Family Center with approximately 12 agencies serving eastern Will County

- ***Describe how the local board will determine priority populations and how to best serve them, along with any other state requirements.***

The Board is and always has been data driven. In addition to utilizing the expertise of the One-Stop Center partners and staff to identify priority populations, their needs, and how best to serve them, the Board will use local data to assess targeting priority populations. This data analysis is only able to indicate the numbers and percentages of people in the priority groups. The data can indicate areas that have high incidences of these priority populations and those areas will be targeted. As has been the case for the last 10 years, the Board will review services provided by geographic area to ensure that areas with high levels of the priority groups are being served.

Under WIA, service to priority populations was given when a local area determined that access to funds was limited. This was modified under WIOA to ensure that priority was given regardless of the level of funds. With this change the Workforce Board of Will County has required that services to priority populations (recipients of public assistance, other low income individuals, and individuals who are basic skills deficient) be targeted through ongoing outreach activities to ensure that these population groups are aware of the services available to them and understand the mechanisms to receive the services.

The expansion of outreach activities to priority populations is done through a wide variety of methods including print media, radio, community based organizations, social media, community cable, public housing, TANF orientation sessions, to name just a few.

In addition, the Board is prioritizing on-the-job training for adults with disabilities. The Board will be implementing a pilot program for people with disabilities to participate in OJT activities. The program will coordinate with the Will Grundy Center for Independent Living, Trinity Services, and Cornerstone Services to identify candidates.

#### **H. PROVIDE A DESCRIPTION OF TRAINING POLICIES & ACTIVITIES IN THE LOCAL AREA**

- ***How local areas will meet the requirement that a minimum of 40% of expenditures be for direct training costs;***

The Board has allocated more than the required 40% of the WIOA budget for training activities. Training activities are split between on-the-job training and individual training accounts. Expenditures are monitored on a monthly basis and adjustments made accordingly. In the past several years, there has been an increase of Adult customers and a decrease in Dislocated Worker customers seeking direct training. As a result of this trend, the Workforce Investment

Board has moved funds to the Adult program to ensure that all customers seeking direct training are able to access it in a timely fashion.

- ***How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcome related to these activities***

The Illinois Department of Human Services – DRS offers a program that provides supportive employment for youth which develops employment skills on-the-job for youth with disabilities. This program is complimentary to the DRS Youth Employment Initiative program detailed earlier in this plan.

Through an IDHS TANF grant the Adult Education partner provides pre-employment training and assistance in obtaining work experience to TANF participants with limited work experience.

The Board prioritizes on-the-job training for adults. All youth contracts have a work experience component that is either funded in a subsidized manner or through direct employment opportunities. In addition, the Board has approved the use of OJT for older youth and persons with disabilities to expand work-based learning activities for these populations. The Board is also funding Department of Labor-approved apprenticeships via incumbent worker training through an employer partnership.

The local SCSEP partner engages older workers in their program to allow them to obtain work experience and necessary skills to move into unsubsidized employment.

A reporting process is currently in place to review and manage outcomes of work-based learning activities related to OJTs, youth work experience, and incumbent worker training.

- ***Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.***

The local Individual Training Account Policy (aka Career Scholarship Policy) is included as Appendix II. The Board does not currently utilize contract training. The Board has developed a sector-based approach in assisting customers with choice of training. Information sessions are held for each sector to assist customers in making an informed choice on industry, occupation, and career path activities. The industry sector training approach is outlined below.

The Workforce Investment Board of Will County has long been implementing programs and initiatives based on industry sector analysis. Focusing on industry sectors has provided the Board with a targeted approach to program development and a strong connection to economic development activities in the County.

Sector initiatives meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. By meeting the needs of regional industry on behalf of a region's jobseekers and workers, sector initiatives strengthen a region's overall economic vitality.

The Workforce Investment Board did an analysis of key industries that are workforce drivers in the County. Based on the analysis, the following will be the key industry sectors for the next two years:

- Healthcare
- Manufacturing
- Professional/Financial/Information Technology Services
- Transportation/Distribution/Logistics

The Board reviewed all relevant labor market data to develop a list of demand occupations. Only occupations identified as in-demand are allowable training options for job-seeking customers. Table 2, earlier in this document, lists the Demand Occupations for 2016-2017. The criteria used to identify these occupations are as follows:

- Occupation is found in one of the four key Will County industry sectors; AND
- Occupation had employment of 50 or greater in 2015 and projected growth of 10 or more jobs between 2015 and 2020 in the industry sector in Will County; OR
- Occupation had employment of 500 or greater in 2015 and projected growth of 100 or more jobs between 2015 and 2020 in the industry sector in the Chicago Metro Region; OR
- Occupation has a projected growth rate between 2015 and 2020 of 25% or more in the industry sector in either Will County or the Chicago Metro Region; AND
- The average wage for the occupation in Will County is at least \$12.16/hour; AND
- Occupation appears on the Illinois Department of Commerce demand occupation list for the Northeast Economic Development Region (NEEDR); AND
- Occupations that required a bachelor's degree or higher were removed; AND
- Occupations that did not require any formal training were removed; AND
- Occupations where training is conducted through a formal apprenticeship program were removed; AND



- Program completer information for the occupation was reviewed to ensure historical data supports inclusion of the program

(Source for employment, growth, and educational requirements: EMSI 2016 Q4)

- ***Provide a copy of the local training provider approval policy and procedures and describe how the local board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers.***

Appendix III the local training provider approval policy. Annually, the Board produces a “Career Scholarship” report that provides information on the performance of training providers who received local WIOA Title 1 training dollars. In addition to this review, annual monitoring of both program and fiscal systems is conducted. Programs on the Illinois Training Provider List (ITPL) are reviewed every two years, per DCEO policy. Any changes to programs are identified and program outcomes are reviewed.

**I. DESCRIBE A PLANNED OR EXISTING APPROACH REGARDING WHICH LOCAL STRATEGIES WILL BE FINANCED BY THE TRANSFER OF TITLE IB WORKFORCE FUNDS INCLUDING THE MAXIMUM DOLLAR AMOUNT AND/OR PERCENTAGE THAT IS AUTHORIZED TO BE TRANSFERRED ON AN ANNUAL BASIS**

- ***To transfer funds between the Adult and Dislocated Worker funding streams.***

The Board reviews and approves transfers on a programmatic need basis. Currently, there has been an increasing need for adult funding and a decreasing need for dislocated worker funding. In PY16, the Board approved the transfer of funds to address this need. For PY17 there has not been an indication to date that a transfer of funds will be necessary. In the past, the allowable 30% has been transferred. There is no data that would currently support transferring more than that amount between the two adult programs.

- ***To use funds for incumbent worker training as outlined in WIOA Section 134(d)(4)(A)(i).***

The Board reviews and approves allocations for incumbent worker training. The maximum allocation is 20% of WIOA Adult and Dislocated Worker funds. The Board will be allocating the full 20% for PY17.

- ***To use funds for transitional jobs as outlined in WIOA Section 134(d)(5).***

The Board does not currently fund transitional jobs.

- *To use funds for pay for performance contracts as outlined in WIOA Section 133(b)(2-3).*

The Board does not currently fund pay-for-performance contracts.

**J. PROVIDE A PLAN EXPLAINING FOR WHICH REGION THE LWIA WILL ASSOCIATE WITH.**

LWIA 10 will associate with the Northeast Economic Development Region. The commutation patterns of the labor force and the flow of goods and services support this regional association.

## CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

The plan must include information on the actions the Local Board will take toward becoming or maintaining a high performing board, consistent with the factors developed by the State Board.

### A. PROVIDE INFORMATION REGARDING THE PROJECTED SERVICE LEVELS.

Table 4 (provided earlier in this document) displays current service levels for each Core partner and each individual program or service provided at the Center. At the end of PY16 the Board will review these service levels and provide the Center with proposed PY17 service levels and strategies to reach the goals.

The Board is awaiting additional direction from the Illinois Department of Commerce with respect to specific service levels of each individual Core partner.

### B. PROVIDE INFORMATION REGARDING THE LOCAL LEVELS OF PERFORMANCE NEGOTIATED WITH THE GOVERNOR AND CHIEF ELECTED OFFICIAL CONSISTENT WITH WIOA SEC. 116(c), TO BE USED TO MEASURE THE PERFORMANCE OF THE LOCAL AREA AND TO BE USED BY THE LOCAL BOARD FOR MEASURING THE PERFORMANCE OF THE LOCAL FISCAL AGENT (WHERE APPROPRIATE), ELIGIBLE PROVIDERS UNDER WIOA TITLE I SUBTITLE B, AND THE ONE STOP DELIVERY SYSTEM IN THE LOCAL AREA.

PY16 Performance Measures for Title IB are as follows:

Performance Goals LWA: 10 Workforce Investment Board of Will County	
PERFORMANCE MEASUREMENT	2016
Adult Entered Employment Rate (AEER) :	76.0%
Adult Employment Retention Rate (ARR) :	87.0%
Adult Average Earnings Rate (AAE) :	\$13,000.00
Adult Credential Attainment Rate (ACAR) :	0.0%
DW Entered Employment Rate (DEER) :	84.0%
DW Employment Retention Rate (DRR) :	91.0%
DW Average Earnings Rate (DAE) :	\$21,000.00
DW Credential Attainment Rate (DCAR) :	0.0%
Common-Youth-Attain Degree or Certification (ADC) :	53.0%
Common-Youth-Placed in Employmnt/Eductn (PEER) :	66.0%
Common-Youth-Literacy and Numeracy Gains (LNG) :	80.0%

The Adult Education Core Partner is waiting for the release of the FY18 funding RFP to respond and be provided with performance measures for their programs.

IDES and IDHS-DRS have not received local performance measures.

- ***WIOA Common Measures***

The Board has reviewed the WIOA Common Measures and received materials on each Core Partner and their contribution to these measures.

- ***Additional State Measures***

The Board is awaiting direction from the Illinois Department of Commerce on any additional state measures

## **CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES**

### **A. FISCAL MANAGEMENT**

- ***Identify the entity responsible for the disbursement of grant funds described in WIOA sec. 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under WIOA sec. 107(d)(12)(B)(i).***

The Workforce Services Division of Will County is responsible for the disbursement of grant funds under the direction of the Workforce Investment Board. The County of Will is the fiscal agent for the WIOA Title I funds.

- ***Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA title I activities.***

The Board utilizes a request-for-proposals process to procure contractors for WIOA Title I services. Appendix IV is the Procurement and Purchasing Policy.

### **B. PHYSICAL ACCESSIBILITY**

- ***Describe how entities within the One Stop delivery system, including One Stop operators and the One Stop partners, will comply with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C.***

***12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.***

The physical layout and design of the Workforce Center of Will County supports a culture of inclusiveness and accessibility. Located on the edge of the Presence St. Joseph Medical Center complex, the Workforce Center is in a high traffic area bordered by several main thoroughfares. Pace, the suburban public transportation provider, stops three blocks from the Workforce Center and will provide door-to-door service to/from numerous locations. The Workforce Center also provides ample parking for customers and staff, with a total of 292 dedicated parking spaces adjacent to the building, 19 of which are marked for individuals with disabilities.

All required career services are made available in the One Stop Center, either in person by staff who work in the One Stop or via technology. Adults, dislocated workers and youth are provided with services by WSD, IDHS, IDHS Division of Rehabilitation Services and Joliet Junior College onsite. All partners who do not have staff working in the One Stop provide their required career services via technology. All customers accessing services will be provided with the following accommodations as needed/requested:

- Language Line
- Illinois Relay
- Sign language interpreter
- Braille keyboard/trackball mouse
- Intellikeys keyboard
- Dragon Speech Recognition software
- Braille printer
- Headphones
- Computer screen magnifiers
- 29 inch computer monitor

The One Stop Resource Room is connected to all partners that do not have onsite staff via a webcam. One Stop customers who desire career services from an off-site partner are assisted by Resource Room staff to connect with that partner via the webcams in order to connect in real time to partner staff who can assist them.

- ***Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the***

***requirements for integration of and access to the entire set of services available in the local One Stop system with respect to efforts that will enhance the provision of services to individuals with disabilities.***

The PY17 MOU which addresses these issues is complete and awaiting partner signature.

#### **C. PLAN DEVELOPMENT AND PUBLIC COMMENT**

- ***Describe the process used by the Local Board, consistent with WIOA 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations.***

The Board will post the plan at [www.willcountyworkforceboard.com](http://www.willcountyworkforceboard.com) (the website of the Workforce Investment Board of Will County) where there will be instructions on how to comment over the 30-day public comment period. The Board will also post a notice in the *Joliet Herald-News* newspaper for three consecutive days and hold a public hearing.

- ***Provide a summary of the public comments received and how this information was addressed (by the) CEO, partners and local board in the final plan.***

To be included after publication.

- ***Provide information regarding the local plan modification procedures.***

The plan will be sent to all Board members, partners, and the CEO for comment. Comments received via the website will be shared with the Board via email. The replies to comments and questions will be posted on the web site as well as minutes to the public hearing. The Workforce Investment Board will adjust the plan accordingly and approve the final plan prior to submission.



**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

**CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Title II: Adult Education and Family Literacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Unemployment Insurance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Housing and Urban Development Employment and	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>BASIC CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Training Activities												
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Family Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **POLICY**

### **CAREER SCHOLARSHIP (ITA)**

#### **1) Background**

In accordance with Title I Training Provider Certification Policy Guide, The Workforce Innovation and Opportunity Act (WIOA) established an approach to funding occupational training for adults and dislocated workers. The WIOA strategy is intended to enhance customer choice through a system of Individual Training Account (ITA) vouchers, which the Workforce Board of Will County will refer to as Career Scholarships, while assuring program quality through a provider certification system.

The Workforce Innovation and Opportunity Act regulations state “WIOA provides States and local areas with significant flexibility to deliver services in ways that best serve the particular needs of each State and local communities. These regulations support that principle; wherever possible, program design options and categories of service are defined broadly. Section 663.420(b) of the Workforce Innovation and Opportunity Act permits state and local boards to establish ITA limitations in various ways that still maximize customer choice while looking at the needs of the individual, and the availability of funds. The final rule (20 CFR Part 652 et al.) notes that access to training is not an entitlement.

#### **2) Objectives**

This policy will ensure that Workforce Innovation and Opportunity Act training funds are used in the most efficient and effective manner to link residents of Will County with the employment opportunities most likely to lead to long term economic self-sufficiency.

This policy will also enable the Workforce Investment Board to create a stronger link between the workforce preparation activities in the County and economic development activities.

#### **3) Recommendations**

The “Career Scholarship” policy shall not conflict with any requirements of the Workforce Innovation and Opportunity Act, WIOA Regulations, or the Governor’s Training Provider Certification Standards.

A. Demand Occupations/Targeted Industries - Career Scholarships shall only be awarded in occupations that are deemed in demand by the Workforce Investment Board of Will County through the use of the Illinois Department of Employment Security’s Labor Market Information System or local labor market information. In addition, key industry sectors identified by the Will

County State of the Workforce Report, the Will County Targeted Industry and Occupational Analysis, and the Critical Skill Shortages Analysis will be examined for potential demand occupations. Key industry sectors are: Health Care, Manufacturing, Transportation/Distribution/Logistics (TDL), Professional/Scientific/Technical/Information Technology, and Finance/Insurance. Targeting demand occupations ensures a closer link to the local economy and future economic development and provides better opportunities for sustained employment.

For occupations in demand where the occupational wage is at or near the federal minimum wage, a defined career path must be identified prior to awarding of a Career Scholarship.

The System and Trends Committee will develop a list of demand occupations annually for review and approval by the Workforce Investment Board of Will County.

This policy will “grandfather” any customer currently in a training program not identified on the list of demand occupations.

- B. Career Scholarship Duration - Career Scholarships shall be awarded for a maximum of three years or one program; whichever is shorter, during a customer’s lifetime. A Career Scholarship (ITA) awarded through another workforce area applies toward the one program/three year lifetime maximum. Customers must be making significant progress towards successful completion of their program as determined by their Career Advisor at the Workforce Services Division of Will County. An exception to the lifetime limit may be made if five years have passed since the last training occurred if that training is no longer in demand or the skills acquired need to be updated. Customers who were previously enrolled in WIOA training and exited the program without a credential or employment will not be reconsidered for training unless they were exited with a documented medical reason that has since been resolved or were exited because of military duty.
- C. Career Scholarship Value - The dollar value of Career Scholarships will be reviewed and approved by the Workforce Investment Board of Will County on an annual basis.
- D. Allowable Career Scholarships Costs - Career Scholarships may be applied to the cost tuition and fees. In addition to a Career Scholarship, participants may receive supportive service funds to cover the cost of books, required supplies, and other program requirements such as background checks, physicals, immunizations, etc.

- E. Customer Requirements - Customers seeking a Career Scholarship must be eligible for training services under the Workforce Innovation and Opportunity Act and under the policies of the Workforce Investment Board of Will County. Customers seeking eligibility for services as a dislocated worker shall be determined using a “look back period” of two years. The “look back period” shall be defined as the time period from a person’s dislocation event to the present.

Priority for Career Scholarships will be given to customers residing or working in Will County. Workers who have been dislocated from a Will County employer but who reside outside of Will County be considered for a Career Scholarship if funds are available. They may also be referred to the workforce area where they reside for services.

In order to be eligible for a Career Scholarship, customers must show proof of eligibility for occupational licensure or employment. For example, customers interested in obtaining a career scholarship for a health care program must show proof of criminal background check as required by the Illinois Department of Professional Regulation for licensure and/or employment.

Customers already possessing a Bachelor’s degree or higher may be considered for a Career Scholarship if the degree was earned more than five years ago. Any program over the certificate level must be approved by the Administrative Manager. Career Scholarships may be awarded to complete the final two years of coursework for a Bachelor’s Degree in an occupational or technical program. Career Scholarships will be awarded to obtain post Baccalaureate Degrees/Certifications on a case by case basis as funds are available. Customers must be able to obtain the post Baccalaureate Degree/Certification in one year or less. Career Scholarships will not be awarded to obtain Doctorate degrees.

Customers must complete comprehensive reading and math assessments and score at a 7.0 grade level or higher in reading and math to be awarded a Career Scholarship. Customers below a 7.0 grade level in reading or math must work with a Career Advisor to develop an upgrade plan prior to receipt of a Career Scholarship.

Customers who do not have a high school diploma or a GED must work with a Career Advisor to develop a plan to obtain a GED prior to receipt of a Career Scholarship.

Customers must follow all procedures for obtaining Career Scholarships as defined by the Workforce Services Division of Will County.

All customers receiving a Career Scholarship must successfully complete the required Work Readiness Training program prior to the beginning of training

- F. Other Financial Aid - Customers seeking a Career Scholarship must complete a FAFSA (Free Application for Federal Student Aid) to determine eligibility for financial aid such as MAP, Pell, Student Loan, etc. Any MAP and Pell grants will be applied towards tuition first and then WIOA funds will be used cover the remainder of the customer's total training expenses. If a customer is ineligible for federal financial aid because of failing grades in previous school attendance they are ineligible for a Career Scholarship for 5 years from the date of ineligibility. If a customer is ineligible for a federal financial aid because of a drug offense covered in the FAFSA regulations they must follow the FAFSA procedures related to drug convictions to become eligible for a Career Scholarship. If a customer has previously defaulted on a Student Loan, a Career Scholarship will not be awarded until a repayment plan has been accepted by the guaranty agency and default status has been removed.
- G. Training Providers - All Career Scholarships will be issued only for training opportunities from providers on the approved Illinois Training Provider Certification List which meet the local occupational demand requirements of the Workforce Investment Board of Will County. Preference for Career Scholarships will be given to Will County providers.

Career scholarships may be awarded for programs that are provided exclusively in an on-line method when the customer has received prior approval by the career advisor of the Workforce Services Division of Will County. In addition, the training provider must have at least one physical location in the US.

- H. The Workforce Investment Board and the Workforce Services Division of Will County reserve the right to make exceptions to this policy on a case-by-case basis. Customers seeking an exception to the policy must provide written documentation to the Workforce Services Division Administrative Manager explaining the reason for the exception request. The Administrative Manager will make the final decision regarding any exceptions.

#### 4) **Assessment**

On a quarterly basis the following information will be provided to the Strategic Issues and Trends Committee:

- a. Number of customers seeking Career Scholarships
- b. Number of customers receiving Career Scholarships

- c. Number of customers by training program/provider
- d. Analysis of customers completing/not completing training
- e. Analysis of customers obtaining employment after training
- f. Analysis of customers in training related/non-training related occupations

Last Revision: February 27, 2017  
Motion: Cheryl McCarthy  
Second: Maria DiMuzio

Previous Revision: February 8, 2016  
Motion: Pete McLenighan  
Second: Nancy Baldwin



**POLICY  
TRAINING PROVIDER CERTIFICATION  
AND RECERTIFICATION**

**1) Background**

The Workforce Innovation and Opportunity Act (WIOA) strategy is intended to enhance customer choice through a system of Individual Training Account (ITA) vouchers while assuring program quality through a provider certification system.

The State of Illinois is required by WIOA to set minimum performance standards for local workforce investment boards to use in certifying training programs. Only eligible training providers and their eligible training programs will be included in the state's Eligible Training Provider List (ETPL). Although local workforce investment boards may raise their performance standards for subsequent eligibility determinations, WIOA explicitly prohibits boards from setting local standards below state minimums.

**2) Objectives**

To develop a process for evaluating, certifying and recertifying programs for financial support under the Workforce Innovation and Opportunity Act (WIOA)>

**3) Recommendation**

**A. General Eligibility of Training Providers**

The following outlines the general criteria for a training provider to be considered for initial eligibility, as well as for its training programs. To be eligible to receive funds for the provision of training services:

1. The provider shall be:
  - a. an institution of higher education that provides a program that leads to a recognized postsecondary credential; This may include programs receiving approval or accreditation by the U.S. Department of Education, Illinois Board of Higher Education, Illinois Community College Board, or Illinois State Board of Education;
  - b. an entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) as recognized in Illinois by the U.S. Department of Labor (USDOL), Office of Apprenticeship; or
  - c. another public or private provider of a program of training services, which may include joint labor-management organizations; eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; or programs that have been recognized by the industry as meeting the standards necessary for approval or accreditation, when such standards exist.
2. The provider must have been open for business for a minimum of one year. Open for business is defined as having documented, and provided verification of the following:
  - a. Legal and good standing state registered business
  - b. FEIN

- c. Location
- d. Proof of delivery and outcomes of training services and training related job placement services
- e. Accrediting body
- f. Credential type
- g. Cost justification
- h. Proof of published program cost and refund policy

**B. All Registered Apprenticeship (RA) programs registered with USDOL, Office of Apprenticeship or a recognized state apprenticeship agency are automatically eligible to be included as an eligible training provider so long as they show interest in being added to the Eligible Training Provider List (ETPL) and the following process is completed:**

1. Registered Apprenticeships must indicate their interest in being included on the ETPL.
2. An RA may contact its Local Workforce investment Area (LWIA) or State of Illinois, Office of Employment and Training to indicate its interest in being included on the ETPL.
3. LWIAs must notify Department of Commerce, Office of Employment and Training (OET) in writing of all registered apprenticeship programs that have shown interest in being included on the ETPL. Notification to OET should be made to:  
Illinois Department of Commerce and Economic Opportunity  
Office of Employment and Training  
Neely Schlosser  
500 East Monroe Street, 9th Floor  
Springfield, IL 62701-1643  
ATTN: Ms. Paula Barry or Submitted electronically to  
[paula.barry@illinois.gov](mailto:paula.barry@illinois.gov) with a copy to [neely.schlosser@illinois.gov](mailto:neely.schlosser@illinois.gov).
4. The following information is required for inclusion on the ETPL and should be provided for all programs of the RA:
  - a. Occupations included within the RA program(s);
  - b. Name and address of the program(s) sponsor;
  - c. Name and address of the Related Technical Instruction Provider(s), and the location(s) of instruction, if different from the program sponsor's address;
  - d. Cost of the program(s);
  - e. Method and length of instruction; and
  - f. Number of active apprentices in each program.
5. Registered Apprenticeship program sponsors that do not provide the Related Technical Instruction portion of the apprenticeship program (as outlined above) may be required to provide additional information about their education provider.
6. A Registered Apprenticeship program expressing interest in being included on the ETPL will be added on a statewide basis; thus, if it has multiple locations, the RA would only need to show interest once, but must still provide information on every program it is providing.

**C. Initial Eligibility, except Registered Apprenticeships** (See Section B). New training providers must apply for Initial Eligibility in accordance with the following:

1. Applications for initial eligibility must be submitted according to the geographical location of the training program.
  - a. Training programs located in Will County must initially apply with the Workforce Investment Board of Will County (Board) for eligibility.
  - b. Training programs offered in multiple LWIAs and identical across each of the LWIAs must initially apply to the Local Workforce Investment Board in which the training provider has identified as its headquarters and/or primary location.
  - c. Training programs offered in multiple LWIAs - but the program is not substantially the same across the various LWIAs - must initially apply to each Local Workforce Investment Board in which the training program is offered.
  - d. Training programs located out-of-state or not offered at a physical location (e.g., distance learning) must initially apply to the Local Workforce Investment Board from which it anticipates receiving the most students. Out-of-state training providers will be considered for approval only when it has been established that no other compatible training is available in Illinois, or it has been documented by an assessment of the client needs that it would be in their best interest to attend the out-of-state provider. Additionally, the out-of-state provider **MUST** show proof of currently being recognized as an approved training provider by the WIOA program in its home state.
  - e. A training provider is prohibited from applying for training program eligibility in Will County if the program site is not geographically located in the County, unless the LWIA in which the program is located denies eligibility or fails to act on the application within 30 days of the date of application.
2. All training providers seeking approval must have at least one physical location in the US. Classroom training with a live instructor is the preferred method of instruction. An on-line training delivery method will be considered on a case-by-case basis using the following considerations:
  - a. Evidence from job placement or other data that employers recognize the training as sufficient to make the trainee job ready.
  - b. All requirements of the Career Scholarship Policy with respect to on-line training are taken into consideration.
3. The specific training provider and training program performance data as outlined in Section J must be provided to the Board, when available.
4. The training provider's program must lead to placement in a Demand Occupation as identified on the Demand Occupation Training List for the Northeast Economic Development Region. Occupations associated with eligible training programs can only be selected from those available on the demand occupation list. In addition, all programs must lead to training related jobs and the attainment of an occupational skill certification, industry recognized credential, and/or licensure.
5. The training provider has provided the following assurances that it will comply fully with all non-discrimination and equal opportunity provisions of the laws listed below:

- a. WIA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially-assisted program or activity;
  - b. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
  - c. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  - d. The Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified people with disabilities;
  - e. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
  - f. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
  - g. 29 CFR Part 37 and all other regulations implementing the laws listed above.
6. The training provider must gather all of the mandatory information found in Attachment A - Requirements for Training Program Eligibility prior to program entry into the Illinois Workforce Development System (IWDS) for review.
  7. Once a training provider has received access to IWDS from the Board the training provider should begin adding training programs into IWDS to be determined eligible and add contacts for each training program
  8. In addition to applying for program approval, the Board reserves the right to complete an interview and/or an on-site visit to discuss the following:
    - a. Physical location and ADA compliance
    - b. Qualifications of instructors
    - c. Accessibility and Equal Opportunity compliance
    - d. Student to teacher ratio
    - e. Curriculum structure
    - f. Placement outcomes and salary expectations of graduates

#### **D. Continued Eligibility Process**

1. The Board must receive the training provider's intent to apply for continued eligibility of a training program or programs within 90 days of eligibility expiration.
  - a. The training provider expresses intent for continued eligibility of a training program by resubmitting the Training Program Basic Information application in IWDS.
    - 1) If a training program has had only changes in information that are not significant information (as outlined in Section F.1.), the training provider must make such changes in IWDS and SAVE the Training Program Basic Information record.
    - 2) If a training program has had no changes in information, the training provider must still SAVE the Training Program Basic Information record to indicate it is being submitted for recertification.

2. The Board may grant continued eligibility to a training program based on the following:
  - a. State and local eligibility criteria are still being met;
  - b. State and local performance criteria have been met;
  - c. One or more O\*Net codes associated with the training program remain on the current Demand Occupation Training List;
  - d. The training provider has maintained timely updates in the Illinois Workforce Development System of information on the training program; and
  - e. Other conditions which the Board considers necessary for continued eligibility are being met.
3. Programs that fail to apply for continued eligibility during the appropriate period may not be able to re-apply for eligibility for a period of one-year from their original anniversary date.

#### **E. Eligibility and Continued Eligibility Timeline**

1. The Board will determine if a program is eligible/re-eligible within 30 days of the application and entry of programs into IWDS.
2. If the Board (or committee designated by it) fails to make a determination (or denies eligibility/re-eligibility) of the program within 30 days of the application, the following actions will occur:
  - a. The program is placed in a "capture list" on IWDS unless it was denied "for cause".
  - b. Training programs that are placed on the capture list are available for 120 days to be selected by another LWIA and determined eligible by their LWIB. Once the 120-day period passes, the training program will be removed from the capture list.
  - c. Training programs that did not meet the state performance criteria (as outlined in Section J) or were denied "for cause" will not be placed on the "capture list" and cannot be determined eligible as an approved training program for a period of two (2) years.
3. The Board will notify the training provide if a program does not meet all of the mandatory criteria for initial or continued eligibility or is not accepted within 30 days for some other reason, the training provider can:
  - a. appeal its acceptance status in accordance with Section H and if accepted, the program will be registered on IWDS and given full eligibility status, as long as the application process has been completed; or
  - b. wait 30 days from denial of acceptance by the Board and reapply with another LWIA.

#### **F. Training Provider or Training Program Change in Information**

1. Training programs are subject to renewal of eligibility status by the Board, or a committee designated by it, whenever significant information for the training provider or training program has changed. Significant information includes all of the "mandatory" fields on the Training Program Basic Information record in IWDS.
2. Change(s) in any significant information must be entered in IWDS within ten (10) business days.

3. Submission of a change in significant information indicates a training provider's intent to renew eligibility and prompts the same requirements as under the current eligibility determination.

**G. Denial or Revocation of Eligibility.**

1. The Board has the authority to deny approval of initial or continued eligibility or revoke the status of eligibility, and remove it from the eligible training provider list for a training provider or for a training program under the following circumstances:
  - a. Its annual performance fails to meet the minimum standards set by the State of Illinois or the Board for the WIOA performance measures; (Note: At the time of issuance of this policy letter, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data).
  - b. If it is determined at any time that the training provider intentionally supplied inaccurate information in its application for eligibility or continued eligibility;
  - c. The training provider substantially violated any requirement under WIOA or WIA; or
  - d. The training provider voluntarily chooses to cease being an eligible training provider or goes out of business.
2. Training programs that are removed from the eligible training provider list (ETPL) because of a failure in performance shall remain off the list for a period of not less than one year at which time the training provider may re-apply for continued eligibility of the program.
3. Training programs that have been removed from the list of approved training programs based on the reasons found in Section G.1.b. or Section G.1.c. above:
  - a. Shall remain off the ETPL for a period of not less than two years at which time the training provider may reapply for eligibility of the training program;
  - b. May prompt the revocation and removal of all other training programs of the training provider for a period of no less than two years as determined by the Board; and
  - c. May result in the following actions being taken against the training provider:
    - 1) The eligibility of the training provider may be revoked;
    - 2) The eligibility of the training provider to receive funds for the program in question may be terminated;
    - 3) Any disallowed costs may be recovered; and
    - 4) The State of Illinois or the Board may take any other action it deems appropriate.
4. LWIAs shall cease to enroll customers in a training program that has had its eligibility revoked.
  - a. Customers who have already been enrolled in such training programs shall be allowed to remain through completion.
  - b. If it is deemed necessary to immediately close a training program (for such reasons as the training provider committed egregious violations or went out of business) the customers of such program(s) should be provided the opportunity to enroll in a similar program.

## **H. Notification and Appeal Procedures for Training Providers Denied or Revocation of Eligibility**

1. If a training program is denied or revoked its initial or continued eligibility the Board will notify the provider in writing of its decision. within seven (7) days of the decision via registered mail.
2. The training provider has twenty-one (21) days, from the date of receipt of the notice of denial or revocation of eligibility in which to file an appeal in writing via registered mail to the Board. The appeal must include the following information:
  - a. A statement that the training provider is appealing the denial or revocation of its eligibility;
  - b. The reason(s) the eligibility should be granted;
  - c. Contact information for additional information; and
  - d. The signature of the chief executive of the training provider.
3. The Board will review the request for appeal within twenty-one (21) days of its receipt.
  - a. If an administrative error was made or if additional information submitted by the training provider changes the basis upon which the original decision to deny or revoke eligibility was issued, the decision may be reversed and the training program(s) granted the eligibility for inclusion on the eligible training provider list (ETPL).
  - b. If the Board reverses its decision, it will notify the training provider of its action in writing within seven (7) days. The Board will also forward a request to OET for inclusion on the ETPL.
  - c. If the Board does not reverse its decision to deny or revoke eligibility and inclusion on the ETPL, it shall notify the provider in writing via registered mail within twenty-one (21) days from the receipt of the request that the program(s) was not determined eligible. The notice will include information about the opportunities for the provider to appeal its denial of eligibility with OET. A copy of the letter will be forwarded to OET.
4. A provider has twenty-one (21) days from the receipt of the final decision by the Board to appeal the denial or revocation to OET.
  - a. OET will have thirty (30) days to complete its investigation into the matter, gather additional information from the affected LWIB(s) file and from the provider (such as the completed local appeal), and issue a final determination of eligibility.
  - b. During this time period, OET will convene a meeting with the affected parties, if requested.
  - c. This final determination will be forwarded to the training provider and the Board in writing.
  - d. If OET overturns the decision of the Board, the program will be included on the ETPL within seven (7) days.
  - e. OET will not make a final decision to overturn the decision of the Board without convening a meeting with all of the affected parties.

## **I. Reinstatement on the Statewide List**

1. Since it is possible for a training provider, which was not provided eligibility or continued eligibility due to failure in performance, to improve upon its overall

performance and otherwise rectify any other conditions of their denial or revocation as an eligible training provider, a provider may reapply for eligibility after one year from its removal following the same process and requirements for initial eligibility and the following:

- a. The training provider must comply with the requirements for initial eligibility;
- b. The training provider must demonstrate it has corrected all performance and other deficiencies which resulted in their removal from the ETPL;
- c. The training provider must demonstrate program quality with at least one year of performance information; and
- d. The Board must determine eligibility of the program and submit it for reinstatement on the ETPL.

#### **J. Performance Measures**

All eligible training providers are required to provide basic performance data, when available, on their training programs in order to be approved for initial eligibility or continued eligibility (*NOTE: At the time of issuance of this policy letter, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data. However, all training providers are encouraged to begin development of a process to comply with this policy that would include a plan for identifying all students enrolled in a program of study and capable data system to track the performance of such enrollees. Training providers should plan for the ability to provide this data no later than July 1, 2018.*)

1. The specific training provider and training program performance information for ALL students of the program shall be provided. The following ALL student performance data should include both WIOA and non-WIOA students:
  - a. Total number of students for this training program;
  - b. Total number of exiters (defined as those students who completed, withdrew or otherwise are no longer enrolled in the program of study or equivalent and have no planned gap in service and no future services planned, excluding follow-up) in this training program;
  - c. Number of exiters who are employed during the second quarter after exit quarter;
  - d. Number of exiters who are employed during the fourth quarter after exit;
  - e. For all exiters in a program of study where a wage match occurred, the median wage earned in the second quarter after exit;
  - f. Credential Rate for exiters for this training program;
  - g. Employment Rate Q2 – completers (defined as a student who successfully completed the program of study in which they were enrolled);
  - h. Employment Rate Q4 – completers;
  - i. Median Wage Q2 – completers; and
  - j. Number of students who began the program of study compared to those who completed the program of study.
2. The performance data required by I.1. above should be entered into the IWDS for the most current program year, as well as the previous three program years.
  - a. An example of this would be, during PY16, a CDL training program concluded in January 2016, the outcomes of those students should be reported for PY16, if they are available. Also, this CDL training program has been an ongoing training program since 2000. Data for those programs concluded during PY13, PY14, and PY15 should also be entered, if available.



**4) Monitoring and Oversight.** All programs approved for either initial or continued eligibility status will be subject to routine monitoring by the Board and OET.

1. The Board, or its' designee, is required to conduct annual monitoring of all eligible training providers and their eligible training programs. The Board/designee, at a minimum, will:
  - a. Ensure all eligible training providers have maintained all criteria for which they were determined eligible;
  - b. Reaffirm that a training program is still accredited or the accreditation has been renewed;
  - c. Ensure all eligible training program basic information is current;
  - d. Conduct routine visits at each location for which eligible training programs are conducted to ensure all assurances outlined in Section C.5.a. of this policy letter continue to be met
  - e. Ensure that all eligible training programs meet the required performance measures as outlined in Section J. of this policy letter.

## **5) ATTACHMENTS**

Attachment A: Requirements for Initial Eligibility and Continued Eligibility of Training Providers and Training Programs under WIOA Title I.

Last Revision: February 27, 2017  
Motion: Maria DiMuzio  
Second: Judy Mitchell

Previous Revision: June 13, 2016  
Motion: Jayme Cain-Casimere  
Second: James Tromp

## **POLICY PROCUREMENT AND PURCHASING**

### **1) BACKGROUND**

As a Department under the Will County Executive's Office, the Workforce Investment Board must adhere to the Purchasing Procedures adopted by the Will County Board.

These purchasing procedures ensure that:

- All Workforce Investment Board of Will County reimbursements comply with applicable federal, state, and local laws, regulations, and policies;
- Provide safeguards for the maintenance of a reimbursement system of quality and integrity; and
- Provide guidelines for purchases of equipment, materials, supplies, and services for the operational requirements of the Workforce Investment Board, and the reimbursement of those purchases.

### **2) OBJECTIVES**

The underlying purposes and policies of this ordinance are:

- A. to invite competition, to guard against favoritism, improvidence, extravagance, fraud, and corruption, and to secure the best work or supplies at the lowest possible price;
- B. to provide for fair and equitable treatment of all persons involved in purchasing by the Workforce Investment Board of Will County;
- C. to provide to increased public confidence in the procedures followed in public procurement;
- D. to simplify, clarify, and modernize the policies governing procurement by the Workforce Investment Board of Will County;
- E. to maximize to the fullest extent practicable, the purchasing value of public funds in procurement;
- F. to foster broad-based competition within the free enterprise system;
- G. to provide safeguards for the maintenance of a procurement system of quality and integrity; and
- H. to provide guidelines for purchases of equipment, materials, supplies, and services for the operational requirements of the Workforce Investment Board of Will County, insuring competitive and unbiased selection of vendors.

### 3) RECOMMENDATIONS

As a department under Will County, the Workforce Investment Board shall follow the purchasing and procurement policies of the County of Will as provided in the Will County Purchasing Ordinance.

This Ordinance and amendments can be accessed at:

[http://www.willcountyillinois.com/Portals/0/Purchasing\\_Ordinance\\_11-20-08.pdf](http://www.willcountyillinois.com/Portals/0/Purchasing_Ordinance_11-20-08.pdf)

In addition, the Workforce Investment Board shall ensure that documentation of a comparative cost analysis when there are not multiple bidders responding to an RFP to confirm the reasonableness of the proposed contract and for procurement actions in excess of the simplified acquisition threshold as required in Uniform Guidance 2 CFR 200.323(a). This documentation will include:

- Cost information regarding the service or product that is being procured
- The source and date that the information was compiled
- The conclusion / recommendation of the comparative cost analysis and rationale
- Information regarding who completed the analysis
- Signature of individual that completed the analysis

Revised: February 9, 2009  
Motion: Greg Dover  
Second: Steve Rockwell

Revised: February 8, 2016  
Motion: Pete McLenighan  
Second: Nancy Baldwin