

Illinois

Workforce Development Annual Report

2011



Illinois Workforce Investment Act Title I Annual Report
Federal Program Year 2010 (FPY'10)
State Fiscal Year 2011 (SFY'11)
July 1, 2010 – June 30, 2011



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Pat Quinn, Governor

A major goal of my administration is to build innovative strategies in job training and employment services to meet the needs of Illinois businesses and provide workers with good-paying careers. Illinois' innovations have strengthened the pipeline of ready workers in high-growth, high-demand occupations; made job training more accessible through the online Illinois workNet[®] portal; and accelerated the creation of programs for underserved populations such as veterans and individuals with disabilities.

Job training and employment services are more important than ever as our economy works to regain its footing, so I'm proud to highlight some of our workforce accomplishments this year:

- Targeting Illinois' key industries with the objective of preventing dislocations and positioning the state for post-recovery growth;
- Training approximately 20,000 low-skilled adults and workers dislocated by the recession for jobs that lead to a high wage and provide career advancement;
- Providing 9,705 incumbent workers at more than 400 businesses statewide, as well as WIA eligible individuals, with new skills training in high-demand occupations;
- Utilizing technology to offer access to online services to nearly 2.5 million visitors;
- Providing targeted workforce services to 4,396 individuals with disabilities that enabled them to obtain employment; and
- Preparing 2,319 youth for the real world of work through the Illinois workNet[®] work readiness certification and building upon partnerships with businesses and other state agencies such as the Illinois Departments of Natural Resources (DNR) and Agriculture to provide summer work experiences to more than 300 low-income youth.

Illinois is committed to a two-pronged job creation strategy – providing the economic foundation so that businesses can create jobs, and making sure Illinois workers are ready to fill the demand with proper skills and training. “WIA Works” in Illinois because all of the workforce stakeholders are at the table to find and implement innovative solutions. Therefore, I am pleased to submit the *2011 Illinois Workforce Development Annual Report*.



Director Warren Ribley Co-Chair Illinois Workforce Investment Board

I'm glad you are taking the time to read our annual report for the Federal Program Year 2010 and State Fiscal Year 2011 (FPY '10/SFY '11). You might be surprised to discover the breadth and depth of the innovations that the Illinois workNet® system has implemented to get people back to work as high unemployment continued while state and federal budgets tightened.

By working together, DCEO, the Illinois Workforce Investment Board, and our state agency partners have successfully eliminated many workers' roadblocks to success, resulting in thousands of people receiving job training and employment services during the "Great Recession".

Since 2009, we've looked ahead and invested heavily in training for occupations in key sectors that are expected to grow at fast rates, including healthcare and healthcare IT; green industry; manufacturing; and transportation/distribution/logistics. This past year a \$13 million investment provided 9,705 current (incumbent) workers with skill upgrades through these sector-based grants to ensure Illinois companies remain competitive in the global economy. We also addressed the needs of low-skilled adults by combining job-relevant academic skills with training to prepare them to succeed in the workplace.

To get young people interested in health care occupations, we worked with high schools in Wheeling and Madison County and Instituto del Progreso Latino in Chicago, to develop a health sciences curriculum and purchase related training equipment. More than 200 students have participated to date.

To make sure our returning veterans get the jobs they so richly deserve, we collaborated with Easter Seals to link veterans, some with disabilities, with new jobs. Furthermore, 200 businesses received training on what veterans need in the workplace, and 250 veterans and their families received new skills for work readiness.

Through technology, we've expanded access to over 1,700 businesses in the state providing them with the resources and services they need to hire, train, and build or manage their business. By working with businesses throughout the state we provide the support they need to maintain existing positions or create future jobs.

These are just a few examples of how Illinois has utilized its federal Workforce Investment Act (WIA) funding to benefit the Illinois workforce. WIA is currently designed to give states maximum flexibility to address the top needs of its workforce, resulting in Illinois being nationally renowned for its workforce innovations. More than 5,000 Illinoisans recently signed a national petition in support of WIA funding; I hope that after reading our Annual Report, you too are more aware of why "WIA Works" in Illinois.

As we continue to develop and expand these partnerships, while maintaining our focus on strategic innovative approaches, we will further strengthen Illinois' reputation as a national leader in workforce development. Therefore, it is my pleasure to submit this Annual Report to the Illinois General Assembly and to the United States Department of Labor.

We are taking every step we can today to right this economy, using the resources we have to make strategic investments; we're keeping an eye on future opportunities by positioning Illinois to benefit from innovation, emerging technologies, and 21st century infrastructure. I look forward to our continued work together to keep Illinois on the road to recovery.



Introduction

This report represents the accomplishments and challenges of the most recent Fiscal and Program Year. Its content reflects the success Illinois has continued to achieve while facing significant federal budgetary constraints.

By leveraging available resources and ideas, Illinois continues to be pro-active in getting its citizens back to work. For example, Illinois further expanded its sector-based initiatives that provided training for high demand jobs in key industries such as healthcare and healthcare IT; manufacturing; transportation, distribution, and logistics; and green jobs initiatives.

Illinois has been a leader in implementing innovative initiatives to address the critical needs of the state's workforce. During the past year, Illinois was able to address the nursing shortage, stop the slide of manufacturing losses, support a high school academy for health care careers, and expand access to services through technology via our online Illinois workNet portal.

Through WIA Works, Illinois is communicating the vision of a 21st Century workforce investment system. The state and the 26 local workforce investment areas use WIA Works to share our successes and challenges to Illinois lawmakers to ensure that the system retains the ability for innovation at both the state and local level.



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Illinois is proud to present the accomplishments achieved during FPY'10/SFY'11 year through the Department of Commerce and Economic Opportunity (DCEO), Office of Employment and Training's (OET) WIA employment and training programs and initiatives. This report will demonstrate in greater detail how Illinois continues to maintain its role as an innovative leader in these times of economic uncertainty.

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WIA Works

DCEO's Office of Employment and Training (OET) launched WIA Works in October 2009, in cooperation with the Illinois Workforce Partnership (IWP). IWP is an association composed of representatives from all 26 local workforce investment areas (LWIAs) throughout Illinois. WIA Works seeks to maintain the integrity of funding levels and ensure that the reauthorization of the Workforce Investment Act (WIA) supports a strong workforce system, for Illinois job seekers, workers, businesses and communities.

Foundationally, WIA Works highlights the effectiveness of the WIA program and strives to educate the Illinois Congressional Delegation, the State General Assembly, and members of the Illinois' Local Workforce Investment Board (LWIB) on the importance of the public workforce investment system. Through outreach and technical assistance to LWIB Members and their respective LWIAs, WIA Works provides the support needed to communicate the success of the Illinois workNet® system, the impact of funding reductions, what to preserve through WIA reauthorization and changes needed to strengthen the workforce network's ability to help job seekers achieve their dreams.

Over the past program year WIA Works was able to get the word out about the importance of WIA funding and the need for reauthorization through print and our WIA Works page on the Illinois workNet portal.

In addition, the WIA Works website www.IllinoisworkNet.com/wiaworks was updated with a new look that compliments the national initiative and provides more information that is beneficial to policy makers, individuals, businesses, and workforce partners. Information related to the following topics is current and available to any website visitor:

- Illinois Workforce Investment Board members and activities
- WIA funding allocations for the current and past program years
- State-issued policies that are currently active
- WIA news items from Illinois and other states
- WIA success stories from individuals and businesses
- Letters of support from organizations to policy makers

To inform policy makers and the public regarding Illinois' WIA accomplishments, businesses and individuals can submit their success stories on the website. Currently, there are over 200 success stories available for viewing on the site. Letters can also be uploaded and automatically displayed to identify industry sectors benefiting from WIA programs. Stories from WIA Works that highlight the success of the WIA program are on the next pages as well as woven throughout this report.

WIA Works Success Stories

Healthcare

Stephanie Steele, LWIA 16 – Bloomington, Illinois

Raising a family isn't easy for anyone, nor is combining this task with pursuing a professional career, but as a young and determined mother, I found success in balancing both. I dropped out of high school my senior year but went on to earn my GED the same year as my graduating class, 2003. After a few years of surviving on welfare, I decided I wanted more for myself and my two daughters and began looking into possible opportunities in the medical field.

During the fall semester of 2006, I began taking general education courses at Heartland Community College while researching healthcare programs. I was eventually one of 20 students accepted into Parkland's Occupational Therapy program in August 2008. To make ends meet, I worked a part-time job while juggling a full-time school schedule, but this became impossible once my clinical hours increased.

Assistance I received through Career Link allowed me to focus on school and family without the stress of maintaining a part-time job. I appreciate all that was offered to me by Career Link's services. It allowed me to utilize my federal financial aid to pay my bills each semester. I'm not sure I could've survived without the help.

I graduated with honors in May of 2010 and shortly after was offered a job as a Certified Occupational Therapy Assistant. I absolutely love my job. My wages and flexible schedule allow me to be a source of strength and stability for my family as well as a productive member of the community, and while the road wasn't always easy, my determination and help from Career Link got me where I am today.



Information Technology



Clifton Lee, LWIA 8 – Arlington Heights, Illinois

I worked 20 years for a fuse manufacturer in the northwest suburbs as an Industrial Electrician; these were my final seven years as a Manufacturing Engineer (Project Manager). I traveled the world implementing and creating engineering solutions, and mentoring global technicians assuring their capabilities and successes. While doing all of this I was attending Illinois Institute of Technology two nights a week and raising a family.

Like many businesses today, the company moved off shore. I received WIA services and a TAA grant to attend Advanced Computer Training in Glenview Illinois for their eCommerce program. Halfway through the program I realized that my resume was looking better but it was not complete. I sent in my FAFSA and got a school loan to attend Keller Graduate School of Management getting my Master's in Network and Communications Management with concentrations in Project Management and Wireless Technologies starting in August 2011. I attended both schools through the fall and winter.

My phone started literally ringing off the hook with job offers because of the resume update I posted at completion. I had two offers in my pocket when I accepted an offer from Domino Amjet in Gurnee, Illinois as a Project Manager. Although I won't graduate from Keller until December 2011, I was compensated as if I had graduated. I would like to say thanks to the Illinois workNet Center for the assistance. I would then like to say to the readers, Illinois workNet allows you the space to improve yourselves; take what they offer and add to it.

Employer Success Stories

Healthcare



Silver Cross Hospital, Incumbent Worker Training Project, LWIA 10 – Joliet, Illinois

Silver Cross Hospital in Joliet, Illinois is a 304-bed acute care hospital that has a team of approximately 400 physicians, 2,000 employees and 500 volunteers. Medical-surgical nurses provide holistic care for adult patients in a broad range of settings, applying their expert knowledge to all body systems and disease processes. As part of a professional growth initiative, Silver Cross Hospital wanted a portion of its medical-surgical nursing staff to obtain Medical-Surgical Certification.

The Workforce Investment Board of Will County provided funding for this certification program through its Incumbent Worker Training Program. The interest among medical-surgical nursing staff was strong and produced impressive results. Eighteen nurses applied for ten available scholarships. All of the ten nurses selected to participate in the program completed the course, sat for the four hour exam, passed the exam standards and received their certifications.

The participating nurses have demonstrated enhanced bedside care, a higher level of critical thinking skills, improved rapport with physicians, and leadership capabilities - serving as mentors and resource nurses and, in one case, advancing to a supervisor.

Silver Cross views this initiative as a retention strategy. Additionally, the hospital recognizes that improved nursing skills contribute to the hospital's overall performance in meeting its core quality measures.

Manufacturing

Walter Louis Chemicals & Associates, LWIA 14 – Galesburg, Illinois

Walter Louis Chemicals & Associates Inc. located in Quincy, Illinois is known for their specialty chemicals, fluid process, as well as their analytical and field services. LWIA 14 invested \$38,668 and the company invested \$3,955 with all thirteen of its employees receiving training.

ISO Registration is becoming a requirement for consideration for many industries and government contracts. There were three contracts that Walter Louis Chemical was not able to bid last year because they did not have ISO 9001 Quality Certification. The training they are receiving will provide the structural framework for ISO 9001 Certification, thereby improving their opportunities to expand into new markets, build their existing business and compete against the large national competitors in their market place. ISO 9001 Quality Registration training will prevent loss of existing business and prevent future layoffs. Employees who are undergoing this training create a base for advancement, promotion and providing training for new employees. Employee retention will be improved due to better training and eventual wage increases. ISO Certification will grow their company and create new jobs.

Walter Louis Fluid Technologies has been in business since 1968 employing 13 – 17 staff. As they are a small business, staff often inter-changes job responsibilities. Almost 24% of the staff has been with the company three decades or more. Seeking ISO Certification has radically changed the business operation, allowing Walter Louis Fluid Technologies to create efficiencies, fine-tune their business, and create investment while growing their revenues by 12%.

“Instead of moving day to day, shooting in the dark, we stopped, proportionately changed our infrastructure, rebuilt the insides of our company and doubled the amount of sales with the same amount of expenses.” Frank Murphy, Walter Louis Fluid Technologies, Director of Operations.



Illinois Workforce Investment Board

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

Through a task force structure, representatives from the mandated and optional private/public partner programs developed recommendations to present to the full IWIB for consideration. All policies developed or commented upon through the IWIB structure include input from the public and partners. Efforts related to the following task forces in FPY'10/SFY'11 year are highlighted.

- Healthcare Task Force
- Manufacturing Task Force
- Agriculture Task Force
- Transportation, Distribution, and Logistics Task Force
- Information Technology (IT) Task Force
- Veterans Task Force
- Medicaid Infrastructure Grant Task Force
- State Energy Sector Partnership (SESP)



Health Care Task Force



Health Care Task Force recommendations are designed to build a strong healthcare workforce. Two regional initiatives implemented in 2008 that stem from these recommendations the - Healthcare/Nursing Initiative and the Health Science Career Cluster Initiative - now have a statewide presence.

The Healthcare/Nursing Initiative focuses on a regional sector approach to address the nursing shortage. Both the Illinois Community College Board (ICCB) and the Illinois State Board of Education (ISBE) continue to take the leadership role in implementing the national Health Science Career Cluster curriculum framework in cooperation with OE and other state agency and industry partners. This career cluster work in health sciences focuses on bridge and orientation courses to expand access to low-skilled youth and adults.

Finally, the state's education agencies also collaborated with OET on a public-private working group to develop a statewide P-20 health science program of study model. Programs of study provide orientation level experiences in a career cluster followed by pathway specific courses and work experiences with opportunities to earn industry-recognized stackable credentials. This model will serve as the foundation for the establishment of the planned Health Science STEM (science, technology, engineering and technology) Learning Exchange in 2012. The Health Science STEM

Learning Exchange will support local program of study implementation by coordinating statewide resource sharing, providing access to professional networks, and conducting P-20 talent pipeline performance reviews.

Manufacturing Task Force



The Manufacturing Task Force continued its support of funding for innovative models and programs that support the preparation of the manufacturing workforce. These models include manufacturing bridge and foundation programs as well as specialized training in critical shortages areas such as welding and machining.

OET convened public-private partners to continue the work of promoting the Manufacturing career cluster framework through the development of a statewide P-20 manufacturing program of study model. Programs of study provide orientation level experiences in a career cluster followed by pathway specific courses and work experiences with opportunities to earn industry-recognized stackable credentials. This model will serve as the foundation for the establishment of the planned Manufacturing STEM Learning Exchange in 2012. The Manufacturing STEM Learning Exchange will support local program of study implementation by coordinating statewide resource sharing, providing access to professional networks, and conducting P-20 talent pipeline performance reviews.

As part of the P-20 program of study model for manufacturing a project is underway to explore the development of a new Technology Orientation course in Illinois. Building upon the Illinois Plan and Principles of Technology career and technical education course, the new Technology Orientation course will be designed for students with an interest in manufacturing; transportation, distribution, and logistics; information technology; Energy; and Architecture & Construction. The course will feature contextualized math and science education coupled with applications of technology across the five mentioned career cluster areas. Students who complete the course will have the foundational skills and knowledge to successfully pursue advanced coursework in the following manufacturing career pathways: product/process development, production, automation, and logistics and warehousing.

Agriculture Task Force

The Agriculture Task Force met twice this past program year to review progress of its four committees: Career Awareness, Innovation, Local Foods and P-20 Pipeline. Below are the highlights of each committee.



- **Marketing/Career Awareness** – This committee was tasked with recommending ways to improve agriculture career awareness in Illinois, especially among students and their parents. A student challenge concept was created for high schools to promote ways to make their peers aware of agriculture career opportunities. Partnering with the Illinois Farm Bureau, the Illinois Future Farmers of America (FFA) and the Vision for Illinois Agriculture, OET implemented a recommendation from the IWIB Agriculture Task Force to develop a pilot career awareness marketing campaign. Eleven FFA Chapters received \$500 each to help offset costs associated with participation in the project. Five schools

developed a marketing campaign and a presentation which they pitched to a team of judges. Judging and the announcement of winners took place at the Illinois FFA convention held in June 2011. Representatives from the Galva FFA chapter (located in West Central Illinois) took the \$1,000 grand prize for their effort, "Are You Looking? Agriculture Careers are Looking For You." Their theme focused on the opportunities that are available in the agriculture industry asked the question, "Are you looking for an exciting career in agriculture?" and. Second and third prizes went to the Pinckneyville and Morrisonville High School FFA chapters. Due to the strong interest in the pilot year, the Illinois FFA intends to continue offering this student challenge each year.

- **Local Foods** – WIA statewide funding of \$740,739 was provided to the Illinois Community College Board for the planning and initial implementation of local foods related programs. Participating schools include: Black Hawk Community College; Lincoln Land Community College; John Wood Community College; Kankakee Community College; Illinois Eastern Community College; and Joliet Junior Community College. Each school completed its curriculum development and has embedded local foods education and training into its catalog of course offerings.
- **Innovation** – This Task Force addressed creating new agriculture career opportunities through innovation, recognizing that research and development is shifting to include peer networks and bottom up innovation versus the traditional top down approach. Through the Illinois Innovation Talent Program sponsored by OET, the State Board of Education and a host of public and private partners, students had the opportunity to work on a real world challenge and work in teams to develop possible solutions.

Real world challenges included: extending the growing season, increasing the use of renewable energy, and increasing the availability of local foods. Two high schools selected the local foods challenge, to work on ways their public school can better utilize locally sourced food. At Woodstock High School, 115 students planted a garden on the school premises and made recommendations to the school board on how to sustain the garden and use the produce for the school's cafeteria and science classes. Twenty-eight students at the Palatine High School conducted surveys and taste tests using organic condiments, vegetables and grains. They also designed a garden, installed raised garden beds, and encouraged other curricular departments to make use of the project in ways meaningful to their students.

- **P-20 Pipeline** – This committee conducted a baseline analysis to determine current agriculture occupations in Illinois and then went on to assess existing secondary and post secondary programs of study to determine if schools in Illinois are preparing students to have the necessary basic skill sets for these occupations. The project will prepare a P-20 Agriculture Pipeline Report based on currently available secondary and postsecondary data including enrollments, completions, and transitions to further education and employment.

In addition, a template to leverage efforts related to the Race to the Top initiative that will better track students as they pass through the education pipeline and enter the workforce is being led by the State Board of Education and the Facilitating Coordination in Agriculture Education group.

Going forward, in an effort to tie the pipeline and career awareness efforts, this committee is developing options for post-secondary schools to develop alumni career profiles to share with current students via social media and other online sources. When in place, this will allow employers to reach students as they make their way along the pipeline to make them aware of the many lucrative and rewarding agriculture career opportunities.

Transportation, Distribution, and Logistics Task Force



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

To that end, OET is working with state agency partners to conduct analyses of secondary and post-secondary education and training programs based on the national career clusters framework endorsed by the task force and explore new models for truck driver training, employment, and retention. As part of that effort OET convened public-private partners to continue the work of promoting the TDL career cluster framework through the development of a statewide P-20 TDL program of study model. Programs of study provide orientation level experiences in a career cluster followed by pathway specific courses and work experiences with opportunities to earn industry-recognized stackable credentials. This model will serve as the foundation for the establishment of the planned TDL STEM Learning Exchange in 2012. The TDL STEM Learning Exchange will support local program of study implementation by coordinating statewide resource sharing, providing access to professional networks, and conducting P-20 talent pipeline performance reviews.

Similar to manufacturing, TDL public-private partners are being engaged to inform the development of a common Technology Orientation course that will feature contextualized math and science education coupled with applications of technology across five career cluster areas.

Information Technology Task Force

The Information Technology Task Force has an action plan that addresses the growing shortages of Information Technology (IT) workers in Illinois. This action plan focuses on promoting IT career clusters model, conducting IT pipeline baseline analyses, promoting programs in healthcare IT, and expanding access to Level 1 IT skills training.



A continuing priority in implementing the action plan has been to provide support to new secondary and postsecondary models based on the new Illinois IT career clusters framework. Similar to the previously mentioned sectors, a public-private working group was assembled from members of the IT Task Force to develop a statewide P-20 information technology program of study model. Programs of study provide orientation level experiences in a career cluster followed by pathway specific courses and work experiences with opportunities to earn industry-recognized stackable credentials. This model will serve as the foundation for the establishment of the planned Information Technology STEM Learning Exchange in 2012.

Similar to manufacturing, members of the IT Task Force are being engaged to inform the development of a common Technology Orientation course that will feature contextualized math and science education coupled with applications of technology across five career cluster areas.

The IT Task Force also approved projects to improve health IT training opportunities and expand access to Level 1 IT training throughout the state through Illinois workNet.

Veterans Task Force

The Veterans Task Force focuses on developing initiatives that assist Illinois veterans in finding good jobs and career opportunities. Objectives for the Task Force include:

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



A final Task Force report submitted to the IWIB called for the establishment of an ongoing Statewide Veterans Transition Team that would be responsible for implementing the Task Force's recommendations. DCEO, the Illinois Department of Employment Security (IDES), and the Illinois Department of Veterans Affairs (IDVA) will each provide ongoing support to the Transition Team and will coordinate with local and regional service delivery networks. The three agencies will coordinate with the Office of the Governor to appoint public-private members of the transition team and to announce their formation in 2012. From this, the Governor will receive the final recommendations in the first quarter of 2011 for eventual statewide implementation.

Medicaid Infrastructure Grant Task Force

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

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

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

- Expanded the Illinois workNet portal's comprehensive Disabilities Resources Pathway to include an interactive "Benefits Estimator". This online calculator assists individuals who receive benefits such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) in determining the impact various scenarios (i.e. returning to work) have on their current benefits;
- Through **disabilityworks**, provided Disability Awareness and Sensitivity Training to staff at all of Illinois' Small Business Development Centers (SBDCs); and
- In partnership with a public relations firm, developed a formal plan to market SBDCs to individuals with disabilities.

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

Illinois State Energy Sector Partnership (SESP)



Illinois, under the guidance of the State Energy Sector Partnership (SESP), developed a successful proposal for available SESP Training Grant funding, under ARRA, through the Department of Labor. The proposal garnered \$6 million in statewide funding for local

workforce development projects focused on the energy efficiency and renewable energy sectors. The SESP Training Grant started January 27, 2010 and ends on January 27, 2013.

Regional Economic Development & Sector Initiatives

Illinois is a pioneer in blending federal, state and local investments, to promote innovative regional initiatives targeting high-growth industry sectors. Our investment in sector-based initiatives provided training in occupations for key industry sectors, including healthcare and healthcare IT, agriculture, information technology, manufacturing, transportation/distribution/logistics (TDL) and green energy. *The reduction in statewide activities funding for 2011 and 2012 is going to eliminate Illinois' ability to continue to support the type of innovative projects described below.*



Healthcare

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

- **Northwest Illinois Healthcare Regional Collaboration** - This grant provides the Metropolitan Chicago Healthcare Council (MCHC) funding for technical assistance and support to OET healthcare innovation grantees through a variety of activities, including Health Science Working Group/STEM (Science, Technology, Engineering, and Mathematics) Learning Exchange meetings, Illinois Innovation Talent (ILIT) project presentations and a hard-hat tour of the Instituto Health Sciences Career Academy (IHSCA). MCHC also hosted a Webinar for post-secondary healthcare education on "Transition into Practice" where Lewis University's Master of Nursing program presented their research findings on transitioning. WIA support for this project was \$440,137.



- **Central Illinois** - As part of our regional sector strategy approach, OET encourages communities to collaborate on economic and workforce development projects as a means of leveraging greater talent and resources. In Central Illinois, grants totaling \$211,700 provided staff support to form the Central Illinois Regional Collaborative Effort comprised of key regional leaders and organizations. It has since formed a board of regional leaders to address issues of concern and funding opportunities. Through June 2011, the Central Illinois Regional Collaborative Effort has engaged over eighteen regional hospitals and schools of nursing to determine interest in an online placements pilot, education of regional partners and providing input from national, state, and other regional users.
- **Southern Illinois** - A "Connect SI" grant for \$209,800 provided for the continued development and implementation of public-private solutions to healthcare shortages in nursing, including the Southern Illinois Online Nursing Initiative (SIONI) hybrid-online Associate Degree in Nursing (ADN) program. The goal of this initiative is to develop a program that would provide working nurses who have strong ties to the region an opportunity to advance their education and become an RN. SIONI has since received approvals from all of its accrediting bodies. It is offered at the six community colleges in the twenty county Connect SI region which have enrolled 42 new students.

- ***Southeast Illinois*** - This project created a Health Care Consortium for the Southeast Region to address regional shortages in nursing identified in a study conducted by Eastern Illinois University, the local workforce board, and community college partners. In partnership with community colleges, key medical service providers, and community agencies the Consortium developed a strategic plan to address these shortages. DCEO support for this project was \$104,900.
- ***EMS to RN Bridge Program*** - Parkland College was awarded \$63,000 to create an Emergency Medical Services (EMS) to Registered Nurse (RN) bridge program that will provide individuals with a direct transition from working as a paramedic to becoming a registered nurse. This project will reduce curriculum redundancy and allow paramedics to enter the nursing career pathway and quickly climb the career ladder to acquire better paying jobs as well as fill local employment gaps.
- ***K-12 Health Sciences Career Pathways Project*** - WIA grants were issued totaling \$496,000 to establish state of the art health science classes that provide hands-on learning and career awareness information for high school students. Working with Wheeling High School, Madison County High School and Instituto del Progreso Latino, OET funded curricula development and the purchase of health sciences training equipment. Over 200 students were able to learn about healthcare sciences and careers.



Latanya Hayes
2011 LPN to RN Hybrid Nursing Program graduate

"I am a single mother of three. I attended Lincoln Land Community College's online LPN to RN Hybrid Nursing Program. Being enrolled in the online program was one of the best things that has happened to me. I say this because it allowed me to continue to work full time and provide for my family while going to school. Since graduating my life has improved in so many ways. First, I stand proud because I am the first in my family to graduate from college with a degree. Another way my life has improved is the increase in pay that has made it easier for me to care for my family and not have to struggle. Most of all my life has improved because I don't have to work as much and I can spend more time with my children."

Agriculture

Investments were made in the new generation of entrepreneurs in the agriculture sector that will increase the number and scale of local and regional food system operations throughout the state. These projects will improve the coordination of entrepreneurship and workforce development initiatives at all stages of business development across all segments of the agriculture industry.



- **Farm Beginnings** - A series of grants were provided to Angelic Organics Learning Center to implement and expand training programs for new local foods farmers. Farm Beginnings® was begun in the Northern Stateline region in 2005 with subsequent years' funding promoting expansion of the program to central Illinois. The grant for this program year of \$84,100 provided for organizational expansion to southern Illinois. Since its inception, over 229 individuals have been served, with 188 continuing to farm. Fifty-two of this year's 66 served are still farming. A \$36,000 grant was utilized to provide full and partial scholarships to eleven of this year's individuals from a target population of transitioning, minority, women, low-income, and immigrant farmers. Small stipends were also paid to 22 individuals for advanced farmer training opportunities.
- **Illinois Community College Board Local Food Innovation Projects** - A particularly successful effort has been OET's support of establishing a network of local foods training and educational programs, partnering with the Illinois Community College Board (ICCB). Through a series of grants, pilot local foods programs were developed at six community colleges. Each college is pursuing a different niche of local foods production, often tying into existing horticulture or culinary arts programs, including: organic farming; production of fruit orchards; vegetables; viticulture (grapes) and hydroponics. Programs include entrepreneurial training to give graduates the knowledge and skills to start and build their own sustainable businesses. The colleges completed curricula development, produced crops and are on their way toward ongoing sustainability using revenue from crop sales to support the programs.

***Farm Beginnings** - Sixteen farm families developed in-depth business plans through the 2010-11 Stateline Farm Beginnings course. From intensive urban market gardens to livestock, grains, and even an academic farm and food systems retreat center, the farm businesses emerging from the program are diverse in size, scope and product. Many of the individuals who took the class reflected on the importance of the business planning process and how it has allowed them to take steps forward to achieving their farming dreams.*

A great example is Blessed Roots Farm, which developed a new line of safe and organic cleaning products to add to their farm business, which gave focus to their marketing and business plans. Another group presented a three-year plan to convert part of their family farm, which has previously been utilized for corn and soybean crops with conventional agriculture methods, into sustainable livestock rearing and animal husbandry. Finally, there is Joseph and Kimberly Sambou, who are moving to West Africa in the summer and plan to start a sustainable farm. Joseph, a West African native, hopes that their farm will not only allow them to generate income for their family, but could also present young farmers a whole picture of profitable farming in an area in which has long operated with a mindset of subsistence farming.



Information Technology

- *World Business Chicago – Chicago Career Tech Initiative* - This project provided a path into technology jobs for 291 displaced workers, while strengthening Chicago's position as a technology center by:
 - ▶ Strategically integrating training with work experience to prepare participants for new technology careers;
 - ▶ Offering on-the-job experience and placement assistance, while incorporating service learning;
 - ▶ Partnering with local educational institutions, recruiters and businesses to provide the most efficient and effective training and counseling; and
 - ▶ Providing participants with skill sets and marketability for new IT careers.

OET contributed \$965,750 in WIA funding to this project.



Angie Ware is a 44-year-old mother with a Bachelor's degree in finance from DePaul University. An accomplished financial professional, Angie spent nearly fifteen years exclusively with Bank of America before being laid off from her position as an equity officer in October 2008. Without a full-time job and two sons to support, she became active in her community's fight against violence. In October 2010, Angie began her Chicago Career Tech program in the project management track at DeVry University. Angie's training was funded by a WIA ITA (individual training account). She gained hands-on learning experience at JP Morgan Chase and local nonprofit, Chicago Commons. It was at Chicago Commons that Angie excelled. In February 2011 she was offered a full-time position. Prior to Chicago Career Tech, Angie had never considered working for a nonprofit as a career. She was able to complete her education training and graduated in May 2011. Angie applies her skills learned in the project management track with her deep financial knowledge in her new position.

On-the-Job Training (OJT) NEG (National Emergency Grant)

In a nationally competitive process, OET received \$3.2 million to implement OJT demonstration projects. The initiative is intended to jump start hiring for employers needing skilled workers as the economy moves toward recovery. Fourteen LWIAs received grants to cover costs of employing approximately 400 trainees. As a result of the challenges faced at the local level in finding employers, OET has redirected funding to help with employer outreach and intensify technical assistance efforts. Specifically, OET enlisted several statewide industry groups, particularly in manufacturing, to market to employers needing workers. In addition OET has supported targeted technical assistance efforts with the local areas through webinars, one-on-one sessions and group conference calls to help with employer outreach and OJT placement opportunities.



Shifting Gears 2.0 - Pathways to Results



This \$600,000 grant to ICCB is developing curricula for healthcare bridge programs for adult and developmental education, continuing efforts to explore bridge program solutions that transition from adult education and English Literacy to postsecondary workforce education, and moving students from developmental education to college level coursework.

TANF YES Extension

A grant of \$300,000 was provided to the Village of Maywood to extend work experience employment for several months to approximately 40 individuals who were enrolled in the Temporary Assistance for Needy Families (TANF) YES (Youth Employment for the Summer) program. This provided the Village of Maywood an opportunity to continue clean up efforts and the participants with an opportunity to continue their employment and training efforts through the WIA program.

Incumbent Worker Training

WIA formula and ARRA formula based Incumbent Worker Training (IWT) funds were used to upgrade the skills of approximately 820¹ incumbent workers with 48 employers throughout Illinois. A majority of the employers represented manufacturing and healthcare sectors. Fifteen LWIAs operated these 51 IWT projects for a total investment of \$1,094,497².

Gilster – Mary Lee Corporation, a Private Label food manufacturer located in Chester, Illinois, wanted to take a proactive approach to increasing efficiency. Realizing the current conditions of the market, management decided to do a study from order to delivery. Training was then offered to the 3,000 employees on areas identified as needing improvement. Working with a grant provided by LWIA 24, Gilster contracted with the Illinois Manufacturing Extension Center (IMEC) to train 26 incumbent workers who would then in turn train their coworkers. For the initial line targeted, efficiency improved by twenty percent.

Without change, layoffs would have been imminent. Gilster realizes the impact even small layoffs can have in the small communities where they have chosen to locate their plants. As the largest employer in many of these communities, Gilster Mary Lee is aware that many times quality of life issues begin with them. Their proactive approach to the changing business climate insures that future generations will be employed by Gilster-Mary Lee just as they have since 1895.



¹ Approximately 1% of these individuals were served in more than one incumbent worker grant.

² This data does not include IW projects funded by ARRA discretionary funds, which are covered in the ARRA section of this report.

Statewide ARRA Initiatives

ARRA Sector-Based Initiatives

The eighteen month ARRA Sector-Based initiatives that ended June 30, 2011 provided training to approximately 9,300³ individuals through 33 grantees, utilizing over \$8.2 million of Recovery Act funding.

The sector-based initiatives addressed critical skill shortages in four key industry sectors: healthcare and healthcare IT; manufacturing; transportation/distribution/logistics (TDL); and green technologies. Incumbent workers as well as WIA eligible individuals were provided unique training opportunities to learn new skills in demand by employers. Employees from almost 400 employers throughout the state received training that included the following:

- An investment of \$4.74 million provided just over 4,480 workers with training in healthcare related fields. These opportunities offered training for individuals to earn advanced degrees in nursing such as Licensed Practical Nurses (LPNs) to Associates in Registered Nursing (ARN) degrees; ARNs to Bachelors of Science in Nursing (BSN); and BSNs to Masters of Science in Nursing (MSN). In some instances, MSN graduates moved into teaching positions helping to alleviate a critical nursing shortage. In addition many participants were trained to meet the emerging need for Electronic Medical Billing and Electronic Medical Recordkeeping as well as receiving training to improve general hospital performance, customer service, employee satisfaction, and making measurable gains in hospital facility administration.
- Lean Six Sigma⁴ training as well as customized plant and process improvement training was received by over 4,000 workers through just over a \$2.2 million investment.
- An investment of over \$932,000 provided almost 540 drivers, front line supervisors, and WIA registrants with training fundamentals in TDL as well as vehicle loading and customer delivery training.
- Just over 230 workers received training on transit facility design and utilizing green technology to improve energy usage. This investment of \$336,000 also provided weatherization training, helping participants learn how to use modern techniques and tools to improve home insulation.

³ Approximately 1% of these individuals were served in more than one incumbent worker grant.

⁴ Lean Six Sigma is a business management strategy that is aimed at combining a more efficient and less waste process with a focus on variation and design.

Community Gardens Initiative

The Community Gardens Summer Youth Employment Program provided education and training to low-income youth on various aspects of agriculture and horticulture. During the summer of 2010, twenty organizations received Recovery Act funding totaling \$1.8 million to provide educational opportunities for 421 WIA eligible youth using multiple mediums, including field work through hands-on training, classroom training, and in some cases field trips and guest speakers. Each organization designed their community garden program specifically for their population, focusing on areas such as:

- Plant maintenance and health;
- Proper transplant and division techniques;
- Fruits, vegetables, and herbs harvesting and using them in meal preparation; and
- Fresh produce preparation for delivery using appropriate cleaning and packing methods.

Working with the youth at the Lincoln Memorial Congregational UCC community garden this summer was a wonderful experience. During the Faith in Place Community Gardens Summer Youth Employment Program we learned about organic gardening, built raised beds, grew vegetables from seed, and composted fruit and vegetable waste. We enjoyed the field trips to other organic gardens, to the Daley Plaza Farmer's Market, and to Goodness Greenness Organic Food Distributors. In addition to arranging the field trips, Faith in Place provided us with a wonderful Master Gardener, Avram Golden-Trist, who shared his knowledge in the garden and classroom. The documentaries, organic gardening and conservation classroom materials, and supplies provided by Faith in Place created an enjoyable learning and working experience for my group. I am very grateful that Faith in Place asked Lincoln Memorial Congregational UCC to participate in the Community Gardens Summer Youth Employment Program, and grateful for the opportunity to learn and care for the garden with my youth group. Thank you. Wylanda Harris, Site Supervisor, Lincoln UCC



Youth received instruction addressing appropriate tool usage and maintenance and undertook responsibilities such as assembly of wheel barrows and cleaning of tools. In the Community Gardens Program there was a positive work environment, a sense of teamwork, respect for others, and participant pride in their accomplishments and newly learned skills.

Summer Youth Employment Program

Building on a successful inter-agency Summer Youth Employment Project (SYEP) with the Illinois Departments of Natural Resources (DNR) and Agriculture in 2009, the 2010 summer youth program provided work experience opportunities to over 287 low-income youth, utilizing \$1 million of Recovery Act funding.

At 32 DNR worksites throughout the state, youth performed a vast array of jobs and worked on projects ranging from rebuilding pheasant hatchling habitats to clearing trails that had been overgrown for many years. The majority of the work was project oriented, providing participants with the opportunity to see the results of their work and learn important team building skills.

Youth participated in "Discovery Days" activities where they received information on career opportunities in "green" jobs and were provided information related to the conservation and preservation of our natural resources. Youth also participated in online work readiness components through the Illinois workNet portal, educating them in such areas as resume writing, interviewing, job search, and workplace skills.

Youth were also employed at Department of Agriculture worksites in Springfield and DuQuoin. Youth assisted with State Fair preparation along with grounds keeping and maintenance.



Chelsea Geimer DeVivo Summer Works 2010 Illinois Department of Natural Resources Giant City State Park

In the summer of 2010, Chelsea Geimer was one of 15 anxious youth placed with the outdoor crew at Giant City State Park. Participants were provided transportation to the worksite, since the majority of them did not have reliable personal vehicles. Chelsea's leadership skills began to shine as she was able to work with her team on the best way to perform the tasks assigned to them, in spite of the heat and mosquitoes, by concentrating on accomplishing tasks in record time. The Park Superintendent rewarded her accomplishments by assigning her to the Visitor's Center and having her assist with clerical duties outside her project hours. She was soon promoted to a team supervisor due to her strong work ethic and ability to lead other youth to excel. In August of 2010, due to her work in the DNR project, Chelsea was offered and accepted a graduate assistant position at Southern Illinois University at Carbondale while working on her Masters degree in Zoology. During the fall and spring semesters at SIUC, she taught sophomore biology labs for the university.

In the summer of 2011, due to her outdoor work experience with the DNR project at Giant City State Park, Chelsea's resume was reviewed by the Illinois Natural History Survey. She was hired as a summer field technician for the Mussel Project. She spent the summer of 2011 traveling throughout Illinois sampling streams for our native fresh water mussels. Through this technician experience with the INHS, she was able to network with people from a variety of organizations. Chelsea has been asked to do an internship with the Natural Heritage Division of IDNR beginning in June. "I would like to sincerely thank MAN-TRA-CON and the DNR project at Giant City State Park for believing in me and giving me this opportunity which has continued to open doors for my future. Without the 2010 DNR experience I would be just another college student with no field experience and limited opportunities." Chelsea expects to graduate with her Masters in the fall of 2012.



Trade Adjustment Assistance Act Program

Over 8,500 Illinois workers, who lost their jobs due to international trade, received services this past program year through the Trade Adjustment Assistance (TAA) program. TAA offers these workers a variety of benefits and services to assist them in reentering the workforce. These services include job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage subsidy to workers 50 years of age and older.

Furthermore, 4,341 of these customers were able to avail themselves of the expanded benefits offered by the Trade and Globalization Adjustment Assistance Act of 2009 (TGAAA). TGAAA offered broader coverage to more workers and firms, including those in the service sector, and improved workers' opportunities for training, health insurance coverage, and reemployment. On February 12, 2011, the TGAAA program expired and reverted to 2002 TAA Law.

Beyond the sunset of the TGAAA program, two additional major changes occurred. First, Illinois experienced a sharp drop in funding from \$23.7 million in FY'10 under the TGAAA provisions to just over \$6.7 million in FY'11. In this program year, Illinois expended \$17.9 million in TAA/TGAAA combined training funds for client services.

The second change was the implementation of the United States Department of Labor (USDOL) mandate to use State Merit Staff for the approval of all TAA benefits. To ensure a continued coordinated approach to services, a co-enrollment policy was implemented that allows the LWIAs to continue providing case management services to customers. These services are funded with State Rapid Response dollars. In addition, system changes and training were provided to ensure a smooth transition to the approval process by merit staff. OET worked closely with the IWP, to ensure the implementation plan provides little disruption of service to the customer.

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

Brenda Tracy, LWIA 25

Age does not define the person, especially when it comes to Brenda Tracy. Concerned about her age, Brenda Tracy found it actually became an asset as she began her training at Southern Illinois University-Carbondale in Technical Resource Management/Healthcare Management. A silver lining to being laid off, is that it provided the opportunity for her to return to school. Brenda was enrolled in TAA as a result of a substantial lay off. With an Associate Degree already under her belt, she was able to transfer those credits to SIU-C and hit the road running. Determined not to let her age interfere with her quest for her degree, she pulled from her experiences and was able to contribute to many class discussions. She provided leadership and vision for others as she moved through her classes. To quote her: "I have come to the conclusion, it isn't how many times you get knocked down in your lifetime that counts....it's how many times you get back up!" At the age of 60, Brenda graduated in May 2011.



Technical assistance and training continued to be provided to the LWIAs to ensure correct implementation of both the TAA and TGAAA programs. Over 420 workforce professionals attended six training and conference sessions. In addition, DCEO hosted the USDOL Region V's Roundtable and showcased the Dislocation Event Tracking System (DETS), formed a Rapid Response Task Force, updated Trade, Rapid Response and WIA brochures, participate in USDOL's monitoring of the Rapid Response and Trade programs, and contributed to a Social Policy Research Associates research project.

Milburn Sims, National Able

After Mr. Sims was dislocated by Unilever located in Franklin Park, he enrolled in Olive-Harvey College's manufacturing technology program. In December 2010, Mr. Sims received an Associate's in Applied Science in Process Technology. Mr. Sims' GPA was 3.7. To further support his job search and quick re-employment goal, Mr. Sims subsequently enrolled in National Able Network's Job Transitional Workshop, which focused on resume development, effective interviewing skills and developing a job search plan.

After completing his AAS and the Job Transitions Workshop, Mr. Sims is now employed at Honeywell as a Manufacturing Technician. This position is directly related to the training he received and pays \$20.50 per hour. Mr. Sims was very motivated throughout his training program, complied with all guidelines, followed instructions, and was determined to complete the training.

When asked how the Trade Adjustment Act program and the Job Transitions Workshop given by National Able benefited him he wrote:



"National Able was very helpful and supportive. Ms. Ross was easy to reach and was able to answer any questions that I had. While in the program I lost my wife and was thankful for the help and guidance that I received from National Able and Ms. Ross."

"I really enjoyed the Job Transition Workshop and Mr. Hairston was fun, informative and knowledgeable. I wish that everyone who has been downsized could be in this program because it was very helpful and would let them know they aren't by themselves. I was able to return to school and graduated in December 2011 with a degree in Process Technology from Olive-Harvey College."

"I was hired by UOP a division of Honeywell Inc. as a Manufacturing Tech, making catalyst for the reactors at oil refineries."

"I enjoyed my relationship with National Able and my Case Manager Ms. Ross. I wish more people would take advantage of all the program has to offer."

Illinois workNet®



The Illinois workNet (www.illinoisworknet.com) portal simplifies the process of connecting Illinois citizens, businesses, and workforce professionals to local and statewide resources by providing real-time access to employment and training services.

Strategically, the portal has become an integral component for implementing statewide programs, IWIB recommendations, and developing WIA staff and customer skills.

This powerful Web application includes a custom Learning Management System (LMS), a WIA program tracking and reporting system and a guidance resource for both WIA case managers and customers.

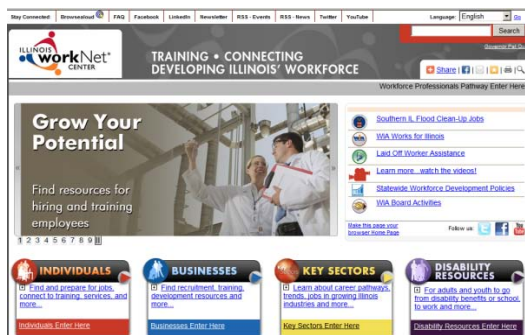
Nearly 2.5 million visitors accessed the portal, with 183,034 jobseekers and 1,573 businesses having registered accounts. In addition, there are 4,449 workforce professionals registered, of which 1,567 have received a Certified Illinois workNet Advisor certificate. There are 1,172 (118 sites are WIA funded) Illinois workNet Centers and partner sites accessible statewide.



The activities below demonstrate the role Illinois workNet plays in carrying out successful WIA programs. *This award winning innovative portal is at risk of elimination due to the funding reductions in statewide activities for the 2011 and 2012 appropriation years.*

Illinois workNet: New Tools and Look

In order to ensure that Illinois workNet continues to meet the needs of its users, a series of customer interactions occurred throughout the year. For example, as a result of feedback from the statewide case manager workflow study held in PY'09, annual usability studies were implemented, along with significant updates. Additionally, the new look compliments the look of National Association of Workforce Boards (NAWB) *Workforce Investment Works* initiative. The benefits of these updates include:



- Restructured navigation,
- Interactive customer ratings,
- Updated computer skills self survey and training assistance,
- Increased job preparation guidance that includes online networking,
- Integrated social media to provide timely information, and
- Enhanced Step Guides.

Demand Occupations

DCEO policies require individuals enrolled in WIA training services to select job training programs that prepare them for demand occupations. Customers can access information regarding those occupations, as well as WIA-approved training providers, through Illinois workNet. Demand occupations can be searched by:

- Economic Development Region
- Career Cluster
- Standard Occupation Code
- Keyword



An interactive map option is also available.

Identified occupations are then retrieved from IWDS and "cross-walked" to the "Career Clusters" pathway. As IWDS updates are made to ensure that WIA-eligible providers include demand occupation information, Illinois workNet will also display a cross-walk to these providers. In addition, this is also available to other individuals who may not qualify for WIA services but want to prepare for growing occupations.

Disability Benefits Estimator



A new disability benefits estimator has been added to the Disability Resources Pathway and was developed by the Illinois workNet team in partnership with OET and the Illinois Department of Healthcare and Family Services. The estimator can be used by individuals between ages 16 – 64 who may qualify for state and federal disability benefits, or are receiving Social Security Disability Income (SSDI) and interested in moving from solely receiving benefits to earning an income from employment.

After individuals enter financial and optional job planning information, the estimator considers current income and benefits, and provides for additional factors, such as income change or a job replacement. A summary identifies potential benefits, options to explore benefits and employment opportunities, and connections through an interactive map to Regional Work Incentive Planning Coordinators and other helpful service locations.

Summer Work Readiness Assessment

During the summer months of 2010, Illinois workNet continued to be the primary source for work readiness activities and assessments used by LWIAs participating in the final round of the ARRA Summer Youth Employment Program (SYEP). To comply with additional federal requirements, Illinois workNet developed an online worksite evaluation tool with approximately 2,319 youth meeting work readiness requirements.

Work Readiness Skill Building

Building upon the success of the online SYEP tools, the results from the 2009 case manager workflow study, and acknowledged statewide need for common work readiness assessments, the Illinois workNet project team completed a set of activities to provide guidance and resources for LWIAs and their customers regarding access to relevant work readiness tools for increasing employability. These activities resulted in:

- Convening a statewide WIA assessment workgroup in collaboration with the Illinois Workforce Partnership (IWP) and Chicago Workforce Investment Council (CWIC);
- Development of a national work readiness standards definitions document; and
- Creation of a set of online assessment tools with unlimited access by LWIAs including:
 - ▶ A work readiness assessment guide and documentation procedure for recommending approaches to market and use assessment tools along with activities that increase employability and
 - ▶ Case manager access to customer groups to obtain customer information including assessment results.

This project has laid the groundwork to ensure that all case managers and their customers have easy, real-time access to resources that assist workers to obtain skills that employers want.

Veterans Services

The Veterans Services area of the Illinois workNet portal was enhanced based on recommendations from the IWIB Veterans Task Force. These updates are designed to provide more helpful tools for connecting veterans to employment opportunities and include:



- An Interactive Step Guide for veterans to identify, plan for and achieve employment goals
- A military-to-civilian skills translation tool and other helpful worksheets
- Resume development videos

Illinois workNet also worked with Millicrut.com to market a virtual job fair opportunity for veterans and utilized email notifications, account messages, and social media to facilitate 1,051 participant registrations from Illinois.

DCEO WIA Policy Upload, Tracking, and User Interface

WIA policies and related information can now be easily searched and accessed, through the new WIA Works for Illinois website. It is used by OET staff to upload, interface and apply real-time tracking and reporting to manage policies. Workforce professionals also benefit from this easy-to-use interface to readily locate and access policies.

The features of the Policy page include:

- Search and sort options to view policies by keywords, type, number, title, or dates
- Policy view with a link to download policies and related attachments

- References to all related policies
- Glossary of terms and a subject index showing all policies with the same subjects
- Links to all referenced policies as well as helpful links to federal and state websites

Certified Illinois workNet Advisor (CIWA) Module Update

Illinois workNet has always provided training to workforce professionals and has offered a CIWA course for the past three program years. For this past program year, however, the entire course was revised to maintain its relevance, include user feedback, integrate website updates and incorporate components of successful projects such as Elevate America and SYEP. Additionally, the project team has developed a hybrid Learning Management System (LMS) that simplifies the creation of, and access to, learning modules and quizzes. The new CIWA modules are shorter, more interactive, and set up so workforce professionals will be able to complete recommended



sets of modules based on their job responsibilities. A Continuing Education Unit (CEU) from Southern Illinois University-Carbondale is awarded upon successful completion and a Certificate of Completion is stored with the course taker's account.

With the new CIWA system, additional online courses can easily be created and offered through Illinois workNet. Workforce professionals can access the CIWA system as long as they are employed by an LWIA, LWIB, or Illinois workNet partner.

Illinois Workforce Development System (IWDS) Data Exchanges

To continue the process of seamless integration with the IWDS case management function, Illinois workNet has implemented additional data exchanges that provide:

- The automatic establishment and maintenance of an Illinois workNet workforce professional account for each LWIA case manager in IWDS.
- The automatic establishment of an Illinois workNet account for each registered customer in IWDS, and
- Access by LWIA case managers to all of their registered customers' work readiness assessment outcomes, and other information that will enable case managers to better assist and communicate with their customers. Actual outcomes can be transferred to IWDS when needed for program reporting.

Training and Technical Assistance

Training and technical assistance opportunities were offered statewide, regionally and via webinars to WIA staff, LWIB members and staff, as well as partners. During this program year, the majority of these sessions were delivered by webinar as a cost saving measure. Webinars make valuable information accessible to all workforce partners, businesses and individuals. Offering training and technical assistance is a mandated statewide activity. *The recent funding reductions to the statewide activities set aside made by Congress in the 2011 and 2012 appropriations is going to eliminate Illinois' ability to meet this requirement.*

Training/Webinar	Attendees *
Youth Employment for the Summer (YES) Training	42
Youth Employment for the Summer with hands-on IWDS	17
WIA Eligibility with hands-on IWDS	116
WIA Eligibility Training	87
WIA Eligibility & Assessment Training	69
WIA Assessment Training	44
Case Management and Exit Performance Training (10 sessions)	180
Veterans Job Training (VJT) and IWDS Training	6
Statewide Merit Staff/TAPR/Fiscal	242
Merit Staff Implementation for DCEO Staff	27
TAA/TGAAA Update	45
TAA-WIA Training	39
Webinars - Career Information, Job Search, and Resume Assistance (4 sessions)	577
Webinars - Summer Youth Employment, ARRA Youth, and TANF Youth (15 sessions)	431
Webinars - Illinois workNet Website Redesign for LWIAs and Partners (6 sessions)	368
Webinars- OJT for LWIAs and DCEO Grantees (2 sessions)	248
Webinars - Starting a Business for BST Members, Partners and Individuals (4 sessions)	236
Webinars - Basics of Trade for Illinois Community Colleges and LWIAs (2 sessions)	133
Webinars - Introduction to DCEO WIA Policy Database (2 sessions)	131
Webinars - Incumbent Worker Tracking System Training and Updates (5 sessions)	131
Webinars - Resources for Veterans (4 sessions)	130
Webinar - Manpower LMI on Employment Trends for LWIAs and Partners	125
Webinars - Online Disability Benefits Estimator (3 sessions)	120
Webinar - DCEO Digital Divide and JTED for DCEO Grantees	119
Webinars - Work Readiness Assessment Design and Implementation (4 sessions)	73
Webinars - CIWA Advisory Group Reviews with LWIAs and Partners (3 sessions)	28
Webinars Miscellaneous webinars for LWIAs and Partners (11 sessions)	287
TOTAL	4,051

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

Services to Individuals with Disabilities

Each year, in accordance with Public Law 093-0639, DCEO as the "state agency responsible for the oversight of the Workforce Investment Act", is required to submit a report to the Governor and General Assembly regarding the number of individuals with disabilities served through the Illinois workNet Centers and the broader workforce system. In an effort to reduce duplication, effective with this reporting year, the requirement from Public Law 093-0639 will be integrated into the *2011 Illinois Workforce Development Annual Report*.

For the FPY '10/SFY '11 year, 18,695 individuals with disabilities, either by providing documentation or through self-disclosure, received services through the broader workforce system. Of these individuals, 2,894 were served under Title I of the Workforce Investment Act (WIA). Four hundred seventy-seven individuals received services via a mutual referral process through DHS/DRS. A total of 4,396 individuals were placed in jobs. A broad range of workforce services were provided to these individuals with disabilities including career planning, cash incentives/stipends, job search skills training, job referral and placement and supportive services such as transportation, as well as occupational classroom training. In addition, 11,918 accessed information through the Illinois workNet portal's Disability Services Pathway.⁵

OET and its workforce partners offer a variety of additional initiatives to further enhance and expand disability employment and training opportunities. These initiatives are found in this section and the Agency Partners section of this report.

disabilityworks ▶

disabilityworks, is comprised of state and local agencies, businesses, industries, service providers, educational institutions and disability

advocacy organizations. Its purpose is to develop and implement strategies to increase employment and training opportunities for people with disabilities throughout Illinois. The **disabilityworks** design incorporates strategies that target both the supply and demand sides of the employment equation for people with disabilities in a fully inclusive model. Primarily funded by OET, **disabilityworks** is part of the Chicagoland Chamber of Commerce to provide a strong business presence and commitment to its mission.

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

disabilityworks accomplishments included:

- ▶ Thirty veterans, with and without disabilities, obtained employment.

⁵ The data and program information for this paragraph was provided by DCEO, the Department of Employment Security (DES) and the Department of Human Services/Division of Rehabilitation Services (DHS/DRS) for Program Year 2010 (July 1, 2010-June 30, 2011).

- Training on returning veterans' employment needs and supports was provided to 200 businesses.
- Two hundred fifty veterans and their families received training on job readiness skills and how to access Illinois workNet resources resulting from a collaborative project with Easter Seals to provide employment assistance and related support to veterans with and without disabilities and their families.
- Four individuals with disabilities were hired through the **disabilityworks**/Walgreens "One Portal" recruiting, screening and hiring project, including one person who was placed in an Assistant Manager position. This brings the total number of placements to fifteen. Also, Walgreens has expanded the number of participating stores to sixteen and four providers have joined the project.
- The staff in all 35 Illinois Small Business Development Centers received Disability Awareness and Sensitivity training.
- Forty-one Disability Awareness and Sensitivity and Assistive Technology trainings were provided to Illinois workNet Center staff throughout the state.
- Five hundred three businesses and 652 services providers received **disabilityworks** services, including Disability Awareness and Sensitivity training, orientation to **disabilityworks** and training on the "business case" for employing individuals with disabilities.
- Two additional LWIAs have been certified as Ticket to Work Employment Networks (ENs), bringing the statewide EN total to four. Also, three other LWIAs are considering applying for EN certification.
- Nine youth with disabilities were placed in a variety of summer youth positions, as part of collaboration with Manpower, Inc. and five community service providers. As a result of this experience, one of the placements received an offer of a permanent position and Manpower has become a strong advocate in support of employing individuals with disabilities.



Tony Plana **Walgreens One Portal Employment Referral Project**

Despite receiving a gunshot wound that left him with a midlevel paraplegic injury that requires that he use a walker or a wheelchair, Tony Plana did not let that keep him from working. With a friend, he operated a business that maintained vending machines in nursing homes. He was also an owner-operator with his own truck, but could only obtain part-time work picking up groceries for a non-profit organization. The hours and pay were insufficient and he was in danger of losing his home.

Then the *disabilityworks*/Walgreens One Portal Employment Referral Project came into his life. *disabilityworks*, is a DCEO-funded initiative whose mission is to increase and enhance employment and economic opportunities for individuals with disabilities. Walgreens not only has been a long-time proponent of integrating disability into its diversity plans, but requires its store managers to receive disability awareness and sensitivity training. The One Portal project provides the employer and the service provider with a streamlined means of referring applicants that meet the qualification requirements for specific positions.

With the assistance of a local service provider, Tony was referred and interviewed for a stock clerk position at a Walgreens store located on Chicago's north side.

It quickly became obvious that he could do much more than place merchandise on shelves. He was assigned additional cashier duties, and his demonstrated ability to relate to customers resulted in his promotion to a newly created position that oversees and assists customers with four self-checkout stations that Walgreens is piloting in Chicago.

Tony's supervisor remains pleased with his work which requires him to stay friendly and positive at all times. "Not everyone can do this job. We picked the cream of the crop."

Disability Employment Initiative

On August 9, 2010, the U.S. Department of Labor (DOL) announced a new funding opportunity, under the joint administration of the Employment and Training Administration (ETA) and the Office of Disability Employment Policy (ODEP). The focus of the "Disability Employment Initiative" is "to build upon promising practices that improve the employment outcomes of individuals with disabilities served by One-Stop Career Centers". In the grant instructions, DOL identified seven promising practices and invited states to submit proposals that would pilot two or more of these strategies in specific locations. OET's proposal selected five of these strategies to be piloted in two LWIAs, with two other LWIAs to be designated as comparison sites. Illinois was one of nine states that received a three year grant award totaling \$1.8 million. *disabilityworks* will facilitate the grant activities.

Employment and Economic Opportunity for Persons with Disabilities Task Force

This Task Force is responsible for reviewing and analyzing the current status of employment services for persons with disabilities, identifying best practices, both within and outside of Illinois, and submitting an annual report to the Governor and General Assembly. For this program year, a comprehensive report has been drafted and sent to Task Force members for final comments and corrections before it is submitted to the Governor and General Assembly.

Agency Partners

Working together with the mandated partners supports the delivery of comprehensive programs throughout the workforce system. The achievements of these partners during FPY'10/SFY'11 are below.

Illinois Department of Employment Security (IDES)

Unemployment Insurance

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

- *Individuals* can file claims for unemployment insurance benefits online or in person at a local IDES office or Illinois workNet Center. In most cases, individuals can claim up to 26 weeks of regular benefits. Effective in November 2009, multiple tiers of federal extended benefits (53 weeks), as well as a state extended benefits program (20 weeks) have been available to most claimants. Additionally, the Federal Additional Compensation program increased the weekly payment by \$25 for all claimants. Illinois workers filed 810,011 initial claims for regular benefits during the state fiscal year ending on June 30, 2011. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered at the Illinois workNet Centers, including skills assessment, career information and job placement. Early in the fiscal year, IDES replaced its thirty year old benefit payment system with a new system.
- *Employers* can access a wealth of resources and information that help them comply with the Illinois Unemployment Insurance Act. Such resources include online tax filing and tips on preparing for an appeal hearing. Most liable employers pay taxes quarterly to fund UI benefits by filing wage reports via paper, magnetic media or online using Illinois TaxNet.

Employment Service



Employment Service (ES), administered by IDES, is a federally funded labor exchange program created under the Wagner-Peyser Act, as amended by the Workforce Investment Act (WIA). The program serves both employers and job seekers by matching employers' job vacancies with qualified workers and placing job seekers in available jobs. ES uses the Internet-based Illinois Skills Match (ISM) system as its primary labor-exchange tool. This system is scheduled to be replaced by Illinois JobLink (IJL) in October 2011.

Services to Veterans

Local Veterans Employment Representatives (LVERs) and Disabled Veteran Outreach Specialists (DVOPs) network with WIA Partners, Community and Veteran Service Organizations and both State and Federal Department of Veteran Affairs (IDVA), to identify qualified veterans job seekers for company positions. IDES staff, where indicated, assists veteran candidates through the system to remove barriers to employment, as well as conduct job search workshops, to provide Illinois employers with job-ready candidates to assist them to compete in today's global marketplace. LVERs also serve as a point of contact for HR personnel seeking information on Federal Contractor Job Listing (FCJL) requirements.



DVOP and LVER staffs provide services to all veterans eligible for Title 38 services. Their responsibilities include outreach and the provision and facilitation of direct client services to those who have been identified as most in need of intensive employment and training assistance.

The Disabled Veterans' Outreach Program (DVOP) is IDES' major vehicle for outreach to veterans with disabilities. Currently, IDES has the equivalent to 38 full-time staff in offices around the state to perform outreach and provide one-on-one services to disabled veterans. IDES also stations DVOP specialists at two veterans' hospitals in the Chicago metropolitan area. DVOP specialists provide intensive services to meet the employment needs of eligible veterans, with priority given to those who have been identified as disabled, economically or educationally disadvantaged, previously incarcerated, homeless, and veterans with barriers to employment. In addition to assisting disabled veterans with developing their resumes, interviewing skills and conducting their job search. DVOP specialists are also actively involved in outreach efforts to increase program participation among those with the greatest barriers to employment. These include: Federal and State Departments of Veterans' Affairs (DVA) Vocational Rehabilitation and DVA Medical Hospitals and Vet Centers; attending Veterans' Service Organizations meetings; site visits to Military, National Guard Reserve installations; and, other areas where there are known concentrations of veterans or transitioning service members.

In order to maximize employment services for veterans with disabilities, IDES has maintained a Memorandum of Understanding (MOU) with the U.S. Department of Veterans Affairs (USDVA) Vocational Rehabilitation and Employment (VR&E). This MOU provides intensive services to veterans with disabilities to assist them in obtaining employment once they have completed training under VR&E. Through this MOU, IDES and USDVA collaborate on the implementation of REALifelines, a program which provides employment services, including intensive services, to seriously wounded and/or injured veterans who served in Operation Iraqi Freedom or Operation Enduring Freedom. IDES Veterans representatives and hospital managers co-present workshops for these clients.

Local Veterans' Employment Representatives (LVERs) conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans, encourage the hiring of disabled veterans, and generally assist veterans to gain and retain employment. LVER staffs conduct seminars for employers and job search workshops for veterans

seeking employment, and facilitate priority of service in regard to employment, training, and placement service

When a veteran enters an IDES local office or an Illinois workNet center, he or she receives an initial assessment, in order to identify those veterans **most in need**. Based on this assessment, staff determines whether the veteran can best be served through three levels of services; self assisted, facilitated, and intensive services. All recently discharged veterans are referred to the Local Veterans' Employment Representatives. LVERs also monitor the provision of employment services by Wagner Peyser and WIA Staff to ensure that Veterans priority of service is being implemented.

Additional IDES programs that are targeted to veterans include the Incarcerated Veterans' Training Program (IVTP), Transition Assistance Program (TAP), Chapter 31 Vocational Rehabilitation Adjustment/ Employment, (VR&E) and Homeless Veterans Reintegration Program (HVRP).

Individuals with Disabilities

The Department of Employment Security, an Illinois workNet partner, promotes employment opportunities for individuals with disabilities and encourages employers to consider them for their job openings. These services are provided through IDES offices in Illinois, the majority of which are co-located in Illinois workNet Centers.

- *IDES Employment Job Fairs for Individuals with Disabilities* - During the past program year, IDES staff have participated in 24 events that emphasized the employment needs of and opportunities for individuals with disabilities, including job fairs in conjunction with the Department of Human Services/Division of Rehabilitation Services (DHS/DRS), as well as with community service organizations. These events included employment workshops.
- *IDES Employment Workshops for Individuals with Disabilities* -IDES continues to host workshops across the state specifically for individuals with disabilities in coordination with Central Management Services (CMS) and the Department of Human Services (DHS), presenting information about employment opportunities in state government and the Successful Disability Opportunities Program. Workshop locations included Chicago, Springfield, Mt. Vernon, Aurora, Quincy and Mattoon.

Labor Market Information (LMI)

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

Summary of IDES Accomplishments

During this program year, IDES:

- Completed and delivered the updated version of the internet-based Illinois Career Information System that includes occupational descriptions, employment projections, average wages, training program requirements and schools and scholarship information for students, job seekers and those individuals who change careers.
- Completed two- and ten-year employment projections for more than 100 industries and 700 occupations in the state and each local workforce area.
- Updated and distributed (via print and online) the “Learn More Earn More” brochure in English and Spanish to assist stakeholders statewide to make better-informed career decision and educational decisions.
- Initiated the statewide implementation of TORQ, a tool used by employment counselors, OET Rapid Response teams, and WIA partners to help individual job seekers efficiently find new occupations that closely align with their current skills, knowledge and abilities in a rapidly changing economic environment.
- Implemented Help Wanted Online, a new tool that provides real-time labor market information in an aggregated form to help us assess labor market conditions while at the same time revealing the actual quantity of real, un-duplicated online jobs by geographic location, occupation and industry.
- Integrated monthly national, state and economic development region labor force and employment data into the Illinois workNet Workforce Information Database.

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, the colleges serve nearly one million residents. In addition, ICCB oversees more than 100 Adult Education providers in the state serving more than 123,000 students annually. The Adult Education system of providers includes community colleges, community based organizations, Regional Offices of Education and school districts.

The community college system pledges to address workforce development needs with flexible, responsive, and progressive programs designed for colleges and university transfer students, returning adults, and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in various occupations. Recently, there has been an increase in enrollments



at community colleges due to the economic downturn as unemployed workers take advantage of the community colleges to gain new skills or upgrade skills to enable them to gain employment. Also, there is an increase in transfer students as families see the value and savings that a community college offers in the first two years of college.

ICCB continues to work collaboratively across the state with other partners to address the alignment of workforce development, education and economic development. Over the past year, through Workforce Development, Career and Technical Education, and Adult Education, community colleges and ICCB have moved forward in a coordinated way continuing to focus on the sector/clusters such as manufacturing, healthcare, and transportation, distribution and logistics (among others) with an emphasis on low-skilled and low-income adults through work such as Business and Industry training, Professional and Continuing Education training, Local Foods Initiatives, Bridge program implementation, Programs of Study, and Adult Education Strategic Plan implementation – all focused on meeting the needs of Illinois employers and workforce. ICCB's ongoing partnerships with other agencies and entities such as OET are critical to addressing Illinois' economic and workforce needs.

Workforce Development

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

- ***Business and Industry/Continuing Education Training*** - Through the community college Business and Industry Centers over 2,000 companies received training and over 109,000 employees were trained. Over 8,000 unemployed or underemployed individuals attended 428 noncredit workshops or seminars through Continuing Education in nineteen community college districts; 2,266 received job placement assistance.

In summary, Illinois community colleges provided workforce and economic development to services to a total of approximately 203,500 businesses and individuals. These services resulted in the start up of over 260 companies, expansion of more than 120 companies, and retention of 900 companies. In addition, nearly 2,000 jobs were created and another 8,700 jobs were retained.

- ***Bridge Programs*** - Bridge programs are designed to prepare adults to enter into career pathways that will lead to sustainable wage employment. Low-income and low-skilled adults receive early academic and occupational focused preparation among many entities including community colleges, adult education providers, local workforce investment areas and community-based organizations. Bridge programs are expanding in Adult Education and in Developmental Education/Career and Technical Education. Within the community college system, bridge program development and implementation requires the coordination between workforce development, career and technical education and adult

education. Bridge programs and policy and data work continues as more bridges policies become embedded and more bridge programs become implemented.

- *Local Foods* - There is growing interest among individuals and the food industry to buy food locally. The ICCB pulled together a group of six community colleges interested in developing and or expanding their engagement in Local Foods. The community colleges recently presented at the statewide Illinois Farm Bureau Local Foods Summit. The colleges are doing a variety of activities from offering certificates in local foods, selling produce to entities such as Whole Foods, local restaurants and institutions, creating marketing DVDs, and developing community awareness through courses such as home gardening, canning, local food selection and preparation. Implementation and sustainability grants continue through June 30, 2012 to enable community colleges to sustain the initiatives for the long-term, finalize and implement curriculum, market produce and develop vendor relationships, and gain student involvement. Several other community colleges have also entered the Illinois Local Foods movement.

Adult Education

- *Adult Education Bridge Program Development* - The Adult Education Division continues to work with local programs to develop bridge programs within three sector areas: Health Care, Manufacturing, and Transportation Distribution and Logistics. During the current year, additional bridge programs have been developed in the sectors of Hospitality and Education and Training. Approximately 26 programs have developed bridge programs with 17 programs providing bridge program instruction. More than 480 students statewide have been served in bridge programs. Annually, Illinois serves approximately 100,000 adult education students. The need for a variety of instructional approaches is imperative to the success of these students. Bridge Programs offer students cluster level knowledge and skills while building basic and literacy skills, career exploration and awareness, as well as support services that assist them in accessing post-secondary education and pathway employment.
- *Adult Education Strategic Plan* - In the fall of 2009, the Adult Education Division completed the development of a Strategic Plan and Vision for the state adult education system. This vision entitled "Creating Pathways for Adult Learners" outlines specific goals designed to meet the needs of both the student and the workforce. Implementation of this planning began July 1, 2010 and is guiding the direction of the adult education system toward development pathways that prepare learners for success in postsecondary education and employment. Curriculum and assessment alignment; bridge programs including contextualized instruction, career awareness activities, and transitional supports; instructor and administrator professional development and training; development of partnerships; and strengthening data and accountability are activities that make up the plan.

Career and Technical Education (CTE)

Career and technical programs continue to be a critical piece of the Illinois Community College System's program offerings. CTE programs offer students the opportunity to learn new skills, or upgrade their talents, in order to be competitive in the job market. By offering a range of short

term certificates and more advanced degree programs, Illinois community colleges ensure that students in their districts fulfill their college and careers objectives.

- **Post-secondary Perkins** - The ICCB administers \$15.1 million annually in federal Post-secondary Perkins grants to community colleges in support of CTE programs and students across the state. Perkins focuses on certain themes such as increasing state and local accountability standards, strengthening the connections between secondary and post-secondary education and restructuring the way stakeholders - high schools, community colleges, universities, business and parents - work together.
- **Programs of Study** - A key component of program of study development and implementation within the state continues to center on the collaborations between secondary institutions, post-secondary institutions that award certificates and degrees, and the business and industry representatives to further assist students in their preparation for high-skill, high-wage and high-demand occupations. Illinois recognized that in order for Programs of Study to truly be viable for career and technical education reform, educational programs and services had to be developed and improved continuously.



In order to fully understand true program improvement within programs of study, the use of measures that allowed for data driven examination and change were employed through the Pathways to Results (PTR) process. PTR is designed as a five-phase process that capitalizes on local practitioners and partners to engage in a systematic problem-solving process that identifies sustainable solutions to improve student outcomes. Since the fall of 2009, local area partnerships have been engaged in the PTR initiative through a Local Programs of Study Implementation Grant. The next step for continued work in PTR would be a wider inclusion in Carl D. Perkins Career and Technical Education Act implementation. PTR's focus on data driven decision making, partnerships, and the equity component, provide an opportunity for demonstrating outcomes in POS. Its wider inclusion in Perkins in Illinois will ensure that CTE in Illinois will be able to prepare students for the workforce.

Illinois Department of Human Services

Human Capital Development

Illinois has traditionally ranked as a leader in assisting TANF recipients in finding work and providing the needed assistance to help them to maintain their employment. Over the past two years, the number of TANF caseloads has substantially increased by 56%, from 27,911 (2009) to 43,629 (2011). According to U.S. Department of Labor data, the unemployment rate in Illinois decreased from 10.3% in 2010 to 9.2% as of June, 2011. Yet despite this improvement, unemployment continues to have a significant impact on both TANF and other low income families.

On July 1, 2010, Illinois implemented the following changes in order to assist more families to meet TANF eligibility criteria:

- The Work Pays earned income disregard that is used to determine the TANF grant amount has been increased so that TANF benefits are now reduced by \$1.00 for every \$4.00 earned, instead of for every \$3.00.
- The deadline for processing decisions regarding TANF application requests are required to be made within 30 days of receipt of an application, instead of the previous deadline of 45 days.

Illinois continues to assist TANF customers by reinforcing successful strategies that include an in-depth, comprehensive assessment, addressing employment barriers and assigning customers to work and training activities that augment and build on their current skills. DHS recognizes the importance of re-evaluating and re-aligning its available resources to better serve TANF families and is partnering and collaborating with other Social Service agencies and businesses who share the same mission of assisting families in achieving independence and self-sufficiency.

DHS offers additional programs and services to both TANF customers and low income working families, to address issues that may pose barriers to achieving independence and self-sufficiency. These include treatment for substance abuse, mental illness and domestic violence, as well as rehabilitation services and assistance with childcare and transportation.

Rehabilitation Services

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

The DRS job placement and transition initiatives funded under the American Recovery Reinvestment Act (ARRA) continue through August 31, 2011. DRS will conduct an evaluation of each project at the conclusion of the ARRA funding period in order to determine the overall success in promoting employment and assisting VR customers in achieving self-sufficiency. DRS expect to complete the evaluation in the second quarter of FY'12.

- *Illinois Corporate Partners* - The Illinois Corporate Partners (ICP) is comprised of human resource representatives from leading companies and corporations throughout the State of Illinois who are interested in offering guidance, advice, and support to DHS-DRS. As an advisory group of employers, this partnership assists the agency in its focus on direct placement initiatives, customer career choices, and issues that relate to job retention, promotion, and career advancement for people with disabilities.
- *Local Corporate Business Partners* - The Corporate Business Partnership (CBP) program is an innovative approach to facilitating closer relationships between DHS-DRS and businesses throughout Illinois. CBPs are comprised of businesses committed to providing job opportunities for people with disabilities, as well as re-investing in the community by providing opportunities for Illinois residents to become productive and responsible taxpayers.

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

- **Regional Employer Network** - The DHS-DRS mission is to maximize employment opportunities for persons with disabilities through a more efficient use of vocational rehabilitation resources to meet the recruitment, hiring, and retention needs of employers. Through collaboration within and across state boundaries, a vocational rehabilitation regional plan to leverage resources and refine strategies to increase regional penetration of the employer market is under development.
- **Ticket to Work** - The "Ticket to Work" (T2W) program is a U.S. Social Security Administration initiative that promotes employment as a viable option to people currently receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits. These recipients have the option of using their "ticket" to obtain employment-related services from a designated Employment Network without jeopardizing their medical benefits.



Agencies and organizations designated as Ticket to Work sites qualify to receive payment for positive outcomes because of the employment and placement services to recipients who take advantage of the program. DHS-DRS has entered into agreements with Illinois workNet Centers that have received the designation to collaborate in placing ticket holders into competitive employment. Currently, there are four Illinois workNet Centers that are Employment Networks.

- **Medicaid Infrastructure Grant (MIG)** – DHS-DRS is an active partner with DCEO in the implementation of the MIG as well as the Governor's Task Force for Employment and Economic Opportunity for Persons with Disabilities. The MIG as well as the Task Force are responsible for analyzing the status of employment opportunities for people with disabilities and implementing strategies that eliminate barriers to their employment.

Illinois Workforce Partnership

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



David Stoecklin, President
Illinois Workforce Partnership

In this last year, the IWP has taken a “pro-active” role in building and strengthening the partnerships with business and labor organizations, workforce and economic development partners, and the many service agencies that serve our common customers. Learning to do more with less is certainly a national theme, and one that the IWP is working to accomplish each and every day.

The IWP recently revised its committee structure to better serve the needs of the organization and to align it with our mission. The IWP now has two standing committees:

- Strategic
- Programmatic

Committee highlights include:

- Provided testimony to the Illinois Senate committee on the workforce development system;
- Continued the longstanding tradition of celebrating workforce development week by inviting the community into the One-Stops across the state;
- Distributed information to key leaders in business, government and labor on the challenges and successes of the local Workforce Development System;
- Maintained partnerships with the Illinois Manufacturing Association and the “Illinois Works First” initiative, as well as the Illinois Chamber of Commerce;
- Advocated and assisted in the development of various state policies;
- Shared information and resources with other state and local initiatives to improve and expand workforce and business services;
- Co-sponsored activities to educate and inform the public and key partners on workforce-related issues;
 - ▶ Provided information to IWP membership and developed formal responses to proposed policies and legislation, including WIA reauthorization and the WIA State Plan; and
 - ▶ Maintained and expanded our partnerships with regional and national organizations, such as NAWB (National Association of Workforce Boards), COSA (Consortium of State Associations), NAWDP (National Association of Workforce Development

Professionals), GLETA (Great Lakes Employment and Training Association) and NWA (National Workforce Association).

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

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

Looking to the future, the IWP will be advocating for the necessary resources and reauthorization of the Workforce Investment Act (WIA). Also they will be expanding our partnerships with various partners such as those working with youth, the disabled and veterans. They hope to be a “cutting edge” organization that is proactive and flexible to address the needs of business, economic development and the workforce.

APPENDIX A

Workforce Investment Act Title IB Program Performance

Overview

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

Cost-Effectiveness Analysis

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

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

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 C	Multiplies the <i>overall cost per participant</i> count and the <i>participant count</i> to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Literacy and Numeracy Gain measure, the participants counted in each measure are exiters as reported in the Annual Report.)

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

- The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level. The only applicable cost-effectiveness measure, therefore, is an overall cost per participant (customer) for each program (Adult, Dislocated Worker, and Youth).

- The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.

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

The following performance outcomes have cost-effectiveness measures:

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

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

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

	Available	Expended	Percent	Balance Remaining
Total all fund Sources	242,596,885	184,142,711	75.9%	58,454,174
Adult Program Funds	45,528,808	36,991,363	81.25%	8,537,445
Carry-in funds (no add)	8,904,909	9,384,579	105.39%	-479,670
Dislocated Worker Program Funds	61,650,843	51,818,619	84.05%	9,832,224
Carry-in funds (no add)	11,839,539	8,772,356	74.09%	3,067,183
Youth Program Funds	45,537,601	34,290,937	75.30%	11,246,664
Carry-in funds (no add)	9,001,272	7,709,236	85.65%	1,292,036
Out of School Youth	19,523,240	23,080,670	118.22%	-3,557,430
In School Youth	17,139,328	12,087,200	70.52%	5,052,128
Summer Employment Opportunities	0	0	0	0
Local Administration Funds	22,282,825	15,354,887	68.91%	6,927,938
Carry-in funds (no add)	6,160,480	4,777,193	77.55%	1,383,287
Rapid Response funds	13,200,008	7,274,909	55.11%	5,925,099
Carry-in funds (no add)	4,829,530	4,829,530	100.00%	0
Statewide Activities Funds	54,396,800	38,411,996	70.61%	15,984,804
Carry-in funds (no add)	13,881,694	13,599,064	97.96%	282,630

Illinois expended over \$130 million in FPY'10/SFY'11 across the adult, dislocated worker (including Rapid Response) and youth funding streams, serving over 47,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$2,749.

Tables 2 and 3 provide cost-effectiveness information for each WIA Title I program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Entered employment, employment retention and average earnings measures provide data for adults and dislocated workers. For youth, the data is for employment or education, degree or certificate attainment, and literacy and numeracy gains.

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

Adult Programs				Dislocated Worker Programs		
Expenditures	\$36,991,363			\$51,818,619		
Participants	13,495			23,610		
Cost Per Participant	\$2,741			\$2,503		
Measures				Measures		
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	3,296	6,039	4,077	4,602	9,142	5,266
Cost	\$9,034,336	\$16,552,899	\$11,175,057	\$11,518,806	\$22,882,426	\$13,180,798
Outcome	\$41,617,045	3,733	3,376	\$78,630,581	6,915	4,722
Cost per Outcome		\$4,434	\$3,310		\$3,309	\$2,791
Return on Investment per Participant	\$9,886			\$14,583		

Table 3 – Cost Effectiveness – Youth Programs

Youth Programs			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains ¹
Expenditures ²	\$34,290,937		\$23,080,670
Participants	10,322		6,199
Cost Per Participant	\$3,322		\$3,723
Measures			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains ¹
Participants in Measure	4,043	5,276	2,436
Cost	\$13,430,846	\$17,536,838	\$9,069,228
Outcome	2,271	3,045	1,409
Cost per Outcome	\$5,914	\$5,759	\$6,437

¹ Literacy & Numeracy Gains are measured on Out-of-School Youth only.

² Includes ARRA SYEP expenditures. The participant total for Table 3, however does not include ARRA SYEPs.

Key Performance Indicators

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with the U.S. Department of Labor (USDOL). Illinois' overall performance calculation aggregates the performance data of its 26 Local Workforce Investment Areas (LWIAs). The state's ability to meet 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.

Despite a drastic downturn in the economy, Illinois exceeded four of its nine performance goals and met the remaining five goals. As in prior years, in FPY'10/SFY'2011, Illinois exceeded its Adult and Dislocated Worker average earnings goals (AAE and DAE). The State also exceeded two of its Youth goals; Placement in Employment and/or Education (PEER) and Attainment of Degree/Certificate (ADC).

Common Measures

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

Adult and Dislocated Worker Activities

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

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

- The WIA Title IB program served 13,495³ registered adults during FPY'10/SFY'11.
 - ▶ 5,046 of those served (almost 37% of the total) entered the adult program as registrants new to the WIA system.
 - ▶ 61.8% of the adults gained employment in the first quarter after exiting the program.
 - ▶ 82.8% retained employment three quarters after exiting the program.

³ The 13,495 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page B-4.

- The Dislocated Worker Program served 23,610 individuals during FPY'10/SFY'11.
 - ▶ 6,869 of those served (just over 29% of the total) entered the Dislocated Worker Program as a new registrant.
 - ▶ 75.6% of dislocated workers gained employment in the first quarter after exiting the program.
 - ▶ Illinois also met its goal for employment retention, as 89.7% of dislocated workers retained employment three quarters after they exited the program.

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

Youth Activities

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

- The WIA youth program serves all youth ages 14 to 21. During FPY'10/SFY'11, there were 10,322 youth served through the WIA Title IB program.
- 57.8% of these youth increased his/her educational functioning level in either literacy or numeracy.
- In FPY'10/SFY'11, over 56% of youth who exited the program received a recognized certificate, GED or attained a degree.
- 57.7% of these youth were placed in employment or education (including the military) during the program and up to three quarters after they exited the program.
- During the complete ARRA Summer Youth program, over 98% program participants successfully completed their summer employment and almost 77% of these youth increased their work readiness skills during FPY10/SF'11.

Department of Labor Waiver Requests

During the reporting period, OET's waivers from USDOL allowed the state to implement policies that improved service delivery and training opportunities for its customers. These policies support the State's overall objective of increasing local investments in training that lead to employment in high-demand, good paying jobs. Further, use of these waivers promotes the types of program design changes aligned with the common performance measures. These waivers were extended through June 30, 2012.

Common Performance Measures

Through this waiver, Illinois reports only the six common measures, rather than the performance measures described in WIA Section 136(b), for Adult and Dislocate Workers.

Incumbent Worker Training

The State has permission to use up to 10% of local Dislocated Worker funds and up to 10% of local Adult funds for Incumbent Worker (IW) training as part of a lay-off aversion strategy. Use of Adult funds is restricted to serving low-income adults under the waiver with skill attainment activities. This waiver provided 1,079 incumbent workers with skills upgrades in FPY'10/SFY'11.

USDOL guidelines on the incumbent worker waiver required two significant policy changes over the previous waiver authority. The first was the requirement to limit the use of local formula funds to layoff aversion. Illinois identified six primary "at-risk" indicators including: declining sales, supply chain issues, adverse industry/market trends, changes in management philosophy or ownership, worker does not have in-demand skills and strong possibility of a job if a worker attains new skills.

In addition, to respond to reporting requirements in the Incumbent Worker waiver, a web-based system to track incumbent worker activity was developed. The Incumbent Worker Training System (IWTS) collects incumbent worker training activity information, including required federal reporting elements. All IWT projects are entered into IWTS, allowing OET staff to track projects and trainee progress and outcomes at a greater level of detail than was possible in the past.

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

ITAs for Out-of-School Youth

This waiver allows for the use of Individual Training Accounts (ITAs) for out-of-school youth participants and includes those 16 and 17 year old youth participants concurrently enrolled in high school and a post-secondary institution. Providing enhanced customer choice via this waiver will allow those youth eligible to benefit from services provided by Illinois' certified training providers, as well as expand services without requiring One-Stop operators to register participants in the adult program. Approximately 1,150 youth received an ITA for this reporting period with the following outcomes: 74.9% of the youth attained a degree or certificate; 72.9% were placed in employment or education; and 62.5% of the youth achieved literacy gains.

Class Size Training Waiver

During the first quarter of the reporting period, Illinois had a waiver that allowed local area workforce boards to develop class size contracts with training providers outside of the required ITA process for training. The ability to use this waiver was delayed which resulted in only 17 adults and dislocated workers statewide being part of a class size training contract. However those participants posted the following outcomes:

	Adults	Dislocated Worker
Participants	6	11
Entered Employment	96.7	89.9
Retention Rate	73.3	78.9
Average Earnings	\$11,581.10	\$16,141.70

State Evaluations of Workforce Investment Activities

There were no state evaluations conducted during this reporting period. During the upcoming reporting period, it is not anticipated that any state evaluations will be conducted due to the reduction in funding the program will incur.

APPENDIX B

Performance Tables

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

WIA Title IB Annual Report Form (ETA 9091)

Table A - Workforce Investment Act Customer Satisfaction Results

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

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77.0	61.8	3,733
			6,039
Employment Retention Rate	84.0	82.8	3,376
			4,077
Average Earnings	11,300.00	12,626.5	41,617,045
			3,296



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	60.5	2,138	59.0	154	35.7	89	46.8	167
		3,536		261		249		357
Employment Retention Rate	82.2	1,862	78.8	115	78.8	78	76.3	103
		2,264		146		99		135
Average Earnings Rate	11,345.2	20,705,056	15,647.5	1,736,874	9,334.6	690,760	10,350.2	1,035,019
		1,825		111		74		100

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	65.3	2,209	57.4	1,524
		3,384		2,655
Employment Retention Rate	84.4	2,127	80.3	1,249
		2,521		1,556
Average Earnings Rate	13,455.9	27,840,235	11,228.0	13,776,810
		2,069		1,227

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	85.0	75.6	6,915
			9,142
Employment Retention Rate	91.0	89.7	4,722
			5,266
Average Earnings	15,400.0	17,086.2	78,630,581
			4,602

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	70.1	443	58.6	82	58.8	769	67.4	95
		632		140		1,307		141
Employment Retention Rate	88.9	304	86.4	57	89.4	531	86.6	71
		342		66		594		82
Average Earnings Rate	17,258.9	5,091,367	11,213.5	616,740	16,502.6	8,416,346	13,330.7	906,489
		295		55		510		68



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	79.7	4,395	69.4	2,520
		5,511		3,631
Employment Retention Rate	90.0	2,895	89.1	1,827
		3,215		2,051
Average Earnings Rate	17,994.4	50,618,172	15,658.1	28,012,409
		2,813		1,789

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	56.0	57.7	3,045
			5,279
Attainment of Degree or Certificate	45.0	56.2	2,271
			4,043
Literacy and Numeracy Gains	33.0	57.8	1,409
			2,436

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

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

Table I - Outcomes for Older Youth Special Populations

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



Table J - Younger Youth (14 - 18) Results

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

Table K - Outcomes for Younger Youth Special Populations

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

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.1	2,627 3,162	5,532.0	16,811,860 3,039	3.2	120 3,733	5,308.3	18,892,281 3,559	42.5	939 2,209
Dislocated Workers	89.9	3,592 3,997	94.0	58,912,099 62,701,878	3.7	255 6,915	8,304.0	55,595,305 6,695	45.4	1,995 4,395

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	140,997	118,644
Total Adult self-service only	104,037	103,973
WIA Adult	117,532	109,914
WIA Dislocated Worker	23,610	8,775
Total Youth (14-21)	10,322	3,854
Out-of-School Youth	6,199	2,427
In-School Youth	4,123	1,427



Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		36,991,363
Local Dislocated Workers		51,818,619
Local Youth		34,290,937
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		7,274,909
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		20,768,785
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Illinois workNet [®]	1,843,642
	Incumbent Worker	1,768,093
	JTED	221,955
	Healthcare (ARRA)	4,653,233
	Manufacturing (ARRA)	1,746,042
	Transportation and Logistics (ARRA)	908,26
	Green (ARRA)	336,291
	Youth Work Experience (ARRA)	2,643,046
	Dislocated Worker Training (ARRA)	2,922,647
	Incumbent Worker (ARRA)	600,000
Total of All Federal Spending Listed Above		168,787,82

Table O - Local Performance

Local Area Name 1 Lake County Workforce Investment Board	Total Participants Served	Adults	433
		Dislocated Workers	627
		Older Youth (19 - 21)	226
		Younger Youth (14 - 18)	
ETA Assigned # 17005	Total Exiters	Adults	154
		Dislocated Workers	251
		Older Youth (19 - 21)	67
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	48.3
	Dislocated Workers	86.0	73.7
	Older Youth		
Retention Rates	Adults	87.5	75.0
	Dislocated Workers	91.5	93.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11700.00	13029.9
	Dislocated Workers	20000.00	28776.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	51.0
Attainment of Degree or Certificate	Youth (14 - 21)	52.0	55.0
Literacy or Numeracy Gains	Youth (14 - 21)	38.0	76.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



Table O - Local Performance

Local Area Name 18 Vermilion County Job Training Partnership	Total Participants Served	Adults	129
		Dislocated Workers	201
		Older Youth (19 - 21)	56
		Younger Youth (14 - 18)	
ETA Assigned # 17090	Total Exiters	Adults	74
		Dislocated Workers	115
		Older Youth (19 - 21)	18
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.4	81.3
	Dislocated Workers	84.6	88.5
	Older Youth		
Retention Rates	Adults	85.0	81.3
	Dislocated Workers	93.9	90.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10100.00	17082.1
	Dislocated Workers	14600.00	17522.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	64.9
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	80.0
Literacy or Numeracy Gains	Youth (14 - 21)	36.0	90.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 9 Department of Family and Support Services	Total Participants Served	Adults	4875
		Dislocated Workers	4222
		Older Youth (19 - 21)	3220
		Younger Youth (14 - 18)	
ETA Assigned # 17045	Total Exiters	Adults	2536
		Dislocated Workers	1941
		Older Youth (19 - 21)	1298
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	72.5	74.8
	Dislocated Workers	81.5	83.8
	Older Youth		
Retention Rates	Adults	78.5	80.7
	Dislocated Workers	87.0	86.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	12372.6
	Dislocated Workers	14750.0	16360.7
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	74.0
Attainment of Degree or Certificate	Youth (14 - 21)	44.0	68.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	56.6

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name 12 Business Employment Skills Team Inc	Total Participants Served	Adults	205
		Dislocated Workers	767
		Older Youth (19 - 21)	164
		Younger Youth (14 - 18)	
ETA Assigned # 17060	Total Exiters	Adults	65
		Dislocated Workers	230
		Older Youth (19 - 21)	62
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	76.9
	Dislocated Workers	85.9	86.4
	Older Youth		
Retention Rates	Adults	85.0	88.2
	Dislocated Workers	90.0	93.8
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12700.0	14001.2
	Dislocated Workers	14400.0	17044.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	50.0	63.4
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	79.6
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	66.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name 15 City of Peoria Workforce Development Department	Total Participants Served	Adults	84
		Dislocated Workers	615
		Older Youth (19 - 21)	118
		Younger Youth (14 - 18)	
ETA Assigned # <u>17075</u>	Total Exiters	Adults	46
		Dislocated Workers	355
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	84.0	73.1
	Dislocated Workers	86.0	83.2
	Older Youth		
Retention Rates	Adults	86.5	92.9
	Dislocated Workers	90.5	92.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9700.0	10066.2
	Dislocated Workers	16000.0	15166.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	83.3
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	65.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	38.2

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 2 McHenry County Workforce Network	Total Participants Served	Adults	102
		Dislocated Workers	640
		Older Youth (19 - 21)	113
		Younger Youth (14 - 18)	
ETA Assigned # 17010	Total Exiters	Adults	51
		Dislocated Workers	251
		Older Youth (19 - 21)	54
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.8	90.6
	Dislocated Workers	85.6	84.1
	Older Youth		
Retention Rates	Adults	85.0	91.4
	Dislocated Workers	89.0	89.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10200.0	11014.3
	Dislocated Workers	18300.0	21297.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	66.0	88.7
Attainment of Degree or Certificate	Youth (14 - 21)	60.0	70.0
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	90.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 3 <u>Rock River Training Corporation</u>	Total Participants Served	Adults	427
		Dislocated Workers	1886
		Older Youth (19 - 21)	413
		Younger Youth (14 - 18)	
ETA Assigned # <u>17015</u>	Total Exiters	Adults	366
		Dislocated Workers	642
		Older Youth (19 - 21)	150
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	72.5
	Dislocated Workers	83.0	76.9
	Older Youth		
Retention Rates	Adults	79.0	70.5
	Dislocated Workers	89.4	87.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	9027.8
	Dislocated Workers	13200.0	13755.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	55.6
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	60.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	60.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 4 <u>Partners for Employment</u>	Total Participants Served	Adults	213
		Dislocated Workers	524
		Older Youth (19 - 21)	295
		Younger Youth (14 - 18)	
ETA Assigned # <u>17020</u>	Total Exiters	Adults	95
		Dislocated Workers	145
		Older Youth (19 - 21)	117
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	90.2
	Dislocated Workers	85.0	88.3
	Older Youth		
Retention Rates	Adults	83.0	82.0
	Dislocated Workers	91.0	92.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	12222.4
	Dislocated Workers	13800.0	13059.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	74.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	73.5
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	39.4

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		

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 25 <u>Man-Tra-Con Corporation</u>	Total Participants Served	Adults	654
		Dislocated Workers	346
		Older Youth (19 - 21)	265
		Younger Youth (14 - 18)	
ETA Assigned # <u>17125</u>	Total Exiters	Adults	348
		Dislocated Workers	228
		Older Youth (19 - 21)	166
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	73.5	79.1
	Dislocated Workers	84.0	77.1
	Older Youth		
Retention Rates	Adults	84.0	86.0
	Dislocated Workers	90.0	92.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9800.0	12260.4
	Dislocated Workers	11000.0	13118.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	62.9
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	73.4
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	72.1

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 23 Illinois Eastern Community Colleges	Total Participants Served	Adults	267
		Dislocated Workers	1044
		Older Youth (19 - 21)	200
		Younger Youth (14 - 18)	
ETA Assigned # <u>17115</u>	Total Exiters	Adults	144
		Dislocated Workers	420
		Older Youth (19 - 21)	77
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	93.2
	Dislocated Workers	88.5	89.5
	Older Youth		
Retention Rates	Adults	89.7	90.1
	Dislocated Workers	90.4	93.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9900.0	13933.1
	Dislocated Workers	11800.0	14038.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	52.0	86.1
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	73.1
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	77.4

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		

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name - 6 DuPage County Department of Economic Development And	Total Participants Served	Adults	320
		Dislocated Workers	1073
		Older Youth (19 - 21)	265
		Younger Youth (14 - 18)	
ETA Assigned # <u>17030</u>	Total Exiters	Adults	117
		Dislocated Workers	342
		Older Youth (19 - 21)	76
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	75.5
	Dislocated Workers	84.0	86.7
	Older Youth		
Retention Rates	Adults	83.0	86.0
	Dislocated Workers	90.0	92.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15600.0	14145.2
	Dislocated Workers	19500.0	26481.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	67.2
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	80.0
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	82.8

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 5 River Valley Workforce Investment Board	Total Participants Served	Adults	886
		Dislocated Workers	1229
		Older Youth (19 - 21)	500
		Younger Youth (14 - 18)	
ETA Assigned # 17025	Total Exiters	Adults	324
		Dislocated Workers	394
		Older Youth (19 - 21)	269
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	81.3
	Dislocated Workers	88.0	85.4
	Older Youth		
Retention Rates	Adults	84.5	89.0
	Dislocated Workers	91.0	93.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12850.0	15018.2
	Dislocated Workers	17150.0	21573.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	78.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	80.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	57.1

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 8 The Workforce Board of Northern Cook County	Total Participants Served	Adults	582
		Dislocated Workers	1748
		Older Youth (19 - 21)	526
		Younger Youth (14 - 18)	
ETA Assigned # 17040	Total Exiters	Adults	100
		Dislocated Workers	409
		Older Youth (19 - 21)	135
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	43.5
	Dislocated Workers	85.0	59.0
	Older Youth		
Retention Rates	Adults	90.5	77.0
	Dislocated Workers	90.5	89.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16200.0	14226.2
	Dislocated Workers	22500.0	20334.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	84.5
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	67.9
Literacy or Numeracy Gains	Youth (14 - 21)	34.0	59.1

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

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



Table O - Local Performance

Local Area Name - 24 St Clair County Intergovernmental Grants Department	Total Participants Served	Adults	414
		Dislocated Workers	505
		Older Youth (19 - 21)	167
		Younger Youth (14 - 18)	
ETA Assigned # <u>17120</u>	Total Exiters	Adults	55
		Dislocated Workers	128
		Older Youth (19 - 21)	96
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	43.2
	Dislocated Workers	86.0	64.8
	Older Youth		
Retention Rates	Adults	86.0	83.6
	Dislocated Workers	91.0	89.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	11356.3
	Dislocated Workers	12900.0	14154.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	34.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	29.7
Literacy or Numeracy Gains	Youth (14 - 21)	32.0	55.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



Table O - Local Performance

Local Area Name - 21 West Central Development Council Inc	Total Participants Served	Adults	149
		Dislocated Workers	372
		Older Youth (19 - 21)	178
		Younger Youth (14 - 18)	
ETA Assigned # <u>17105</u>	Total Exiters	Adults	81
		Dislocated Workers	121
		Older Youth (19 - 21)	72
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.7	78.9
	Dislocated Workers	85.0	86.9
	Older Youth		
Retention Rates	Adults	84.6	87.5
	Dislocated Workers	90.0	84.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10826.0	14286.0
	Dislocated Workers	13600.0	16557.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	56.8
Attainment of Degree or Certificate	Youth (14 - 21)	47.0	54.7
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	46.5

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		

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name 17 <u>Champaign Consortium</u>	Total Participants Served	Adults	331
		Dislocated Workers	576
		Older Youth (19 - 21)	396
		Younger Youth (14 - 18)	
ETA Assigned # <u>17085</u>	Total Exiters	Adults	143
		Dislocated Workers	343
		Older Youth (19 - 21)	200
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.7	50.0
	Dislocated Workers	87.0	53.4
	Older Youth		
Retention Rates	Adults	82.0	96.8
	Dislocated Workers	90.0	91.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8700.0	14866.4
	Dislocated Workers	13000.0	12354.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	51.7
Attainment of Degree or Certificate	Youth (14 - 21)	65.0	56.8
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	28.3

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

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



Table O - Local Performance

Local Area Name - 20 Land of Lincoln Workforce Alliance	Total Participants Served	Adults	173
		Dislocated Workers	288
		Older Youth (19 - 21)	141
		Younger Youth (14 - 18)	
ETA Assigned # <u>17100</u>	Total Exiters	Adults	85
		Dislocated Workers	116
		Older Youth (19 - 21)	108
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.5	92.7
	Dislocated Workers	89.0	94.8
	Older Youth		
Retention Rates	Adults	88.8	97.1
	Dislocated Workers	92.0	93.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12881.0	15726.2
	Dislocated Workers	13600.0	13717.7
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	65.8
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	86.1
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	63.6

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

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name 10 Workforce Investment Board of Will County	Total Participants Served	Adults	335
		Dislocated Workers	656
		Older Youth (19 - 21)	279
		Younger Youth (14 - 18)	
ETA Assigned # <u>17050</u>	Total Exiters	Adults	162
		Dislocated Workers	296
		Older Youth (19 - 21)	141
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	68.6
	Dislocated Workers	85.6	85.3
	Older Youth		
Retention Rates	Adults	84.5	83.8
	Dislocated Workers	91.0	89.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9000.0	10578.1
	Dislocated Workers	18300.0	23705.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	53.0	62.9
Attainment of Degree or Certificate	Youth (14 - 21)	41.0	52.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	90.1

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name 16 Career Link _____	Total Participants Served	Adults	123
		Dislocated Workers	247
		Older Youth (19 - 21)	212
		Younger Youth (14 - 18)	
ETA Assigned # 17080 _____	Total Exiters	Adults	71
		Dislocated Workers	130
		Older Youth (19 - 21)	93
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	92.6
	Dislocated Workers	86.0	96.6
	Older Youth		
Retention Rates	Adults	87.0	100.0
	Dislocated Workers	89.5	96.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13500.0	18937.4
	Dislocated Workers	14000.0	18140.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	79.6
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	88.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	83.3

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

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name 13 <u>Rock Island Tri-County</u>	Total Participants Served	Adults	127
		Dislocated Workers	244
		Older Youth (19 - 21)	124
		Younger Youth (14 - 18)	
ETA Assigned # <u>17065</u>	Total Exiters	Adults	60
		Dislocated Workers	106
		Older Youth (19 - 21)	61
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.3	93.6
	Dislocated Workers	83.0	94.4
	Older Youth		
Retention Rates	Adults	83.3	95.4
	Dislocated Workers	89.0	91.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9250.0	11298.6
	Dislocated Workers	13000.0	13259.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	54.0	62.3
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	92.2
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	73.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name - 7 <u>Cook County Works</u>	Total Participants Served	Adults	1490
		Dislocated Workers	2553
		Older Youth (19 - 21)	1653
		Younger Youth (14 - 18)	
ETA Assigned # <u>17035</u>	Total Exiters	Adults	341
		Dislocated Workers	755
		Older Youth (19 - 21)	257
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	40.6
	Dislocated Workers	85.0	58.7
	Older Youth		
Retention Rates	Adults	88.0	80.3
	Dislocated Workers	89.0	85.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11720.0	11867.0
	Dislocated Workers	15533.0	15956.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	43.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	31.5
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	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		

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



Table O - Local Performance

Local Area Name 11 <u>Grundy Livingston Kankakee</u>	Total Participants Served	Adults	381
		Dislocated Workers	662
		Older Youth (19 - 21)	267
		Younger Youth (14 - 18)	
ETA Assigned # <u>17055</u>	Total Exiters	Adults	158
		Dislocated Workers	260
		Older Youth (19 - 21)	89
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	76.8
	Dislocated Workers	85.3	83.7
	Older Youth		
Retention Rates	Adults	83.0	85.7
	Dislocated Workers	89.0	92.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11500.0	11341.0
	Dislocated Workers	16350.0	14148.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	67.1
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	52.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	41.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name 14 <u>Workforce Investment Office of</u>	Total Participants Served	Adults	132
		Dislocated Workers	516
		Older Youth (19 - 21)	120
		Younger Youth (14 - 18)	
ETA Assigned # <u>17070</u>	Total Exiters	Adults	49
		Dislocated Workers	166
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	83.0	81.8
	Dislocated Workers	86.5	95.3
	Older Youth		
Retention Rates	Adults	84.6	86.8
	Dislocated Workers	89.1	95.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	8166.0
	Dislocated Workers	12400.0	11814.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	68.8
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	74.0
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	58.3

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



Table O - Local Performance

Local Area Name - 22 <u>Madison County Employment</u>	Total Participants Served	Adults	221
		Dislocated Workers	609
		Older Youth (19 - 21)	149
		Younger Youth (14 - 18)	
ETA Assigned # <u>17110</u>	Total Exiters	Adults	71
		Dislocated Workers	245
		Older Youth (19 - 21)	59
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	82.8
	Dislocated Workers	86.0	90.7
	Older Youth		
Retention Rates	Adults	87.0	100.0
	Dislocated Workers	91.0	97.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10800.0	18937.9
	Dislocated Workers	14500.0	25678.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	68.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	66.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	45.7

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

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name 19 <u>Workforce Investment Solutions</u>	Total Participants Served	Adults	93
		Dislocated Workers	224
		Older Youth (19 - 21)	81
		Younger Youth (14 - 18)	
ETA Assigned # <u>17095</u>	Total Exiters	Adults	36
		Dislocated Workers	125
		Older Youth (19 - 21)	25
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.0	86.7
	Dislocated Workers	85.0	91.6
	Older Youth		
Retention Rates	Adults	86.0	95.0
	Dislocated Workers	92.0	94.8
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12500.0	14833.4
	Dislocated Workers	16000.0	19046.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	71.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	79.2
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	52.2

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

Overall Status of Local Performance	Not Met	Met	Exceeded
			X



Table O - Local Performance

Local Area Name - 26 <u>Southern 14 Workforce</u>	Total Participants Served	Adults	209
		Dislocated Workers	237
		Older Youth (19 - 21)	175
		Younger Youth (14 - 18)	
ETA Assigned # <u>17130</u>	Total Exiters	Adults	122
		Dislocated Workers	114
		Older Youth (19 - 21)	63
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	87.8
	Dislocated Workers	84.8	84.7
	Older Youth		
Retention Rates	Adults	82.0	87.7
	Dislocated Workers	89.0	93.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9400.0	14212.0
	Dislocated Workers	11150.0	14577.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	65.7
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	81.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	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		

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	



NOTES



