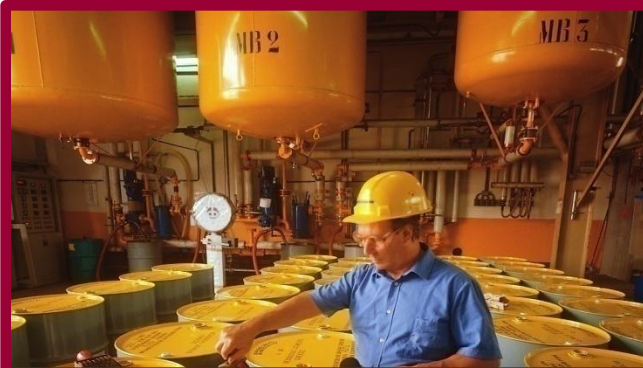


2007

Illinois Workforce Development Annual Report



Illinois' Workforce Investment Act Title I Annual Report
Federal Program Year 2006 (FPY'06)
State Fiscal Year 2007 (SFY'07)
July 1, 2006 – June 30, 2007

*Fostering
Innovation in
Demand
Occupations*

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Introduction

Recognizing the integral role the workforce investment system has played in the revitalization of Illinois' economy, the Governor and his administration continue to place a high priority on fostering economic growth, creating jobs, and continuing the development of a skilled, trained workforce throughout our state. During Federal Program Year 2006 /State Fiscal Year 2007 (FPY'06/SFY'07), the Department of Commerce and Economic Opportunity Bureau of Workforce Development (DCEO/BoWD) advanced new priorities, as approved by the Illinois Workforce Investment Board (IWIB), for statewide improvements to the workforce system. These accomplishments, built on past priorities, included:

- ▶ serving high-skill and high-wage growth industries
- ▶ serving business sectors and industries with statewide needs
- ▶ promoting a comprehensive inclusive approach to training and employment services to create a truly diverse workforce

Illinois' workforce system comprehensively incorporates these priorities into all workforce related services. This innovative approach thrives in an environment of challenge and change, at the federal, state, and local levels. These challenges include the federal government's significant reductions in Workforce Investment Act (WIA) allocations, the ongoing legislative discussion and debate regarding federal reauthorization of the WIA, and the continuing evolution of Illinois' industrial and economic priorities.

In response to these challenges, Illinois continues to enact major workforce initiatives to improve the efficiency and effectiveness of its service delivery system. With the rollout of Illinois workNet™, our state partner agencies and our network of Local Workforce Investment Area (LWIA) systems have achieved significant progress in providing comprehensive services to their customers.

Illinois' commitment to workforce development innovation has also received national recognition. As a result, Illinois was one of six states invited to the National Governor's Association (NGA) Learning Network to participate in discussions to create a framework for developing sector strategies. This experience will enable Illinois to mentor and assist other states to aggregate data and to develop their own sector strategies.



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This report illustrates other successful programs that target the needs of Illinois' diverse workforce. By moving forward with technology and training initiatives that upgrade worker skills, Illinois will be able to implement efficiently the goals of the statewide plan. Performance outcome data, a federal reporting requirement is also included in this report.

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Advancing the Vision - Illinois Workforce Investment Board

Director Jack Lavin of the Department of Commerce and Economic Opportunity and Director Ronald Whitley of Human Resources for Cushman & Wakefield lead the Illinois Workforce Investment Board (IWIB). In accordance with federal legislation, the IWIB includes leaders from state, business, industry, labor, education and community-based organizations. The IWIB ensures that Illinois' workforce development services and programs are coordinated and integrated, and has facilitated further cooperation between government and the private sector to meet the workforce needs of Illinois employers and workers. Charged by the Governor with the task of reviewing the progress of the state's regional workforce planning efforts, the IWIB participates in various initiatives described throughout this report.

The IWIB functions through five operational task forces and includes representatives from the required and optional partner programs.

- ▶ Benchmarking Task Force
- ▶ Health Care Task Force
- ▶ Manufacturing Task Force
- ▶ State Plan Task Force
- ▶ Transportation and Logistics, Task Force

Four of the Task Forces (Benchmarking, Health Care, Manufacturing, and Transportation and Logistics) continued their work from previous years and updated or made new recommendations. In April 2006, the IWIB approved the creation of a fifth Task Force. An overview of what occurred in each Task Force follows:

Benchmarking Task Force (BTF)

The Benchmarking Task Force did not meet during FPY'06/SFY'07; however, DCEO/BoWD did produce the annual report mandated by Illinois Legislation. In the previous reporting year, this Task Force made recommendations for revising and improving the benchmarks measures, improving the data sources used for these measures, and selecting ten major benchmark states.

Health Care Task Force (HCTF)

This Task Force updated recommendations from its previous report to include:

- ▶ Improving the integration and use of state data to measure and analyzes the nursing shortage and shortages in other critical healthcare occupations
- ▶ Expanding the Health Sciences K-12 curriculum to student preparation for healthcare careers
- ▶ Working with disabilityworks to expand access to healthcare careers for people with disabilities and exploring state policies that can address major causes of the faculty shortage including salaries
- ▶ Promoting regional pipeline strategies for addressing four critical stages in the workforce pipeline:
 - Awareness and Preparation
 - Admission/Capacity
 - Successful Completion/Attrition
 - Retention in the Illinois Workforce

Manufacturing Task Force (MTF)

The Manufacturing Task Force reviewed the findings from the Critical Skill Shortages Initiative (CSSI) and recommended that Illinois focus on addressing shortages in: (1) engineering technicians, (2) machinery maintenance, (3) manufacturing production (e.g., machinists, welders, assemblers, fabricators), and (4) supervisors and managers. In addition, the Task Force also recommended that Illinois take immediate actions to:

- ▶ Improve the image of manufacturing to attract youth and adults to pursue manufacturing careers as well as persuade parents to view manufacturing as a viable career for children
- ▶ Build stronger regional workforce pipelines across the state
- ▶ Expand K-12 career development opportunities to prepare the future Illinois workforce

State Plan Task Force (SPTF)

As part of the approval process for the submission of the Governor's State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act, the IWIB approved the creation of a task force. This task force addresses two provisions of the state plan that had generated significant concern regarding the implementation of these policy changes as proposed in the plan. These proposed provisions were:

- ▶ Implementation of a minimum training expenditure requirement
- ▶ Permission for the state to relieve LWIBs of the requirement to maintain at least one comprehensive One-Stop Career Center in each LWIA

The mission of the task force is to identify and address the key issues and make recommendations on how to implement both policies. By the end of the FPY'06/SFY'07, the Task Force had a draft definition of training for the purposes of the policy and recommended that local workforce investment areas be required to expend 40 percent of their annual expenditures on training and be applied individually to adult and dislocated worker funds.

Regarding the One-Stop waiver, the Task Force recommended that DCEO issue new policy letters that clarify acceptable methods of providing access to services through the one-stop system, including through a comprehensive one-stop center, with the purpose of increasing local flexibility in operating one-stop systems.

Transportation and Logistics Task Force (TLTF)

Illinois is currently a leading state in the transportation and logistics industry. To retain its leadership position, the Task Force concluded, Illinois must improve its physical infrastructure and address some critical workforce challenges that threaten the future growth of the industry. The task force recommended that Illinois take immediate actions to:

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

All policies developed or commented upon through the IWIB structure include input from all of the partners. Prior to approval of significant decisions or policy adoption, the IWIB task forces engage the

public for comment. Methods to solicit public commentary include public hearings; distribution of draft materials with instructions for submittal of comments; open meetings of the IWIB and its task forces; public forums; interest group consultation; partner agency Internet home pages; and e-mail.

Dynamic Partnership: - Workforce & Economic Development

Linking economic development and workforce development continues to be a top priority. This past year, efforts have focused on sustaining the CSSI initiative and creating innovative sector strategies. Together these provide successful models to assist people acquire the necessary skills to address shortages in critical industries in Illinois.

Over the program year, many of the most innovative projects fall into one of three categories: 1) capacity building, 2) program retention, or 3) access/bridge programs.

Capacity Building: These projects utilized CSSI funding to increase regional training capacity as well as facilitate flexible training schedules. In many cases, this involved the creation of additional classes at night or during the weekend in order to accommodate the needs of incumbent workers or job seekers.

Program Retention: These projects provided academic and personal supports such as tutoring, remediation, mentors, and childcare to keep project participants in training. One of these projects provided training for nurse supervisors to improve their management skills, thus reducing employee turnover.

Access/Bridge: These projects offered courses in the prerequisite skills necessary for participants to succeed in more advanced training. Projects included skills preparation activities such as English as a second language, career pathway models with different entry skill levels, training in international trade terminology, occupational exploration and basic skills training.

Critical Skill Shortages Initiative (CSSI)

The Critical Skill Shortages Initiative (CSSI) launched in September 2003 to align regional workforce programs and provide a reliable supply of qualified job seekers for critical skill shortage occupations. Toward this effort, DCEO earmarked \$15 million in WIA 15 percent reserve funds that EDRs could apply for on a competitive basis.

From the beginning, DCEO has fostered innovative and creative approaches to address the root causes of critical skill shortages. In support of these efforts, each of the state's ten EDRs received a challenge to develop projects that identified new ways of doing business. Identified projects have the potential for statewide replication.

Overall CSSI Training Expenditures by Sector

SECTOR	GRANT AWARD
Healthcare	\$6,011,950
Manufacturing	\$2,206,974
Transportation & Logistics	\$1,584,528
TOTAL	\$9,803,452

EDRs applied for planning grants during the initial phase of the CSSI initiative. These grants provided funding for the EDRs to analyze their current workforce needs and identify their critical skill shortages. Subsequently, nearly 100 projects across Illinois received implementation grants to address locally identified critical skill shortages.

DCEO is currently reviewing and evaluating all the previously funded projects. Incorporating the best practices obtained from these evaluations, DCEO will issue several Requests for Applications (RFAs) over a two-year period. Projects funded in response to these RFAs will target critical occupational shortages in selected industries, including health care, manufacturing and transportation distribution and logistics (TDL).

The three CSSI projects highlighted below are examples of the innovative approaches that have successfully met projected outcomes and leveraged additional resources:

- ▶ *Heal Chicago* provided academic and financial supports for nursing students during their final semester. Based on the data provided, 85.6% of the project students completed the program, compared to an average of 62% for the prior three years. The project provided students with remedial nursing tutorial sessions and financial supports to purchase uniforms, books, clinical supplies, etc.
- ▶ *Hispanics in Advanced Manufacturing* provided English language training with Spanish-available materials and instructors to Hispanic incumbent workers in manufacturing jobs. It has already served 235 workers, far surpassing its initial goal of 72 workers. In addition, the four companies originally targeted for this project has expanded to seven.
- ▶ *Partnering for Healthcare System Solutions* offered targeted training courses in two components (nursing and health science) to incumbent workers on weekends and evenings. The 20 students in the nursing component completed the program with 19 taking and passing their Board exams. Eighteen received employment as a nurse, with 15 obtaining employment with their sponsoring hospital. In the health science component program, twenty-six participants have applied to subsequent healthcare training programs (14 in nursing, three in radiology technology, two certified nurse's aide, two sonogram technicians, three phlebotomists and two cardiac technicians.)

The National Governor's Association (NGA) recognized Illinois as a national leader in the implementation of sector strategies.

Illinois joined an elite cadre of five other states in a Learning Academy devoted to economic and workforce development strategies.

The mission of the Learning Academy is to provide an opportunity for participating states to share information and ideas, and to convey this information to states considering developing their own sector strategies.

Innovate Now!

CSSI augments additional efforts to align training and capacity-building resources designed to meet the needs of Illinois' targeted sectors. Another sector effort directed to manufacturing is the Innovate Now! Initiative.

Innovate Now! is a partnership between DCEO, the Chicagoland Chamber of Commerce and World Business Chicago that advances innovation in several key sectors of the economy to promote the Chicagoland region, and eventually the entire state of Illinois, as a globally recognized center of innovation. The first phase of the initiative will focus on manufacturing and promoting innovation with leading small and mid-sized manufacturers in the region.

Innovate Now! - focuses on four major strategies:

- ▶ Facilitating six to eight CEO peer-to-peer regional forums, that highlights the best practices of leading Chicagoland manufacturers. These manufacturers have developed innovative new products and services including original business processes and supply-chain solutions. Up to 100 manufacturers will participate in the forums.
- ▶ Providing direct assistance to businesses, business models, markets, and processes through the expansion of innovative approaches and tools that show proven results. Support for this strategy includes the CEO forums, workshops, and training funds manufacturers can use to adopt and implement these proven approaches and tools.
- ▶ Promoting open and collaborative networks encouraging manufacturers to develop approaches to innovation in partnership with other regional manufacturers, customers, suppliers, universities and government agencies. This includes improving linkages between small and mid-sized manufacturers and using expertise in universities, federal labs, and public and private organizations to promote the use of leading technologies in product and processes.
- ▶ Expanding the innovation talent pool by building on the efforts of CSSI; assist leading innovative manufacturers to find the home-grown talent they need to compete at all levels, including managers, engineers, and front-line workers; and promoting new business strategies to attract and retain the best talent from around the world.

Incumbent Worker Training

A third major effort to align training with talent development in high demand sectors is the application of the Incumbent Worker waiver. By providing businesses with a mechanism to train their employees, Illinois becomes more competitive in the global economy.

The Illinois incumbent worker project has created strong public-private partnerships and has attracted a greater participation in the workforce system by local businesses. This unique opportunity allows LWIAs to engage employers within high-growth, high-demand industries to identify unmet and emerging skill demands to ensure a strong workforce pipeline.

As of June 2007, 14 local workforce investment areas submitted 92 project plans that outline their incumbent worker training projects. These projects will provide training to over 2,500 incumbent workers with projected local area training costs of approximately \$1.7 million. Employers contribute matching funds on a sliding scale based on the company's size. Projected employer matches for the entire group of 92 projects total approximately \$1.4 million, with a total expenditure exceeding \$3

million. Most employers fulfill their match requirements by paying employee salaries and benefits while employees attend training.

On May 1, 2007, DCEO/BoWD submitted a request to extend this waiver authority as part of the 2007-2009 Strategic State Plan for Title I of the Workforce Investment Act of 1998 and the

Wagner-Peyser Act. DCEO/BOWD received the original waiver in 2005 from USDOL to assist in aligning workforce and economic development programs. Specifically, LWIAs may utilize up to ten percent of their Adult, Dislocated Worker, and Youth allocations to support incumbent worker training programs. This waiver ensures that Illinois' workforce system is demand-driven and gives LWIAs maximum flexibility in tailoring service delivery and making strategic investments in workforce development activities to meet the needs of state and local economies and labor markets.

**Testimonial from Forster Tool & Mfg
The Impact of the Incumbent Worker Grant Program**

In 2006, Forster Tool received an Incumbent Worker Grant of \$20,000 for Lean Manufacturing Training. Prior our training, we as a company were struggling to remain profitable. The strain of the Global Marketplace with its lower wages were putting a downward pressure on pricing while our material and labor costs were rising. We needed to find a way to reduce costs to find a more competitive edge in quoting against countries like China, India and Mexico. We had to do this on a tight budget given the fact we were just breaking even.

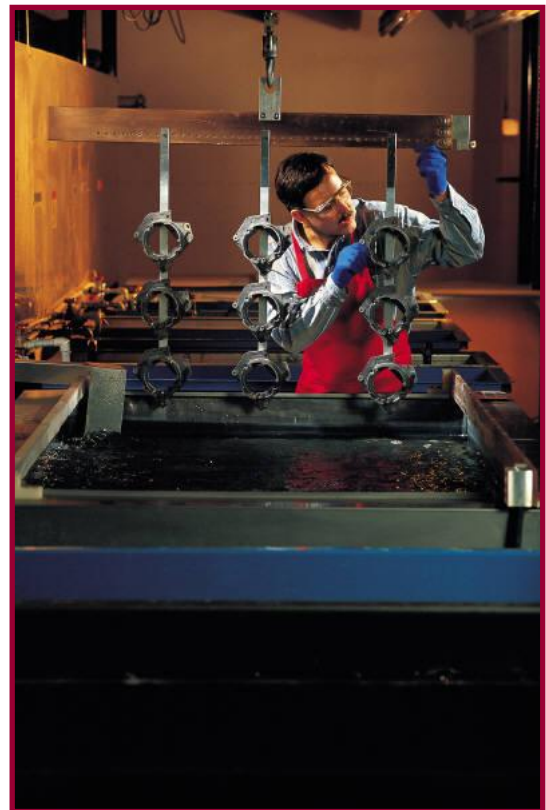
We had begun to work with a client who aggressively used "Lean" principles and the program seemed to bring many benefits. We went to the College of DuPage for help.

COD working with the Chicago Manufacturing Center proposed a training program that included "5S, Quick Changeover and Kanban". The results have been astounding:

- ▶ *One time delivery averaged 71% prior to training; today we are averaging 85%*
- ▶ *Quality was at 97% and today we are at 98%*
- ▶ *Quick Changeover reduced our setup times from an average of 3hours to 20 minutes.*

Besides these changes, we received "Supplier of the Year" by a division of a Fortune 500 Company. This same supplier has added us to their Preferred National Supplier list. We are forecasting a 10% growth in Sales because of being on this list.

We have been able to increase the wages of many of our employees and hire new employees. Without the grant and programs like this, small manufacturers like us struggle to remain competitive in the Global Marketplace. We are truly grateful for programs like the Incumbent Worker Program.



Opportunities for ACCESS – Ensures Training and Employment Opportunities for All



Illinois workNet™ bridges virtual resources with those physical resources provided both at the state and local levels connecting individuals, businesses, and workforce professionals. Virtually,

Illinois workNet is a portal to the internet that provides workforce development resources. Further, it is a consumer-friendly and accessible Web interface to the resources and services provided by WIA mandated partners. Systemically, Illinois workNet provides workforce professionals with the resources and training needed to integrate and make the most of comprehensive One-Stop services.

The pilot phase for Illinois workNet ended in June 2006 in three LWIAs (LWIAs 9, 15, and 25). Phase II rollout began in July 2006 and concluded on June 30, 2007. Phase II implementation incorporated the three pilot sites plus ten other LWIAs (1, 4, 6, 10, 16, 19, 20, 22, 23, and 24). Access sites include comprehensive One-Stop centers, satellite sites, community-based organizations, faith-based groups, and other non-traditional partners. Feedback during the pilot and Phase II was very positive, and the findings and recommendations provided the basis to design a plan for Phase III rollout.



The primary goal during FPY'06/SFY'07 was to develop quality assurances to improve access to services throughout Illinois to ensure consistent, timely information and promote online training. Some specific accomplishments for this past year include:

- ▶ Development of a statewide rebranding effort to improve the image of and access to both the virtual and physical workforce system (One-Stop Centers will be changed to Illinois workNet Centers)
- ▶ Release of an online Step-by-Step Guide where local Coordinators are provided access to resources related to implementation
- ▶ Completion of the Certified Illinois workNet Advisor Course to provide training for staff at any access site
- ▶ Implementation of improvements to the portal to enhance the “Individuals” and “Businesses” pathways

Phase III rollout activities will emphasize partner expansion. DCEO/BoWD will provide resources and assistance to LWIAs to develop and adopt a local partner communication plan and procedure. Partner expansion will assure continued and increased statewide access to Illinois workNet, as well as ensure outreach to diverse geographic areas and populations throughout the state.

To prepare for the Phase III statewide rollout, Illinois workNet was the focus of the “It’s a New Day, Shape It Your Way” Integration Forums, which were held in Mt. Vernon, Naperville, and Springfield. Over 220 forum participants included employers, career

counselors/advisors, LWIB members and LWIA administrators, career center staff, state and local government personnel and a variety of other professionals interested in workforce and economic development. The purpose of the forums was to provide participants the opportunity to:

- ▶ Enhance their knowledge of future trends and the potential of Illinois workNet in real-time delivery of information and services
- ▶ Provide input in creating and shaping an improved workforce system
- ▶ Share ideas to improve access to information and services to benefit the community
- ▶ Develop strategies to deliver information and services in new ways

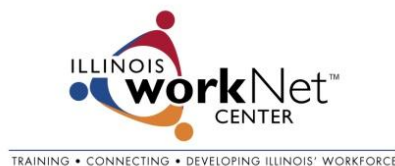
Illinois workNet Rebranding

Planning began in FPY'06/SFY'07 to develop a statewide workforce system rebranding effort. This rebranding will bridge the virtual and physical components to increase access to and awareness of the services in the comprehensive workforce system. Further, it will better connect individuals, businesses, and potential workforce partners to the workforce system; update the look and feel of marketing materials; ensure there is a consistent message regarding what the workforce system is and does; and provide a standard for the one-stop service delivery system. The expected outcomes include increased customer awareness and knowledge of the simplified access and connectivity to workforce services.

Rebranding will include:

- ▶ Outreach recommendations delivered through local media channels such as outdoor/transit advertising, TV and radio, and publications
- ▶ Illinois workNet logo adaptations to be used with comprehensive One-Stop centers; state and local partners, and portal access sites
- ▶ Samples for replacing exterior and interior signage at all comprehensive One-Stop centers
- ▶ Templates for flyers and advertisements that can be locally customized; and
- ▶ Graphics usage guidelines

The new logo is below:



Beginning in July 2007, training for rebranding begins in the LWIAs and will include staff from Local Workforce Investment Areas and Boards as well as from mandated and non-mandated partners.

Spanish Language Web Site

Illinois workNet will ensure that all individuals, regardless of their level of English proficiency, are able to access workforce services through the portal. Toward this effort, Illinois workNet has incorporated Spanish language content. Specifically, local and state content published in Spanish with a language switcher link is available to toggle easily between English and Spanish pages. The Spanish site provides the model to allow incorporation of additional languages with minimal effort.

Certified Illinois workNet Advisor Course

A major accomplishment during FPY'06/SFY'07 was the completion of the Certified Illinois workNet Advisor online course. A Certified Illinois workNet Advisor is an individual who provides training and assistance to One-Stop customers that will enable them to effectively utilize Illinois workNet to connect to career transition assistance, education and training opportunities, and work support services. The course targets workforce professionals as well as others who work for organizations that indirectly provide work support services, such as librarians, staff with community-based organizations, teachers, and counselors. Initially, LWIBs and LWIAs will select staff to take the course and work directly with their partners to identify others to take the course.

“After participating with the pilot, I believe the online course information is beneficial to our employment specialist staff of around 25 people and would recommend that each of them take the newly released online course.”
Stanley Lewy,
Thresholds of Lake County

The online 5.5 hour self-paced course is composed of an introduction and three units: 1) About Illinois workNet, 2) Career Planning and Job Searching, and 3) Locating Education, Training, and Services. The only requirement to take this course is to have Internet access. A passing score of 80%, based on results from unit quizzes, is required to pass the course. Upon successful course completion, participants receive a Certified Illinois workNet Advisor Certificate, as well as one Continuing Education Unit from Southern Illinois University Carbondale,

Department of Continuing Education. The Certificate is valid for one year, at which time the Certified Illinois workNet Advisor will be required to repeat the course in order to maintain certification.

disabilityworks ▶

disabilityworks is an innovative partnership comprised of state and local agencies, businesses, industries, service providers, educational institutions and disability advocacy organizations. Its mission is to develop and implement strategies to enhance employment and training opportunities for people with disabilities throughout Illinois. Funded by WIA, **disabilityworks** is coordinated through the Chicagoland Chamber of Commerce to provide a strong business presence and commitment to the mission.

The Northeast Economic Development Region was the first to implement the **disabilityworks** initiative by facilitating collaborations through specific networks that represent both the supply and demand sides of the disability employment equation:

- ▶ The Chicagoland Business Leadership Network (CBLN) is a business-to-business organization that promotes the benefits of employing qualified people with disabilities.
- ▶ The Chicagoland Provider Leadership Network (CPLN) connects providers, educational institutions and other community based organizations to disability/employment related news, job leads, best practices and networking opportunities, thereby enhancing job placement, training, and educational opportunities for people with disabilities.

Other highlights during its first full year in existence include:

- ▶ Established networking meetings for small business owners certified as Business Enterprises Owned by People with Disabilities (BEPDs), to encourage small business owners to network and to share and provide role modeling and mentoring experiences to people with disabilities interested in starting their own small business
- ▶ Launched a Healthcare Industry Project to increase awareness and access to information regarding healthcare careers for grades k-12 students with disabilities
- ▶ Developed a collaborative relationship with the President of the Federation of Independent Colleges and Universities to recruit private colleges and universities located in the Northeast Region to become partners with the CPLN for job lead distribution and networking
- ▶ Developed and launched disabilityworks.org, a comprehensive employment information and referral resource for job seekers with disabilities, employers looking to hire people with disabilities, and service providers

Citing its unique collaborations and its initial successes, the U.S. Department of Labor presented **disabilityworks** with its New Freedom Initiative Award (NFIA) in October 2006. This has resulted in further national, as well as international, recognition.

Most importantly, these successes have served to validate **disabilityworks'** strategies, and enabled DCEO/BoWD to move forward with its plans for expanding **disabilityworks** throughout Illinois. One of the first opportunities occurred in February 2007, when **disabilityworks** staff presented on the topics, "What People with Disabilities Have to Offer", and "Untapped Workforce Issues", at a symposium on hiring college graduates with disabilities held at Southern Illinois University in Carbondale (SIUC). As a direct result of this collaborative effort, **disabilityworks** is now working with SIUC to establish a Business Leadership Network for the southern part of the state. In addition, **disabilityworks** has begun to work with the Central Illinois Business Leadership Network (CIBLN) to expand its membership.



Director Lavin with Secretary of Labor Elaine Chao and Assistant Secretary of Labor Dr. Roy Grizzard after receiving the NFIA



Delegation from Volgograd, Russia with DCEO and disabilityworks Staff

On the national level, **disabilityworks** has provided technical assistance to the state of Colorado in their efforts to implement a similar model within their state. Internationally, **disabilityworks** hosted visitors from Volgograd, Russia, the Ukraine, and the United Kingdom.

A key component of the statewide expansion strategy is the incorporation of the Disability Program Navigator (DPN) initiative into **disabilityworks**. For the past four years, the DPN project has been supported through a collaborative effort between the U.S. Department of Labor (USDOL) and the Social Security Administration (SSA) to guarantee that all customers, with or without disabilities, have access to the full array of available One-Stop services. The primary role of the DPN was to create, facilitate, and assimilate systems change activities that assured comprehensive and seamless services for all One-Stop customers.

Over the four years of the project, as many as 14 DPNs served in selected One-Stop Centers across the state, with three primary goals:

- ▶ Ensure physical, programmatic and technological accessibility in all One-Stop Centers;
- ▶ Market One-Stop Center services to individuals with disabilities, disability advocacy organizations and community service providers; and
- ▶ Conduct educational outreach to businesses to promote the benefits of employing people with disabilities.

During the fourth year of the DPN project, DCEO/BoWD worked with LWIAs to develop strategies that would sustain the project beyond the program year ending in June 2007. It soon became apparent that integrating the DPN project into **disabilityworks** would be the most efficient, effective and mutually beneficial means of sustaining the DPN project in Illinois, as well as facilitating **disabilityworks** statewide expansion and their common goal of effecting systemic change throughout the disability employment process.

The approved integration plan included centralizing the administration of eight DPNs and one Lead DPN within **disabilityworks**, assigning DPNs to specific economic development regions throughout the state and expanding DPN responsibilities beyond their One-Stop-related duties. In addition, emphasis on targeting job seekers with disabilities for the Critical Skill Shortages Initiative, as well as jobs identified in high growth occupations that are creating inclusive employment opportunities are part of the integration.

Preparation for implementing the integration plan began in May 2007, with the establishment of the regional coverage areas, interviewing and hiring of the eight designated **disabilityworks** Resource Coordinators (dRCs) and the completion of the orientation and training curriculum. The anticipated completion of the integration plan is June 2008.

Programs that Support the Workforce Vision

Trade Adjustment Assistance Act Program (TAA)

The TAA program provides Illinois workers impacted by international trade with the means to attain competitive and marketable skills for today's increasingly competitive work environment. DCEO/BoWD is the designated agency to administer the TAA program in conjunction with Illinois LWIAs and the Illinois Department of Employment Security (IDES).

Specifically, DCEO/BoWD shares the responsibility for the TAA component that links impacted workers with training opportunities, job search allowances, and relocation allowances with the LWIAs. In addition, DCEO/BoWD is responsible for all programmatic and fiscal oversight, including all TAA policy development, grant management and monitoring, as well as coordination with the Department of Labor's TAA field representatives. Four components remain the responsibility of IDES: Trade Readjustment Allowances (TRA), Alternative Trade Adjustment Assistance (ATAA), Appeals, and the Health Care Tax Credit (HCTC) Program.

As part of DCEO/BoWD's efforts to ensure trade-impacted workers receive appropriate and timely services, during FPY'06/SFY'07 DCEO/BoWD conducted numerous training sessions across the state to address customer needs. These training sessions ranged from an overview of the grant process to specific eligibility issues for case managers.

In addition, DCEO/BoWD staff kept abreast of the current TAA federal law and regulations through participation at national conferences and regional roundtables.



U.S. Department of Labor staff conducting training at the 2006 Workforce Development Conference

During September of 2006, USDOL/ETA conducted a review of the TAA program and its various components. DCEO received a commendation for the implementation of several policies and procedures that became Best Practices for other states. For example, as TAA program policies and procedures change, DCEO/BoWD posts the policy as well as the forms immediately to the BoWD website for LWIA staff. Interviews with local staff revealed that the new State TAA policies are a good source of information for the local office. As part of this Best Practice, BoWD expanded training on policy and procedures beyond LWIA staff to include our partner agency staff, the Illinois Department of Employment Security. Technical assistance on policy related issues occurred in seventeen locations throughout the state.

Training and Technical Assistance (TAT)

The Training and Technical Assistance (TAT) Division offers a myriad of training opportunities, statewide as well as within the local Workforce Investment system. During FPY'06/SFY'07, TAT provided WIA related training across the state. Specific training opportunities included:

Training	Sites	Number Trained
IWDS TAA Training	4	123
EO-DPN Training	1	45
Common Performance Measures, IWDS Swipe Card System & IWDS Standard Reports	5	229
TAA Regional Roundtable	1	51
Fiscal Training – Back to the Basics Case Managers' Forum	2	158
Dislocation Event Tracking System (DETS)	2	32
EO Officers' Quarterly Training	1	26
WIA Common Measures for Adults & Dislocated Workers: Uncommonly Complicated	1	96
WIA Current and Common Measures for Youth: Meeting Current Measures While Planning for the Common Measures	1	93

Illinois Workforce Development Conference

In addition to the customized training provided to Local Workforce Investment Boards, WIA program providers and other eligible workforce institutions, TAT is responsible for the annual Workforce Development Conference and Awards Banquet. Successful individuals and businesses from all areas of the state receive recognition for their achievements in gaining meaningful employment or meeting personal goals. Each category (Collaboration, Business Leadership, Individual Leadership, Innovative Solutions, and Individual Achievement) had one statewide winner, with the exception of the Individual Achievement category, which had 26 award winners (one from each LWIA).



Carmen Roberts with Deputy Director Therese McMahon

**2006 Individual Achievement Award Winner
Carmen Roberts
Nominated by Madison County Employment
& Training Department (LWIA 22)**

In September of 2005, Carmen Roberts was struggling to find a means of survival for not only herself, but also her four children. Without warning, her husband had suddenly asked her for a divorce. Already enrolled in the nursing program at Lewis and Clark Community College, Carmen was encouraged to drop out to get her affairs in order first, and then return to the strenuous demands of the nursing program. She had not worked the past few years due to her commitment to complete her education quickly. At this point, Carmen was desperate for help and resources. Only a year away from graduation, she was determined to remain in school and be able to provide for her family.

WIA funds through the Madison County Employment and Training Department allowed her to continue her education by paying for her classes and fees as well as her books. She also took advantage of assistance offered through Family Services, local food banks, Catholic Family Services, and Children's Home and Aid Society (CHASI) daycare assistance. She received food stamps and health insurance for herself and her children. This was significant since she is a Type I diabetic and her son has severe asthma and eczema.

Carmen has never lost sight of her lifetime goal of being a nurse. She may have needed assistance to reach her goal, but she graduated in December of 2006 as a registered nurse. She has been on the Dean's list every semester since she enrolled in college. Carmen refused to give up regardless of the obstacles she encounters.

To Carmen, becoming a nurse is not just a means of providing for her family but is the fulfillment of the mission in her life. Her belief is that the ability to help others is the biggest gift she has ever been given.

LWIB Recruitment and Training Guide

The TAT Division guided the development of a tutorial designed to facilitate Local Workforce Investment Board (LWIB) member recruitment and provide LWIB member orientation and training. The on-line training tool, accessed through Illinois WorkNet, provides a level of support with commonality across Illinois' 26 Local Workforce Investment Boards. The goal of the project is to ensure the necessary supports are available to private sector workforce board members so that they can access information pertaining to the State's workforce development system.

The LWIB Training Project module was an integral part of the Illinois Workforce Investment Board's State Strategic Plan and the IWIB's Private Sector Leadership Task Force that identified the need for capacity building through technical assistance and training.

Illinois AFL/CIO Peer Outreach Counselor Program

DCEO/BoWD works in partnership with the Illinois AFL/CIO and the LWIAs to provide Peer Outreach Counselors and related services to affected individuals in event specific mass layoffs and closings across the state. Peer Counselors are individuals affected by a plant closing or mass layoff and after their layoff, hired by the AFL/CIO to provide first tier information and basic services to the individuals that have worked in the affected facility.

AFL/CIO staff work closely with the union or employee representative to ensure that the candidate identified as a Peer Counselor is well qualified and understands the importance of the position. Thirty-five individuals became peer counselors during FPY'06/SFY'07. Comprehensive training in the AFL-CIO Peer Outreach Counselor Program gives counselors a familiarity with available social services, which allows them to provide referrals to services essential to the well-being of affected workers.

As an integral component of the Illinois WIA programs, Peer Outreach Counselors have a significant, positive impact on participation levels in WIA programs by affected workers. Consequently, high participation levels translate into successful transitions to new jobs for many workers. Because of the methodical, organized approach and well-planned support integrated into the AFL-CIO Peer Outreach Counselor Program, the participation levels for events utilizing the program are approaching 50%.

Farm Programs

The lack of training for beginning and transitioning farmers is a significant barrier to developing sustainable and healthy food systems for Illinois. During FPY'06/SPY'07, DCEO/BoWD administered grants designed to evaluate and plan future expansion of a model for organic farmer training. Illinois Farm Beginnings addresses strategies for developing this system for Illinois through training for participating farmers.

Focusing on whole farm planning and entrepreneurship, including marketing and planning for profit, Farm Beginnings staff, mentors and organizational partners help trainees explore options for land acquisition, financing, and labor as part of the business planning process. A unique component of the training is that the presenters and mentors are established farmers who have and are continuing to learn from experience.

Teresa Starkes, Sangamon County

In her application for Central Illinois Farm Beginnings, 44-year-old Teresa Starks stated, "I have the passion, the attitude, the land, the tractor, the time..., but not the expertise." She added that her "idols" were her "granny and grand-dad, and aunt and uncle, who were self-sustaining farmers."

Terry is currently traveling an hour each way to spend time with her mentor, experienced local vegetable farmer Anne Patterson. She is also beginning to plant her vegetable, herb, and flower market garden, as well as tending her fruit orchard. She is even planning a "harvest festival" when she will open her farm to families who want to pick their own pumpkins and gourds. Soon Terry will be providing her community with the best food possible.

Long-term, Illinois Farm Beginnings will expand the number of successful beginning and transitioning small and medium-sized farmers, the number of acres farmed in ways that protect and enhance the environment, and the abundance of food products from diversified family farms to meet the growing demand for high quality, local food in Illinois. Currently two programs exist - Central Illinois and Northern Illinois with crossover to Southern Wisconsin.

Base Realignment and Closure (BRAC)

The Base Realignment and Closure (BRAC) Commission identified eight military facilities in Illinois for closure and/or realignment. Illinois will lose 2,765 military and civilian personnel. In response, DCEO/BoWD secured \$1.5 million in National Emergency Grant funds to assist with the employment loss and the anticipated growth in those areas targeted for realignment.

DCEO/BoWD worked with four LWIAs, the state of Iowa, and the University of Illinois to provide oversight for planning projects designed to reduce the impact to military and civilian workers, while assisting the regions of the state that experienced growth. During FPY'06/SFY'07, successful planning projects included:

- ▶ Interview USA video conferencing software to enable BRAC-affected workers to interview electronically with local businesses, including spouses of affected BRAC workers
- ▶ Regional surveys on the types of jobs available in BRAC growth areas

- ▶ Development of numerous web sites designed to allow BRAC-impacted workers and local businesses to access information regarding available services
- ▶ Assessment of economic impact studies and development of new employment opportunities based on those assessments
- ▶ Review of workforce skills and coordination of training programs that lead to careers in areas identified by the IWIB under the state's CSSI program
- ▶ Regional forums in BRAC-affected regions of the state for the Innovate Now model for innovation-based economic and workforce development

U.S. Department of Labor Foster Care Demonstration Project

The Foster Care Demonstration Project (Project New Futures) is a partnership between DCEO/BoWD, the Department of Children and Family Services (DCFS), and the Chicago Alternative Schools Network (ASN). Funding for this partnership provides counseling toward college preparation and post-secondary vocational activities to 330 older youth in foster care. Twelve Alternative Schools are participating in this demonstration. In-school counseling begins at the start of the second semester of the junior year and continues until graduation. Each participating ASN school has one part-time in-school counselor. After graduation, each youth receives counseling and coaching assistance from one of three ASN based full-time Transition Specialists in areas including post-secondary school choice, class selection, job search assistance, housing issues, personal relationship concerns, and money management. A modification to the grant ensures that youth going directly into employment and vocational training are included, not just those who are college bound.

As of June 1, 2007, 214 youth enrolled in the project, with the following results:

Obtained high school Diploma	152
Obtained GED	16
Still in High School	24
Other* (includes those who dropped-out but are still being contacted and provided PNF services)	22

In March 2007, USDOL advised demonstration grant recipients that it was eliminating the funding for the third year of the project. By mid-April, the Casey Family Programs Foundation of Seattle, WA, agreed to replace USDOL as the primary funding source for the third year of the program and subsequently committed to provide funding through December 2009.

Casey Family Programs emphasizes workforce development and employment for youth in the projects it sponsors. Its vision and the on-going Project New Futures goals to provide career and educational advancement for youth in foster care integrate cohesively into a single program. This program will provide innovative approaches to providing foster care youth the opportunity to succeed in higher education as well as the attainment of career objectives.

Agency Partners – Support Workforce Investment Act Activities

Working together with the mandated partners below supports the delivery of comprehensive programs throughout the workforce system. The achievements of these partner's over during FPY'06/SFY'07 are below.

Illinois Department of Employment Security (IDES)

Unemployment Insurance

Unemployment Insurance (UI) pays benefits to unemployed workers. Employers pay taxes quarterly to fund UI benefits by filing online using Illinois TaxNet. Claimants may visit IDES offices located throughout the state to file initial UI claims or they may file initial claims on the internet. In most cases, individuals can claim up to twenty-six weeks of benefits via an automated telephone claim certification system (Tele-Serve). IDES is in the process of replacing the thirty-year old benefit payment system with a new system scheduled for completion in mid-2008. Illinois workers filed 683,029 initial claims during the program year ending on June 30, 2007. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered in the 55 Illinois Employment and Training Centers, including skills upgrading, career information, and job placement.

Employment Service

Employment Service (ES), administered by IDES, is a federally funded labor exchange system created under the Wagner-Peyser Act, as amended by WIA. The program serves both employers and job seekers by filling employers' job vacancies with qualified workers and placing job seekers in the best available jobs. ES uses the Internet-based Illinois Skills Match (ISM) system as its main labor-exchange tool. During the FPY'06/SFY'07 for the period of June 1, 2006 through June 30, 2007, there were 248,279 first time-registered job seekers in Illinois Skills Match and 54,288 job orders, many of which had multiple openings listed in ISM. The number of job seekers finding employment during this period was 212,053. All placements made through IDES are unsubsidized; therefore, putting people back to work through IDES puts dollars directly back into the State of Illinois economy.

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

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

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

Labor Market Information (LMI)

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

Summary of IDES Accomplishments

- ▶ IDES produced and disseminated both short and long-term industry and occupational employment projections for Illinois' metropolitan statistical areas, economic development regions, and local workforce areas.
- ▶ IDES completed and delivered the updated version of the Internet-based Illinois Career Information System that now includes employment projections data, occupational wages, training programs, schools data, and scholarship information for college-bound students.
- ▶ IDES completed two year (2006-2008) and ten year (2004-2014) employment projections for more than 100 industries and 700 occupations in each Workforce Board area and Economic Development Region. The ten-year projections are now available in each county and education-to-career district throughout Illinois.
- ▶ IDES conducted training workshops for labor market professionals across the nation on local employment dynamics, a statistical partnership between states and U.S. Bureau of Census. Labor Economists throughout the country can use this new information to determine those industries in local areas with the highest concentration of older workers; highest potential for separation in the next ten years; average earnings of older workers; number of new hires; new hires earnings; and other pertinent labor market data.
- ▶ Two thousand five hundred military men and women participated in 84 Transition Assistance Program (TAP) workshops conducted by IDES Veteran Representatives. These workshops help transition separating service members from active duty to civilian life.

- ▶ IDES facilitated the placement of 816 formerly incarcerated men and women in jobs throughout Illinois. Fifty-two of these individuals were eligible for Fidelity Bonding.
- ▶ IDES administers the Migrant and Seasonal Farm Worker Program in Illinois. Because of aggressive programming, Illinois is now achieving its goal to provide comprehensive employment service support to Illinois' migrant and seasonal farm workers.
- ▶ More than 2,000 veterans and nearly 300 employers attended the first IDES statewide veteran's job fair, held in 11 cities across Illinois in November 2006. In Woodstock, Illinois, PACE provided complimentary bus passes for homeless veterans and offered those with job offers a 50% discount on their first monthly bus pass. In downstate Marion, the Southern Illinois University ROTC kicked-off the fair with an honor guard presentation.

Innovative Projects or Discretionary Grants

- ▶ Illinois is the first state in the nation to complete industry employment projections for a sub-county region. This sub-county work includes occupational and skills based employment projections.
- ▶ IDES worked with the National Opinion Research Center to build an infrastructure of economic information to understand business cycles in the Illinois economy. This collaboration resulted in the development of a seasonal adjustment technique that provides a count of new jobs created each month for specific industries.
- ▶ IDES lead the way in the development of skills-based employment projections and its implementation as an Internet-based application.
- ▶ A special effort to reach a larger audience of employers and job seekers resulted in IDES hosting seven live broadcasts on the Chicago Access Network (CAN) TV. The viewing audience of over 750,000 job seekers and employers could learn about the many employment programs and services available to Chicago residents.
- ▶ The Boot Camp Employment Pilot identifies employers willing to hire the formerly incarcerated. Training opportunities like Computer Numerical Control and A+ Certification are available to the employees to make them employable. Work Opportunity Tax Credit Training is also given to the employer.

Major New Initiatives

- ▶ Effective September 2006, unemployment insurance (UI) benefit claimants can now receive payment on a bank issued debit card.
- ▶ IDES developed I*Compass, an on-line resource that streamlines labor market information access to employers, job seekers and students seeking labor market and career information.
- ▶ IDES designed and distributed statewide "Kids & Careers: How Families Can Help Youth Succeed", a guide for parents and families to assist youth and families with informed career decision making.

Illinois Community College System

Illinois' 48 comprehensive community colleges and multi-college centers play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, they serve nearly one million Illinois residents. The community colleges pledge to address workforce development needs with flexible, responsive, and progressive programs by offering rigorous courses and programs designed for college and university transfer students and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in high demand occupations.

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

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

Postsecondary Perkins and Adult Education and Family Literacy both met and/or exceeded federal performance measures making both programs eligible for WIA Incentive funding. ICCB, in partnership with DCEO/BOWD, Women Employed and other entities, received a Joyce Foundation Shifting Gears Initiative grant to address policy issues focusing on moving adult education students from adult education to postsecondary education and remedial students to postsecondary education. The \$1 million grant is from January 1, 2007 - December 31, 2008.

Illinois Department of Human Services

Human Capital Development

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

With family sensitive programs such as WorkPays, where an employed TANF customer keeps \$2.00 of every \$3.00 earned, DHS continues to be a national leader in moving TANF recipients from welfare to employment as a step toward self-sufficiency. The WorkPays program allows the TANF customer the opportunity to become acclimated to work life before their TANF benefits end. This has led to a reduction of individuals returning to the TANF roles. Illinois' strong programs have overcome the stagnant economy as the TANF "available to work" caseload continues to decline. In July 2006, the TANF caseload was 16,676 and in June of 2007, it was 11,905, a reduction of 4,771.

Success Story

The DHS FCRC referred Karissa Harden to the McHenry County Workforce Network Youth Program (MCWNYP) in WIA 2 in March 2007. With the assistance of MCWNYP, Ms. Harden was able to begin a paid internship at the County Building where she works for 20 hours per week at \$7.00 an hour by the end of March 2007.

Her hours increased to 25 after 4 weeks due to her 'glowing' performance. MCWNYP instructed the FCRC to send as many customers like Karissa as they can find. The Supervisor of the County Board would like to hire Karissa full time as soon as they have an open position. Their new fiscal year begins in October and they hope to have Karissa employed full time, with benefits by Thanksgiving.

Division of Rehabilitation Services

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

Illinois Corporate Partners

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

Local Corporate Business Partners

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

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

Regional Employer Network

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

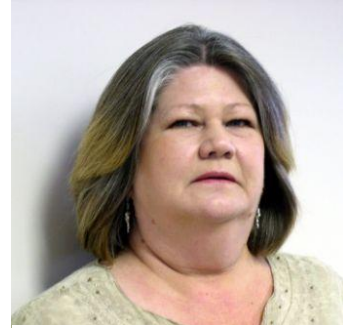
Ticket to Work

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

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

Illinois Workforce Partnership

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



SUE CLARK, IWP PRESIDENT

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

Part of the IWP’s mission is to formulate policy positions that influence Local Workforce Investment Areas and communicate those positions at both the state and federal level. IWP has five standing committees: Communications, Future Trends & Policy Development, Legislative, Resource Development and System Development. Committee highlights include:

- ▶ Hosted a Legislative Reception for local legislators and workforce boards
- ▶ Worked with local legislators in crafting a House Resolution recognizing Workforce Development Week
- ▶ Hosted a “Hit the Hill” event with Federal Legislators and Local Workforce Investment Boards
- ▶ Created and designed an IWP Website
- ▶ Disseminated a vision paper entitled “Workforce Development for a New Century”
- ▶ Provided input to IWP membership and developed responses to new policies and legislative changes including WIA reauthorization and the WIA State Plan

IWP has formed two task forces to address key issues relating to the workforce development system:

- ▶ Performance Management
- ▶ Trade Adjustment Assistance

IWP continues to promote the sharing of information among Workforce Investment Boards, Chief Elected Officials and Workforce Partners to address local employment and training, economic development, welfare reform and educational issues.

Workforce Investment Act – Title IB Program Performance

Overview

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

During FPY'06/SFY'07/ (July 1, 2006 through June 30, 2007), Illinois' WIA Title 1B allotment was approximately \$157 million. LWIAs receive more than \$116 million through a formula allocation to support the delivery of adult, dislocated worker, and youth services.

Through the Title IB local programs, services were rendered to 13,380 registered adults, 17,562 dislocated workers, 7,127 younger youth (ages 14-18), and 3,604 older youth (ages 19-21). An additional 63,293 adults accessed workforce activities and information through self-service methods.

Cost-Effectiveness Analysis

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

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

Overall Cost per Participant	Divides the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)
Participant Count	The number of participants that were included in each performance category was determined from the WIA Annual Report Form (ETA 9091). Generally, this corresponds to the number of participants included in the denominator for each measure.

Total Participant Cost	Multiplies the overall cost per participant count and the participant count to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Younger Youth Skill Attainment measure, the participants counted in each measure are exiters as reported in the Annual Report.)
Overall Cost per Outcome	Divides the estimated total participant cost number by the number of successful outcomes from the performance measure yielding an overall cost per outcome for each of the performance measures. This corresponds to the numerator for each performance measure.

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

- ▶ The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level. The only generally applicable cost-effectiveness measure, therefore, is an overall cost per participant (customer) for each program (Adult, Dislocated Workers, Older Youth, and Younger Youth). For older youth and younger youth expenditures, the calculation is a single cost per value for all youth programs and applied to each sub-program. This is due to there being no requirement for separate tracking.
- ▶ The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- ▶ The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.

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

The following core performance outcomes have cost-effectiveness measures:

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

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

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

Operating Results				
	Available	Expended	Percent	Balance Remaining
Total all fund Sources	213,659,884	155,694,694	72.87%	57,965,190
Adult Program Funds	37,169,747	31,773,776	85.48%	5,395,971
Carry-in funds (no add)	2,685,879	1,373,008	51.12%	1,312,871
Dislocated Worker Program Funds	46,039,854	34,748,146	75.47%	11,291,708
Carry-in funds (no add)	6,526,805	6,427,354	98.48%	99,451
Youth Program Funds	40,732,671	31,927,899	78.38%	8,804,772
Carry-in funds (no add)	5,342,659	5,144,663	96.29%	197,996
Out of School Youth	12,969,806	16,540,065	127.53%	-3,570,259
In School Youth	22,440,625	10,259,070	45.72%	12,181,555
Summer Employment Opportunities		200,626		
Local Administration Funds	17,928,049	12,746,983	71.10%	5,181,066
Carry-in funds (no add)	6,281,580	6,185,435	98.47%	96,145
Rapid Response funds	18,192,117	12,105,580	66.54%	6,086,537
Carry-in funds (no add)	5,171,303	2,717,114	52.54%	2,454,189
Statewide Activities Funds	53,597,447	32,392,310	60.44%	21,205,137
Carry-in funds (no add)	30,478,318	22,928,707	75.23%	7,549,611

Illinois expended more than \$155 million in FPY'06/SFY'07 across the adult, dislocated workers (including Rapid Response) and youth clusters (both older and younger youth), serving more than 41,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$2,653, which includes administrative costs.

Tables 2 and 3 provide Cost-Effectiveness information for each WIA Title I program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Earnings change, earnings recovered, employment, and retention measures provide data for adults, dislocated workers and older youth. For younger youth the data is for skill attainment, diplomas and retention.

Table 2 – Cost Effectiveness – Registered Adult and Dislocated Workers Program

Adult Programs				Dislocated Workers Programs		
Expenditures	\$31,773,776			\$46,853,726		
Participants	13,380			17,562		
Cost Per Participant	\$2,375			\$2,668		
	Measures			Measures		
	<i>Average Earnings</i>	<i>Employment</i>	<i>Retention</i>	<i>Average Earnings</i>	<i>Employment</i>	<i>Retention</i>
Participants in Measure	3,352	4,322	4,271	5,050	6,719	5,827
Cost	\$7,961,000	\$10,264,750	\$10,143,625	\$13,473,400	\$17,926,292	\$15,546,436
Outcome	\$37,836,402	3,340	3,597	\$79,929,890	5,715	5,311
Cost per Outcome		\$3,073	\$2,820		\$3,137	\$2,927
Return on Investment per Participant	\$8,913			\$13,160		

Table 3 – Cost Effectiveness – Older Youth and Younger Youth Programs

Older Youth Programs				Younger Youth Programs		
Expenditures	\$31,927,899			\$31,927,899		
Participants	10,731			10,731		
Cost Per Participant	\$2,975			\$2,975		
	Measures			Measures		
	<i>Earnings Change</i>	<i>Employment</i>	<i>Retention</i>	<i>Skill Attainment</i>	<i>Diplomas</i>	<i>Retention</i>
Skill Attainment Goal				8,643		
Participants in Measure	755	1,060	854		1,606	2,200
Cost	\$2,246,125	\$3,153,500	\$2,540,650	\$25,712,925	\$4,777,850	\$6,545,000
Outcome	\$3,347,894	759	715	7,051	1,238	1,508
Cost per Outcome		\$4,155	\$3,553	\$3,647	\$3,859	\$4,340
Return on Investment per Participant	\$1,459					

Performance Indicators

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

Illinois has been very successful in meeting the challenging performance requirements imposed on this program by USDOL. The state exceeded 15 of the performance measures in FPY'06/SFY'07, with 25 of the 26 LWIAs meeting or exceeding performance. Detailed tables of Illinois' performance are in Appendix A.

Adult and Dislocated Worker Activities

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

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

- The WIA Title IB program served 13,380 registered adults during FPY'06/SFY'07.
 - Five thousand one hundred thirty-six (5,136) of those served (38% of the total) entered the adult program as registrants new to the WIA system.
 - Seventy seven point three percent (77.3%) of the adults gained employment in the first quarter after exit, exceeding Illinois goal of 75%.
 - Eighty-four point two percent (84.2%) retained employment three quarters after the date they exited the program, exceeding Illinois' goal of 82 %.

- The Dislocated Worker Program served 17,562 individuals during FPY'06/SFY'07.
 - Six thousand nine hundred forty (6,940) of those served (39.3% of the total) entered the Dislocated Worker Program because of a plant closing or mass layoff.
 - Eighty five point one percent (85.1%) of dislocated workers gained employment in the first quarter after exit, which exceeds Illinois' goal of 82%.
 - Also exceeding Illinois' goal of 89%, 91.1% of Dislocated Workers retained their employment three quarters from their original exit date.

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

Youth Activities

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

- Under WIA, youth services are for both older youth (age 19 – 21) and younger youth (age 14 – 18). During FPY'06/SFY'07, there were 10,731 youth served through the WIA Title IB program.
 - Of those served, there were 3,525 new youth enrolled in the program.
 - One thousand three hundred three (1,303) older youth exited the program and 2,583 younger youth exited the program.
- In FPY'06/SFY'07, 58.3% of the older youth who exited the program received a credential, exceeding the State's goal of 54%.
 - These youth attained an average earnings gain of \$4,434, exceeding Illinois' goal by over \$1,000.

- During FPY'06/SFY'07, 81.6% of the younger youth (age 14 – 18) reached their skill attainment goal, meeting Illinois' goal of 83%.
 - Of those younger youth enrolled in a program to obtain their high school diploma or GED, 77.1% achieved that goal, exceeding the state goal of 67%.
 - Further, of those younger youth striving for employment and retention, 68.5% were in employment, apprenticeships, post-secondary education, advanced training or military service in the third quarter following their departure from the youth program, exceeding Illinois' goal of 63%.

Customer Satisfaction

In FPY'06/SFY'07, Illinois exceeded the aggressive employer customer satisfaction goal it established utilizing the American Employer Satisfaction Index for employers. Illinois met the client customer satisfaction goal utilizing the American Customer Satisfaction Index for WIA program participants.

State Evaluations of Workforce Investment Activities

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

Evaluation Study: Chicago Workforce Board Cost Per Participant Study

Status of evaluation:

The Phase One final report completed on November 29, 2006, determined that it was feasible to conduct a cost-per study of Chicago WIA service providers, along with the proposed methodology for conducting the study. The Board reviewed and approved the results of Phase One and implemented Phase Two of the project.

The Service Delivery Committee (SDC) of the CWB provided oversight of the project on behalf of the Board and defined several goals for the second phase of the project:

- ▶ Obtain service provider comments regarding the content of the proposed profiles. **The result: Profile format revised based on comments received from the service provider.**
- ▶ Apply the modified cost profile methodology developed with PY2005 service provider information. **The result: Development of a set of provider profiles for each WIA Adult, Youth, and Dislocated Worker program provider.**
- ▶ Develop PY 2005 profiles for the largest number of ITA training providers (those that make up two-thirds of the ITA expenses). **The result: Development of a set of ITA provider profiles for those providers that make up two-thirds of the ITA expense.**
- ▶ Develop instructions for the production of the cost profiles for reproduction in subsequent program years. **The result: Instructions are in the final report on Phase Two.**

The Chicago Workforce Board (CWB) has received a draft of the final report for Phase Two implementation. The projected completion date for the project is the end of July 2007.

Evaluation study: Critical Skill Shortages Initiative

Status of evaluation:

Workforce Enterprise Services developed a project level evaluation of CSSI projects. The purpose of this evaluation was to provide more accurate and relevant information to DCEO to assist in the determination of the types of projects the department should continue to support with CSSI set-aside funds. An examination of 29 of the 95 CSSI projects occurred. This examination included a review of data from the state MIS, review of project reports, grant work statements, and the collection of survey information from project managers at the local level. A draft evaluation report was prepared for review.

Evaluation Study: One-Stop Redesign Evaluation

Status of evaluation:

Work in FPY'06/SFY'07 consisted of improving the ability of Illinois workNet to collect and analyze information on the numbers of customers, customer satisfaction, the implementation of workNet sites, and the integration of workNet usage into the general delivery of core services at the local level. This information has allowed DCEO to track local implementation of Illinois workNet.

Another aspect of the One-Stop Redesign Evaluation that initiated during FPY'06/SFY'07 was an examination of the trends in the provision of training to WIA Adults and Dislocated Workers. Workforce Enterprise Services worked with DCEO to collect data on training enrollment trends under WIA. In addition, fiscal data collected from the LWIAs via a special survey to identify training expenditures during PY 2004 and 2005 led to the development of a policy initiative to increase local training investments, as part of the WIA state plan for PY 2007-2009. DCEO is currently working with a task force of the Illinois Workforce Investment Board to implement a policy that will require LWIAs to expend a defined portion of their allocated funds each year on training.

Performance Tables

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

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**WIA Title IB
Annual Report Form (ETA 9091)**

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72.0	70.5	2,405.0	18,022.0	4,869.0	49.4
Employers	74.0	75.6	689.0	1,114.0	1,085.0	63.5

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0	77.3	3,340
			4,322
Employment Retention Rate	82.0	84.2	3,597
			4,271
Average Earnings	10,198.0	11,287.7	37,836,402
			3,352
Employment and Credential Rate	63.0	64.0	1,977
			3,090

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	75.5	1,718	74.8	163	62.5	135	68.9	151
		2,274		218		216		219
Employment Retention Rate	82.8	1,745	82.8	173	83.1	133	86.5	135
		2,108		209		160		156
Average Earnings Rate	9,538.4	15,738,318	13,165.6	1,948,505	8,424.9	1,061,542	11,650.8	1,456,350
		1,650		148		126		125
Employment and Credential Rate	63.0	1,036	57.6	87	48.0	61	55.7	49
		1,644		151		127		88

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	75.7	1,641	78.8	1,699
		2,167		2,155
Employment Retention Rate	84.4	1,984	84.1	1,613
		2,352		1,919
Average Earnings Rate	11,772.1	21,460,616	10,710.1	16,375,786
		1,823		1,529

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82.0	85.1	5,715
			6,719
Employment Retention Rate	89.0	91.1	5,311
			5,827
Average Earnings	15,333.0	15,827.7	79,929,890
			5,050
Employment and Credential Rate	65.0	70.0	2,750
			3,928

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.6	404	80.4	123	76.7	592	83.5	101
		489		153		772		121
Employment Retention Rate	88.0	402	92.2	107	89.3	519	92.4	73
		457		116		581		79
Average Earnings Rate	16,881.7	6,161,829	14,075.8	1,407,581	14,922.0	7,311,780	15,474.4	1,036,785
		365		100		490		67
Employment and Credential Rate	66.1	197	55.8	53	61.6	204	65.2	58
		298		95		331		89

Table G - Other Outcome for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	85.7	3,368	84.1	2,347
		3,928		2,791
Employment Retention Rate	91.6	3,210	90.5	2,101
		3,506		2,321
Average Earnings Rate	16,914.4	50,776,894	14,234.9	29,152,996
		3,002		2,048

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	59.6	2,301
			3,863
Attainment of Degree or Certificate	0.0	49.7	1,247
			2,508
Literacy and Numeracy Gains	0.0	18.3	55
			300

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70.0	71.6	759
			1,060
Employment Retention Rate	82.0	83.7	715
			854
Average Earnings	3,400.0	4,434.3	3,347,894
			755
Credential Rate	54.0	58.3	776
			1,332

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate	67.3	362	75.0	3	74.3	84	71.5	712
		538		4		113		996
ERR Rate	79.0	293	100.0	3	86.3	88	83.1	652
		371		3		102		785
Average Earnings Rate	4,015.8	1,313,161	10,242.0	30,726	3,962.4	316,994	4,475.0	3,105,627
		327		3		80		694
Credential Rate	56.4	372	25.0	1	50.3	78	57.8	720
		659		4		155		1,245

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	83.0	81.6	7,051
			8,643
Youth Diploma or Equivalent Rate	67.0	77.1	1,238
			1,606
Retention Rate	63.0	68.5	1,508
			2,200

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	80.3	3,338	83.5	2,104	81.3	2,187
		4,156		2,521		2,691
Youth Diploma or Equivalent	76.6	233	86.5	422	59.4	299
		304		488		503
Retention Rate	66.8	290	69.5	439	66.8	526
		434		632		787

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.9	3,524	5,347.3	21,416,059	4.6	154	5,118.6	15,918,753	53.4	876
		4,301		4,005		3,340		3,110		1,641
Dislocated Workers	90.1	5,119	105.5	77,957,444	4.3	243	7,462.5	40,290,191	58.2	1,960
		5,679		73,881,545		5,715		5,399		3,368
Older Youths	78.8	614	4,335.7	2,969,966	4.5	34	3,080.8	2,088,774		
		779		685		759		678		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	94,102	49,971
Total Adult self-service only	63,293	37,193
WIA Adult	76,673	42,742
WIA Dislocated Worker	17,562	7,277
Total Youth (14-21)	10,731	3,886
Younger Youth (14-18)	7,127	2,583
Older Youth (19-21)	3,604	1,303
Out-of-School Youth	5,733	2,029
In-School Youth	4,998	1,857

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 31,773,776
Local Dislocated Workers		\$ 34,748,146
Local Youth		\$ 31,927,899
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$ 12,105,580
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$ 25,514,934
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Capacity building and technical assistance	\$ 856,084
	Board staffing grants	\$ 1,700,524
	Critical Skills/Sector Based Training	\$ 4,320,769
	Subtotal: Statewide Allowable	\$ 6,877,376
Total of All Federal Spending Listed Above		\$ 142,947,712

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Table O - Local Performance

Local Area Name <u>Land of Lincoln Consortium</u>	Total Participants Served	Adults	253
		Dislocated Workers	257
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	120
ETA Assigned # <u>17100</u>	Total Exiters	Adults	139
		Dislocated Workers	101
		Older Youth (19 - 21)	28
		Younger Youth (14 - 18)	82

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0	85.2
	Employers	74.5	87.2
Entered Employment Rates	Adults	76.0	77.8
	Dislocated Workers	85.0	88.2
	Older Youth	77.5	90.5
Retention Rates	Adults	86.0	86.8
	Dislocated Workers	89.0	91.8
	Older Youth	88.0	94.7
	Younger Youth	70.0	76.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11501.6	12918.0
	Dislocated Workers	12200.0	13372.4
	Older Youth	3600.0	8283.0
Credential/Diploma Rates	Adults	64.0	64.5
	Dislocated Workers	68.0	75.3
	Older Youth	63.0	58.8
	Younger Youth	72.0	85.7
Skill Attainment Rate	Younger Youth	81.0	77.1
Placement in Employment or Education	Youth (14 - 21)	0.0	55.4
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	30.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	44.4

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Presidents Office of Employment Training</u>	Total Participants Served	Adults	2629
		Dislocated Workers	2296
		Older Youth (19 - 21)	720
		Younger Youth (14 - 18)	1509
ETA Assigned # <u>17035</u>	Total Exiters	Adults	760
		Dislocated Workers	967
		Older Youth (19 - 21)	143
		Younger Youth (14 - 18)	257

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	57.5
	Employers	71.0	67.4
Entered Employment Rates	Adults	75.5	83.9
	Dislocated Workers	84.0	87.1
	Older Youth	72.5	81.5
Retention Rates	Adults	86.5	86.4
	Dislocated Workers	88.0	90.9
	Older Youth	81.0	90.3
	Younger Youth	65.0	62.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11367.0	11828.2
	Dislocated Workers	15930.0	15271.1
	Older Youth	3200.0	5011.9
Credential/Diploma Rates	Adults	62.0	66.9
	Dislocated Workers	66.0	76.2
	Older Youth	56.0	58.8
	Younger Youth	70.0	78.5
Skill Attainment Rate	Younger Youth	80.0	84.4
Placement in Employment or Education	Youth (14 - 21)	0.0	70.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	53.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Kane County Department of Employment and Education</u>	Total Participants Served	Adults	928
		Dislocated Workers	731
		Older Youth (19 - 21)	162
		Younger Youth (14 - 18)	188
ETA Assigned # <u>17025</u>	Total Exiters	Adults	422
		Dislocated Workers	330
		Older Youth (19 - 21)	86
		Younger Youth (14 - 18)	124

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	76.7
	Employers	72.0	69.2
Entered Employment Rates	Adults	77.0	83.5
	Dislocated Workers	86.0	90.8
	Older Youth	76.0	72.3
Retention Rates	Adults	83.5	89.4
	Dislocated Workers	89.0	95.4
	Older Youth	82.0	83.3
	Younger Youth	67.0	73.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12564.0	14105.1
	Dislocated Workers	16900.0	18400.1
	Older Youth	3000.0	3738.3
Credential/Diploma Rates	Adults	62.0	64.8
	Dislocated Workers	67.0	69.9
	Older Youth	56.0	68.5
	Younger Youth	67.0	67.5
Skill Attainment Rate	Younger Youth	82.0	84.8
Placement in Employment or Education	Youth (14 - 21)	0.0	53.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	31.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	12.5

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>DuPage County Workforce Development Division</u>	Total Participants Served	Adults	339
		Dislocated Workers	619
		Older Youth (19 - 21)	145
		Younger Youth (14 - 18)	224
ETA Assigned # <u>17030</u>	Total Exiters	Adults	127
		Dislocated Workers	338
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	66

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.0	75.0
	Employers	70.0	71.4
Entered Employment Rates	Adults	73.3	79.4
	Dislocated Workers	83.5	81.9
	Older Youth	75.5	77.4
Retention Rates	Adults	81.0	85.3
	Dislocated Workers	88.0	92.0
	Older Youth	79.0	87.2
	Younger Youth	64.0	78.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15434.0	17065.2
	Dislocated Workers	22495.0	22536.7
	Older Youth	3400.0	5709.5
Credential/Diploma Rates	Adults	66.0	71.7
	Dislocated Workers	72.2	69.6
	Older Youth	62.0	72.9
	Younger Youth	74.0	90.3
Skill Attainment Rate	Younger Youth	80.0	76.1
Placement in Employment or Education	Youth (14 - 21)	0.0	67.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	51.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	25.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Workforce Services Division of Will County	Total Participants Served	Adults	470
		Dislocated Workers	293
		Older Youth (19 - 21)	90
		Younger Youth (14 - 18)	329
ETA Assigned # 17050	Total Exiters	Adults	262
		Dislocated Workers	143
		Older Youth (19 - 21)	28
		Younger Youth (14 - 18)	117

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	70.2
	Employers	74.0	75.3
Entered Employment Rates	Adults	72.0	79.4
	Dislocated Workers	83.0	87.5
	Older Youth	72.0	75.0
Retention Rates	Adults	84.0	86.3
	Dislocated Workers	89.0	91.7
	Older Youth	82.0	81.8
	Younger Youth	64.0	57.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8500.0	9443.2
	Dislocated Workers	18722.0	18548.6
	Older Youth	3000.0	3401.8
Credential/Diploma Rates	Adults	60.0	63.1
	Dislocated Workers	62.0	66.2
	Older Youth	56.0	70.6
	Younger Youth	67.0	66.7
Skill Attainment Rate	Younger Youth	81.0	91.9
Placement in Employment or Education	Youth (14 - 21)	0.0	53.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	37.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Lake County Workforce Development Department</u>	Total Participants Served	Adults	448
		Dislocated Workers	394
		Older Youth (19 - 21)	136
		Younger Youth (14 - 18)	66
ETA Assigned # <u>17005</u>	Total Exiters	Adults	146
		Dislocated Workers	177
		Older Youth (19 - 21)	44
		Younger Youth (14 - 18)	28

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	72.5
	Employers	74.0	79.9
Entered Employment Rates	Adults	76.0	75.6
	Dislocated Workers	87.0	86.0
	Older Youth	69.0	70.0
Retention Rates	Adults	86.0	84.2
	Dislocated Workers	91.0	94.4
	Older Youth	81.0	84.1
	Younger Youth	63.0	70.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	11954.7
	Dislocated Workers	20242.3	22399.1
	Older Youth	3000.0	3117.6
Credential/Diploma Rates	Adults	68.0	63.5
	Dislocated Workers	76.0	81.1
	Older Youth	54.0	58.8
	Younger Youth	77.8	100.0
Skill Attainment Rate	Younger Youth	83.0	91.7
Placement in Employment or Education	Youth (14 - 21)	0.0	44.1
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	14.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	23.1

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Southern 14 Workforce Investment Board Inc.	Total Participants Served	Adults	311
		Dislocated Workers	276
		Older Youth (19 - 21)	61
		Younger Youth (14 - 18)	151
ETA Assigned # 17130	Total Exiters	Adults	96
		Dislocated Workers	71
		Older Youth (19 - 21)	14
		Younger Youth (14 - 18)	66

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0	81.7
	Employers	74.0	78.9
Entered Employment Rates	Adults	75.0	74.7
	Dislocated Workers	82.0	89.5
	Older Youth	73.3	100.0
Retention Rates	Adults	81.0	84.5
	Dislocated Workers	87.0	92.3
	Older Youth	83.3	91.7
	Younger Youth	69.0	64.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8320.0	9289.4
	Dislocated Workers	8840.0	11639.5
	Older Youth	3800.0	3739.4
Credential/Diploma Rates	Adults	72.6	59.4
	Dislocated Workers	72.0	68.6
	Older Youth	66.0	100.0
	Younger Youth	71.0	82.5
Skill Attainment Rate	Younger Youth	81.0	89.4
Placement in Employment or Education	Youth (14 - 21)	0.0	62.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	63.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name City of Peoria Workforce Development Department	Total Participants Served	Adults	148
		Dislocated Workers	531
		Older Youth (19 - 21)	55
		Younger Youth (14 - 18)	92
ETA Assigned # 17075	Total Exiters	Adults	62
		Dislocated Workers	172
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	7

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0	89.5
	Employers	74.0	77.9
Entered Employment Rates	Adults	82.7	71.0
	Dislocated Workers	83.6	87.4
	Older Youth	76.0	81.3
Retention Rates	Adults	83.0	85.3
	Dislocated Workers	89.0	96.5
	Older Youth	82.0	88.9
	Younger Youth	68.0	57.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	7947.0	11754.7
	Dislocated Workers	15500.0	16813.8
	Older Youth	3200.0	4044.7
Credential/Diploma Rates	Adults	62.0	56.0
	Dislocated Workers	65.0	63.2
	Older Youth	55.0	62.5
	Younger Youth	68.2	66.7
Skill Attainment Rate	Younger Youth	83.0	83.1
Placement in Employment or Education	Youth (14 - 21)	0.0	45.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	11.5
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>McHenry County Workforce Network</u>	Total Participants Served	Adults	57
		Dislocated Workers	288
		Older Youth (19 - 21)	5
		Younger Youth (14 - 18)	67
ETA Assigned # <u>17010</u>	Total Exiters	Adults	23
		Dislocated Workers	105
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	23

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	74.6
	Employers	72.0	80.7
Entered Employment Rates	Adults	75.0	83.3
	Dislocated Workers	84.0	97.4
	Older Youth	72.7	0.0
Retention Rates	Adults	82.0	91.7
	Dislocated Workers	87.0	93.4
	Older Youth	75.0	0.0
	Younger Youth	68.8	80.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9348.3	11537.8
	Dislocated Workers	18100.0	18100.9
	Older Youth	3000.0	0.0
Credential/Diploma Rates	Adults	63.0	77.8
	Dislocated Workers	69.0	90.8
	Older Youth	59.1	100.0
	Younger Youth	66.0	75.0
Skill Attainment Rate	Younger Youth	81.0	85.7
Placement in Employment or Education	Youth (14 - 21)	0.0	36.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	26.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Rock River Training Corporation</u>	Total Participants Served	Adults	402
		Dislocated Workers	1028
		Older Youth (19 - 21)	93
		Younger Youth (14 - 18)	297
ETA Assigned # <u>17015</u>	Total Exiters	Adults	238
		Dislocated Workers	663
		Older Youth (19 - 21)	45
		Younger Youth (14 - 18)	122

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	67.1
	Employers	71.5	74.4
Entered Employment Rates	Adults	71.5	76.8
	Dislocated Workers	80.0	86.7
	Older Youth	67.0	68.0
Retention Rates	Adults	77.5	76.4
	Dislocated Workers	87.0	91.2
	Older Youth	76.0	71.4
	Younger Youth	68.6	79.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	7500.0	8855.9
	Dislocated Workers	13000.0	14679.0
	Older Youth	3000.0	2846.4
Credential/Diploma Rates	Adults	58.0	68.1
	Dislocated Workers	55.0	63.7
	Older Youth	50.0	60.0
	Younger Youth	63.0	76.4
Skill Attainment Rate	Younger Youth	78.0	74.5
Placement in Employment or Education	Youth (14 - 21)	0.0	56.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	35.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	40.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Partners for Employment</u>	Total Participants Served	Adults	154
		Dislocated Workers	387
		Older Youth (19 - 21)	88
		Younger Youth (14 - 18)	164
ETA Assigned # <u>17020</u>	Total Exiters	Adults	58
		Dislocated Workers	126
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	86

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	82.1
	Employers	71.0	71.4
Entered Employment Rates	Adults	72.0	71.8
	Dislocated Workers	80.0	86.3
	Older Youth	73.0	90.9
Retention Rates	Adults	81.0	83.8
	Dislocated Workers	88.0	87.8
	Older Youth	79.0	81.0
	Younger Youth	67.0	68.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	7880.0	10400.3
	Dislocated Workers	14790.0	11875.3
	Older Youth	3000.0	3161.6
Credential/Diploma Rates	Adults	60.0	60.9
	Dislocated Workers	61.0	62.8
	Older Youth	51.0	75.0
	Younger Youth	66.0	83.7
Skill Attainment Rate	Younger Youth	80.0	70.7
Placement in Employment or Education	Youth (14 - 21)	0.0	43.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	43.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	22.2

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>West Central Development Council Inc.</u>	Total Participants Served	Adults	201
		Dislocated Workers	362
		Older Youth (19 - 21)	58
		Younger Youth (14 - 18)	173
ETA Assigned # <u>17105</u>	Total Exiters	Adults	58
		Dislocated Workers	128
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	61

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	79.9
	Employers	74.0	82.5
Entered Employment Rates	Adults	77.5	85.0
	Dislocated Workers	81.0	89.0
	Older Youth	75.0	80.0
Retention Rates	Adults	81.0	76.6
	Dislocated Workers	87.0	89.5
	Older Youth	82.0	92.9
	Younger Youth	68.0	80.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10300.0	9904.0
	Dislocated Workers	12875.0	13484.4
	Older Youth	4100.0	4925.1
Credential/Diploma Rates	Adults	63.0	64.3
	Dislocated Workers	66.0	77.5
	Older Youth	58.7	61.1
	Younger Youth	70.4	82.2
Skill Attainment Rate	Younger Youth	81.0	74.7
Placement in Employment or Education	Youth (14 - 21)	0.0	67.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	75.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>North and Northwest Cook County</u>	Total Participants Served	Adults	655
		Dislocated Workers	1352
		Older Youth (19 - 21)	144
		Younger Youth (14 - 18)	443
ETA Assigned # <u>17040</u>	Total Exiters	Adults	188
		Dislocated Workers	415
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	183

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	67.3
	Employers	71.0	65.3
Entered Employment Rates	Adults	77.0	76.5
	Dislocated Workers	82.0	87.8
	Older Youth	74.0	92.9
Retention Rates	Adults	87.0	86.1
	Dislocated Workers	89.0	91.3
	Older Youth	82.0	96.3
	Younger Youth	71.0	76.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16497.0	15159.2
	Dislocated Workers	20545.7	22985.9
	Older Youth	4600.0	6120.4
Credential/Diploma Rates	Adults	67.0	68.3
	Dislocated Workers	75.0	73.9
	Older Youth	66.0	86.4
	Younger Youth	79.0	82.1
Skill Attainment Rate	Younger Youth	83.0	89.1
Placement in Employment or Education	Youth (14 - 21)	0.0	62.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	67.5
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	100.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>MAN-TRA-CON Corp.</u>	Total Participants Served	Adults	516
		Dislocated Workers	1670
		Older Youth (19 - 21)	64
		Younger Youth (14 - 18)	92
ETA Assigned # <u>17125</u>	Total Exiters	Adults	182
		Dislocated Workers	158
		Older Youth (19 - 21)	12
		Younger Youth (14 - 18)	36

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	76.8
	Employers	78.0	80.0
Entered Employment Rates	Adults	75.0	83.2
	Dislocated Workers	83.0	88.2
	Older Youth	70.0	61.1
Retention Rates	Adults	81.0	88.0
	Dislocated Workers	89.0	92.5
	Older Youth	80.0	73.7
	Younger Youth	66.7	53.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9564.5	10119.4
	Dislocated Workers	12901.7	13550.6
	Older Youth	3200.0	3496.4
Credential/Diploma Rates	Adults	69.5	70.6
	Dislocated Workers	69.0	73.0
	Older Youth	54.0	52.0
	Younger Youth	67.0	58.1
Skill Attainment Rate	Younger Youth	81.0	84.2
Placement in Employment or Education	Youth (14 - 21)	0.0	53.5
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	58.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	75.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Business Employment Skills Team/Dislocated Workers Center.	Total Participants Served	Adults	167
		Dislocated Workers	389
		Older Youth (19 - 21)	68
		Younger Youth (14 - 18)	163
ETA Assigned # <u>17060</u>	Total Exiters	Adults	46
		Dislocated Workers	135
		Older Youth (19 - 21)	10
		Younger Youth (14 - 18)	37

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0	82.4
	Employers	72.0	89.6
Entered Employment Rates	Adults	79.0	86.7
	Dislocated Workers	84.0	80.4
	Older Youth	71.0	77.8
Retention Rates	Adults	80.0	93.5
	Dislocated Workers	86.0	97.7
	Older Youth	81.0	70.0
	Younger Youth	67.0	82.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12022.0	14094.9
	Dislocated Workers	14100.0	13107.3
	Older Youth	3000.0	5529.9
Credential/Diploma Rates	Adults	63.0	67.6
	Dislocated Workers	56.0	48.8
	Older Youth	60.0	70.0
	Younger Youth	69.0	83.3
Skill Attainment Rate	Younger Youth	81.0	80.4
Placement in Employment or Education	Youth (14 - 21)	0.0	69.5
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	30.4
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	50.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Mayors Office of Workforce Development</u>	Total Participants Served	Adults	3479
		Dislocated Workers	2750
		Older Youth (19 - 21)	975
		Younger Youth (14 - 18)	1232
ETA Assigned # <u>17045</u>	Total Exiters	Adults	1999
		Dislocated Workers	1719
		Older Youth (19 - 21)	610
		Younger Youth (14 - 18)	716

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	68.5
	Employers	72.0	71.1
Entered Employment Rates	Adults	72.0	73.0
	Dislocated Workers	80.0	81.4
	Older Youth	65.0	65.5
Retention Rates	Adults	77.0	80.9
	Dislocated Workers	84.0	88.7
	Older Youth	77.0	79.1
	Younger Youth	64.0	66.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9413.0	10325.6
	Dislocated Workers	14600.0	14653.8
	Older Youth	3100.0	3858.3
Credential/Diploma Rates	Adults	56.0	59.4
	Dislocated Workers	60.0	71.8
	Older Youth	50.0	51.6
	Younger Youth	58.0	74.1
Skill Attainment Rate	Younger Youth	74.0	83.1
Placement in Employment or Education	Youth (14 - 21)	0.0	59.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	60.4
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	12.4

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Champaign Consortium</u>	Total Participants Served	Adults	194
		Dislocated Workers	251
		Older Youth (19 - 21)	53
		Younger Youth (14 - 18)	192
ETA Assigned # <u>17085</u>	Total Exiters	Adults	88
		Dislocated Workers	61
		Older Youth (19 - 21)	23
		Younger Youth (14 - 18)	42

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	70.4
	Employers	72.0	80.1
Entered Employment Rates	Adults	79.0	91.3
	Dislocated Workers	85.0	89.8
	Older Youth	88.0	85.7
Retention Rates	Adults	81.0	90.1
	Dislocated Workers	88.0	90.1
	Older Youth	82.0	80.0
	Younger Youth	68.0	63.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8245.0	8942.1
	Dislocated Workers	12645.0	12365.4
	Older Youth	3200.0	4007.6
Credential/Diploma Rates	Adults	61.0	72.1
	Dislocated Workers	64.0	65.9
	Older Youth	61.0	81.8
	Younger Youth	71.0	82.9
Skill Attainment Rate	Younger Youth	81.0	84.9
Placement in Employment or Education	Youth (14 - 21)	0.0	76.1
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	80.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Vermillion County Job Training Partnership</u>	Total Participants Served	Adults	99
		Dislocated Workers	126
		Older Youth (19 - 21)	21
		Younger Youth (14 - 18)	104
ETA Assigned # <u>17090</u>	Total Exiters	Adults	31
		Dislocated Workers	48
		Older Youth (19 - 21)	3
		Younger Youth (14 - 18)	31

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	88.0
	Employers	76.0	86.9
Entered Employment Rates	Adults	75.0	73.3
	Dislocated Workers	82.0	80.0
	Older Youth	70.0	100.0
Retention Rates	Adults	83.7	74.2
	Dislocated Workers	89.0	95.2
	Older Youth	81.0	80.0
	Younger Youth	68.0	66.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9900.0	8595.8
	Dislocated Workers	12554.0	15089.6
	Older Youth	3100.0	2883.7
Credential/Diploma Rates	Adults	60.0	85.7
	Dislocated Workers	63.0	66.7
	Older Youth	55.2	100.0
	Younger Youth	68.0	100.0
Skill Attainment Rate	Younger Youth	81.0	76.9
Placement in Employment or Education	Youth (14 - 21)	0.0	28.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	56.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>St. Clair County Intergovernmental Grants Department</u>	Total Participants Served	Adults	538
		Dislocated Workers	533
		Older Youth (19 - 21)	255
		Younger Youth (14 - 18)	488
ETA Assigned # <u>17120</u>	Total Exiters	Adults	51
		Dislocated Workers	68
		Older Youth (19 - 21)	15
		Younger Youth (14 - 18)	38

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	79.4
	Employers	74.0	75.4
Entered Employment Rates	Adults	75.0	63.0
	Dislocated Workers	83.0	77.6
	Older Youth	69.0	60.0
Retention Rates	Adults	84.0	86.3
	Dislocated Workers	89.0	93.5
	Older Youth	89.7	80.0
	Younger Youth	68.4	65.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10188.2	11824.0
	Dislocated Workers	12200.0	12862.9
	Older Youth	3300.0	4784.2
Credential/Diploma Rates	Adults	62.0	66.7
	Dislocated Workers	65.0	72.3
	Older Youth	54.0	62.5
	Younger Youth	73.0	96.6
Skill Attainment Rate	Younger Youth	81.0	57.1
Placement in Employment or Education	Youth (14 - 21)	0.0	52.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	90.7
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O - Local Performance

Local Area Name <u>Career Link</u>	Total Participants Served	Adults	115
		Dislocated Workers	246
		Older Youth (19 - 21)	31
		Younger Youth (14 - 18)	173
ETA Assigned # <u>17080</u>	Total Exiters	Adults	42
		Dislocated Workers	112
		Older Youth (19 - 21)	9
		Younger Youth (14 - 18)	54

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	79.2
	Employers	73.0	83.3
Entered Employment Rates	Adults	77.0	90.9
	Dislocated Workers	84.0	99.3
	Older Youth	72.0	100.0
Retention Rates	Adults	86.0	97.7
	Dislocated Workers	87.5	98.6
	Older Youth	82.0	100.0
	Younger Youth	76.0	90.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13200.0	16475.8
	Dislocated Workers	14815.0	17690.3
	Older Youth	3700.0	12604.3
Credential/Diploma Rates	Adults	66.0	91.5
	Dislocated Workers	65.0	88.1
	Older Youth	58.0	88.9
	Younger Youth	76.0	100.0
Skill Attainment Rate	Younger Youth	82.0	88.9
Placement in Employment or Education	Youth (14 - 21)	0.0	81.4
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	79.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Local Area Name <u>Rock Island Tri-County Consortium</u>	Total Participants Served	Adults	84
		Dislocated Workers	176
		Older Youth (19 - 21)	42
		Younger Youth (14 - 18)	105
ETA Assigned # <u>17065</u>	Total Exiters	Adults	58
		Dislocated Workers	115
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	56

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.0	73.9
	Employers	75.0	74.4
Entered Employment Rates	Adults	74.0	85.7
	Dislocated Workers	80.0	80.2
	Older Youth	62.5	61.9
Retention Rates	Adults	77.0	78.5
	Dislocated Workers	87.0	87.7
	Older Youth	84.0	78.6
	Younger Youth	63.0	63.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9000.0	8234.4
	Dislocated Workers	12500.0	11233.6
	Older Youth	2300.0	4964.4
Credential/Diploma Rates	Adults	61.0	73.9
	Dislocated Workers	61.0	68.4
	Older Youth	51.0	41.9
	Younger Youth	66.0	56.1
Skill Attainment Rate	Younger Youth	80.0	78.1
Placement in Employment or Education	Youth (14 - 21)	0.0	62.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	61.1
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	46.7

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Workforce Investment Office of Western Illinois</u>	Total Participants Served	Adults	131
		Dislocated Workers	543
		Older Youth (19 - 21)	55
		Younger Youth (14 - 18)	174
ETA Assigned # <u>17070</u>	Total Exiters	Adults	62
		Dislocated Workers	285
		Older Youth (19 - 21)	23
		Younger Youth (14 - 18)	111

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80.0	70.5
	Employers	76.0	71.2
Entered Employment Rates	Adults	74.0	76.9
	Dislocated Workers	83.0	82.6
	Older Youth	72.0	85.7
Retention Rates	Adults	84.0	72.4
	Dislocated Workers	87.0	90.6
	Older Youth	84.0	82.6
	Younger Youth	67.0	68.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8357.0	9098.0
	Dislocated Workers	11417.0	12087.0
	Older Youth	3000.0	3336.0
Credential/Diploma Rates	Adults	62.0	59.0
	Dislocated Workers	64.0	64.3
	Older Youth	56.0	58.1
	Younger Youth	73.0	72.4
Skill Attainment Rate	Younger Youth	82.0	82.2
Placement in Employment or Education	Youth (14 - 21)	0.0	50.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	24.1
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Grundy Livingston Kankakee Workforce Board</u>	Total Participants Served	Adults	479
		Dislocated Workers	573
		Older Youth (19 - 21)	94
		Younger Youth (14 - 18)	186
ETA Assigned # <u>17055</u>	Total Exiters	Adults	201
		Dislocated Workers	291
		Older Youth (19 - 21)	51
		Younger Youth (14 - 18)	120

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.8	77.0
	Employers	74.0	84.3
Entered Employment Rates	Adults	76.0	65.3
	Dislocated Workers	83.0	84.8
	Older Youth	72.0	68.6
Retention Rates	Adults	81.0	90.2
	Dislocated Workers	86.0	94.0
	Older Youth	82.0	93.8
	Younger Youth	75.5	63.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10800.0	10911.4
	Dislocated Workers	14950.0	16052.0
	Older Youth	4200.0	3596.3
Credential/Diploma Rates	Adults	60.0	60.4
	Dislocated Workers	59.0	59.7
	Older Youth	54.0	44.2
	Younger Youth	76.0	79.6
Skill Attainment Rate	Younger Youth	85.0	81.7
Placement in Employment or Education	Youth (14 - 21)	0.0	57.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	37.2
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Crossroads Workforce Investment Board</u>	Total Participants Served	Adults	221
		Dislocated Workers	832
		Older Youth (19 - 21)	34
		Younger Youth (14 - 18)	134
ETA Assigned # <u>17115</u>	Total Exiters	Adults	113
		Dislocated Workers	446
		Older Youth (19 - 21)	7
		Younger Youth (14 - 18)	42

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.4	69.3
	Employers	70.0	79.6
Entered Employment Rates	Adults	79.0	96.0
	Dislocated Workers	85.0	82.8
	Older Youth	71.0	100.0
Retention Rates	Adults	88.0	92.6
	Dislocated Workers	89.0	90.7
	Older Youth	85.0	100.0
	Younger Youth	75.0	83.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9443.0	10228.8
	Dislocated Workers	11566.0	11623.6
	Older Youth	2900.0	3353.0
Credential/Diploma Rates	Adults	60.0	80.0
	Dislocated Workers	61.0	62.5
	Older Youth	48.0	66.7
	Younger Youth	71.5	90.0
Skill Attainment Rate	Younger Youth	85.2	91.7
Placement in Employment or Education	Youth (14 - 21)	0.0	88.1
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	80.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Madison County Employment and Training Department</u>	Total Participants Served	Adults	254
		Dislocated Workers	507
		Older Youth (19 - 21)	72
		Younger Youth (14 - 18)	146
ETA Assigned # <u>17110</u>	Total Exiters	Adults	36
		Dislocated Workers	51
		Older Youth (19 - 21)	8
		Younger Youth (14 - 18)	38

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	78.8
	Employers	74.0	82.9
Entered Employment Rates	Adults	77.0	92.9
	Dislocated Workers	83.0	95.3
	Older Youth	71.0	80.0
Retention Rates	Adults	85.0	88.9
	Dislocated Workers	89.0	92.6
	Older Youth	81.0	75.0
	Younger Youth	68.0	61.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10586.7	10498.3
	Dislocated Workers	16000.0	14223.7
	Older Youth	3100.0	3823.3
Credential/Diploma Rates	Adults	64.0	67.9
	Dislocated Workers	65.0	77.1
	Older Youth	64.0	80.0
	Younger Youth	67.0	76.9
Skill Attainment Rate	Younger Youth	81.0	74.8
Placement in Employment or Education	Youth (14 - 21)	0.0	65.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	68.6
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Workforce Investment Solutions</u>	Total Participants Served	Adults	83
		Dislocated Workers	152
		Older Youth (19 - 21)	36
		Younger Youth (14 - 18)	111
ETA Assigned # <u>17095</u>	Total Exiters	Adults	26
		Dislocated Workers	52
		Older Youth (19 - 21)	12
		Younger Youth (14 - 18)	36

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.0	82.7
	Employers	67.0	78.1
Entered Employment Rates	Adults	77.0	84.4
	Dislocated Workers	76.0	79.6
	Older Youth	79.0	87.5
Retention Rates	Adults	82.0	92.8
	Dislocated Workers	82.0	96.3
	Older Youth	86.0	90.0
	Younger Youth	71.5	84.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11252.0	13791.7
	Dislocated Workers	15674.0	16526.2
	Older Youth	2800.0	5503.2
Credential/Diploma Rates	Adults	53.0	54.0
	Dislocated Workers	66.0	58.8
	Older Youth	52.0	72.7
	Younger Youth	73.0	58.8
Skill Attainment Rate	Younger Youth	71.5	57.6
Placement in Employment or Education	Youth (14 - 21)	0.0	68.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	26.2
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	