

State of Illinois
Rod R. Blagojevich, Governor

Department of Commerce and Economic Opportunity
Jack Lavin, Director

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WORKFORCE DEVELOPMENT

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PROGRAM YEAR 2005

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**OFFICE OF THE GOVERNOR
SPRINGFIELD 62706**



**Rod R. Blagojevich
Governor**

I am pleased to present Illinois' 2005 – 2006 Workforce Development System Annual Report. This report demonstrates Illinois' progress in building a workforce development system that is innovative and responsive and continues to reinforce public-private partnerships.

Our challenge is to achieve and strengthen education and workforce preparedness for the citizens of Illinois.

We are meeting this challenge through three major initiatives:

- The **Critical Skill Shortages Initiative (CSSI)**, a comprehensive, aggressive, and strategic approach towards helping individuals develop the targeted skills for occupations necessary to meet Illinois' 21st Century workforce needs;
- **Illinois workNet™**, which will significantly expand access to One-Stop Center services for all Illinois citizens; and
- **disabilityworks**, an unprecedented collaboration of state and local government agencies, businesses, and community service organizations that will greatly enhance employment opportunities for people with disabilities throughout the state.

These initiatives have resulted in high quality, employer driven, proactive workforce development systems that support and complement state, regional, and local economic workforce development activities, and offer universal access to skill development opportunities. I am confident that we can continue to build a coherent and coordinated workforce and economic development statewide plan that meets the needs of employers and the citizens of Illinois. My thanks to all our partners in the economic and workforce development education and training community who have made this past year a great success.

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Director Jack Lavin
Co-Chair Illinois Workforce Investment Board

This annual report for Program Year July 1, 2005 to June 30, 2006 covers a great season of progress as Illinois has further strengthened state and local workforce partnerships to enhance the service delivery of Workforce Investment Act activities in Illinois. The priority of linking workforce and economic development remains strong, as evidenced within the pages of this report.

Building upon our previous year's work, DCEO continues to promote a vision that emphasizes a demand-driven workforce system that focuses on the needs of all of Illinois' citizens while meeting or exceeding the performance standards of the Workforce Investment Act Title I services. This vision is exemplified in the following strategies:

- ❖ Strengthening Workforce and Economic Development Partnerships to Meet 21st Century Employment Demands (Critical Skill Shortages Initiative);
- ❖ Ensuring Statewide Access to Workforce Services Through Technology (**Illinois workNet™**);
- ❖ Increasing Employment Opportunities for People with Disabilities (**disabilityworks**).

Launching the Critical Skill Shortages Initiative has provided a successful model to address worker shortages in critical industries in Illinois. The first round of CSSI investments focused largely on healthcare and the nursing shortage. We are now building on these accomplishments as we advance to the next phase of this initiative with investments in manufacturing.

The first pilot testing of **Illinois workNet™** has been completed and the next steps toward full implementation are underway throughout Illinois. Sixty-five businesses and state agencies have provided feedback on content, which is being integrated into the daily activities of **Illinois workNet™**.

The third major initiative for DCEO is to increase employment and training opportunities for people with disabilities. Through a collaboration of local Workforce Board administrators, state agency administrators, disability advocacy groups, corporations, businesses, and educators, strategies to ensure inclusive services for all customers are being addressed.

My thanks to the Department staff along with the combined effort of the 26 Local Workforce Investment Boards, the Chief Elected Officials, the State Workforce Investment Board, and it's supporting staff, in making this past year a proven success in enhancing Illinois' workforce development system.

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INTRODUCTION

Illinois workforce development provides the framework for a unique workforce preparation and employment system designed to meet the needs of both Illinois' businesses and individuals seeking job training, employment or career advancement. The Department of Commerce and Economic Opportunity (DCEO) serves as Illinois' designated administrative entity for the Workforce Investment Act of 1998 (WIA) to 26 Local Workforce Investment Areas (LWIAs) throughout the state. DCEO also serves as the administrative entity for the Trade Adjustment Assistance (TAA) Program established under the Trade Act of 1974, as amended.

In Illinois, the 26 LWIAs have established 46 comprehensive and 68 affiliated One-Stop Centers, which feature programs that are coordinated and integrated in each community where employers and job seekers turn for workforce development services. Each LWIA and its Local Board serve as an economic engine that revitalizes communities through matching employment opportunities with qualified and trained job seekers; integrating human services programs into workforce preparation activities; and promoting community-wide holistic well-being as well as providing opportunities for incumbent workers to retool, retrain and upgrade their skills. Additionally, each LWIA works in partnership with local youth councils, linking local labor market needs and community youth programs and services with academic, occupational, and "soft-skill" learning opportunities.

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

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

- ✦ Expansion of the Critical Skill Shortages Initiative (CSSI), to address the needs of local employers in finding skilled workers for demand occupations at the regional level;
- ✦ Development and pilot testing of **Illinois workNet™**, a statewide virtual resource room that enables more individuals and businesses to easily access WIA programs and services; and
- ✦ Implementation of **disabilityworks**, an innovative collaboration of state, local, business and community organizations to expand employment opportunities for people with disabilities.

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

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

ILLINOIS WORKFORCE DEVELOPMENT

STRONGER PARTNERSHIP: WORKFORCE & ECONOMIC DEVELOPMENT

The goal of CSSI is to function as a catalyst to create long lasting "pipeline" solutions to address occupational shortages within an Economic Development Region.

Linking workforce development with economic development remains a top priority, and launching the **CRITICAL SKILL SHORTAGES INITIATIVE (CSSI)** has provided a successful model to help people on a regional basis learn the skills they need to address worker shortages in critical industries in Illinois.

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

The first round of CSSI investments focused largely on healthcare and the statewide shortage in qualified nurses. DCEO committed more than \$7.5 million in CSSI funds and worked with the Illinois Community College Board (ICCB) to invest an additional \$1.5 million in healthcare innovation grants at community colleges.

DCEO invested more than \$500,000 to launch K-12 healthcare career programs in cooperation with the Illinois State Board of Education.

Additional initiatives included launching the Illinois Workforce Investment Board (IWIB) healthcare task force and a CSSI evaluation project with the National Center for Education and the Economy. Relevant feedback on the evaluation will be provided to DCEO.

The first round has been so successful that, not only has Illinois' efforts received national recognition, Indiana has adopted the Illinois model for its own use. This success has resulted in the development and implementation of innovative regional approaches for addressing the nursing shortage. In addition, a statewide healthcare coordinator position has been created to support DCEO staff and CSSI regional efforts to identify and promote leading models and best practices to address healthcare shortages.

The seven CSSI Early Bird training grants ended June 30, 2006. Second year continuation funding is available at 50% of the first year's cost. The remaining 50% must be matched with funds from the Economic Development Region (EDR), either through local resources and/or private entities.

CSSI funds are viewed as seed money, with the expectation that existing funds within the EDR will ultimately be redirected to sustain the project activities by the third year. Financial resources used to attain sustainability could also include both private and public funds.

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Success Story

Program Helps Fill the Gap in Bilingual Nurse Shortage

Two years ago, Ms. M could not communicate with her son's teacher. The Chicago-area mother had difficulty speaking English. Today, she not only speaks and writes English fluently, but is well on her way to fulfilling her dream of becoming a registered nurse.

Ms. M participated in a ceremony August 9th commemorating the achievements of Latino bilingual students who have graduated from an innovative Chicago-area healthcare program. The *Carreras en Salud* program is a career pathways curriculum bridging bilingual students with positions as Certified Nursing Assistants (CNAs) and Licensed Practical Nurses (LPNs).

Students typically begin with classes in basic skills and English as a second language, continue with CNA training, and advance with GED-level language, math and technology classes. They culminate their training in the program with the college courses necessary to attain the LPN designation. Those who complete the program have the option of continuing their training and education to become registered nurses.

Ms. M was joined by 29 other students, all of whom were recognized for completing the program and attaining their license in practical nursing (LPN). Currently, almost 300 students are enrolled in the *Carreras en Salud* curriculum.

Because the healthcare industry is experiencing a critical shortage of skilled professionals, programs such as *Carreras en Salud* have become invaluable tools to prepare job seekers for careers in this field. *Carreras en Salud* is one of the few Chicago-area programs with a focus on specifically preparing bilingual individuals for positions in the field.

The program, launched in 2005, is a partnership between Instituto del Progreso Latino, Association House of Chicago, Humboldt Park Vocational Education Center of Wilbur Wright College, and the National Council of La Raza. Funding for the program is provided by the Illinois Community College Board, Searle Funds at the Chicago Community Trust, Lloyd A. Fry Foundation, Chicago Jobs Council, DCEO's Critical Skill Shortages Initiative, and more.



DCEO has entered into 13 calendar year grants with 9 EDRs. A number of these grants consist of projects addressing manufacturing and transportation/warehousing/logistics (TWL).

Region	Industry	Grant Award
Central Region	Healthcare	\$350,000
East Central Region	Healthcare	\$14,000
East Central Region	Manufacturing	\$167,000
North East Region	TWL	1,507,750
North East Region	Manufacturing	\$1,642,250
North Central Region	Healthcare	\$200,000
Northern Stateline Region	Manufacturing	\$110,000
Northern Stateline Region	Healthcare	\$240,000
Northwest Region	TWL	\$53,812
Northwest Region	Manufacturing	\$166,188
Southern Region	Manufacturing	\$240,000
Southeast Region	Healthcare	\$150,000
West Central Region	Healthcare	\$215,000

ILLINOIS WORKFORCE DEVELOPMENT

TECHNOLOGY – STATEWIDE ACCESS TO WORKFORCE ACTIVITIES



Recognizing that the needs of local communities and customers differ, **Illinois workNet™** encourages access to a wide array of information, referrals, services, and business assistance. Through an internet solution, **Illinois workNet™** enhances the Local Workforce Investment Area's (LWIA's) ability to serve the needs of both individuals and businesses. **Illinois workNet™** provides a direct connection to a variety of resources that can be accessed from home, work, or community entities such as libraries, churches, or internet cafes. With its focus on an internet-based delivery of workforce services and supports, **Illinois workNet™** provides convenient entry to a wide range of services offered by public and private partners.

Illinois workNet™ is built on the foundation of long-term collaborative public and private sector partnerships that leverage their resources to benefit the career, education, and work support needs of customers, partners, and businesses.

Illinois workNet™ is a benchmark for state-level policy that leverages current web-based technologies as a solution to provide consumer-friendly career, education, and work support information for all Illinois residents and businesses.

In addition, **Illinois workNet™** will assist in providing businesses with virtual access to support economic development efforts through a workforce development structure. This will result in strengthened partnerships, business retention and expansion, recruitment, training resources, and supportive services, all which are needed for businesses to remain competitive.

The initial pilot phase for **Illinois workNet™** ended in June 2006 in three LWIAs:

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

These sites included physical One-Stops, satellite sites, community-based organizations, faith-based groups, and other non-traditional partners. Feedback from the pilots was very positive and the recommendations were used to design a plan for Phase II implementation. The initial pilot period also focused on researching and identifying best practices to improve the website as well as local implementation.

During this initial phase, work began on the development of a plan to enhance the "For Businesses" component of **Illinois workNet™**. This plan was developed from responses to a statewide survey by business services teams, an advisory group,

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and business participation in a series of live webinars. Key components of the plan include:

- Convening of a Business Advisory Task Force
- Providing webinars on region specific, business related topics
- Developing criteria for “certifying” business services teams
- Creating a business services directory
- Improving the proximity search functionality
- Integrating sector-based information into the business component
- Integrating applications to fully meet the intent of providing services through a virtual environment, bridging the gap between individuals and business employee recruitment

Another critical component in the implementation of **Illinois workNet™** is ensuring individuals with disabilities have full access to an internet delivery of workforce services. **Illinois workNet™** meets web accessibility standards, diminishes the need to arrange for transportation to physical locations for obtaining services, and includes specific resources that benefit individuals with disabilities.



Illinois workNet™ provides direct access to its partner, www.disabilityworks.org. This site offers resources for individuals with disabilities who want to enter the workforce or who are currently in the workforce and are investigating future employment options.

To support expansion and promotion, LWIAs implementing **Illinois workNet™** are provided a Public Education and Awareness Plan. This plan includes regional launch events, templates that may be customized at the local level, and various marketing materials such as a brochure, flyer, Internet banners, and other promotional items.

In addition, based on the results of the statewide survey conducted and the work of the Marketing Task Force, efforts are underway to move toward re-branding the physical workforce system as **Illinois workNet™**. The re-branding efforts are aimed at eliminating disparity in the perceived level of services, fostered by a system that is identified area-by-area and building-to building by various organizational names and logos. Continuity throughout the workforce system will be assured through re-branding so that locations providing services are easily identified by individuals, business, state and local partners, and workforce practitioners.

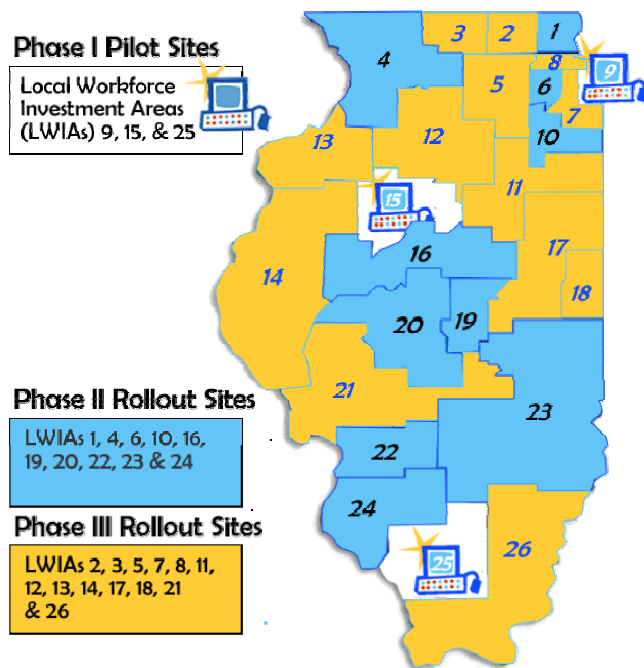
Beginning in July 2006, **Illinois workNet™** will begin Phase II. Phase II implementation will include the three pilot sites (LWIAs 9, 15, and 25) plus 10 other

ILLINOIS WORKFORCE DEVELOPMENT

sites: (LWIAs 1, 4, 6, 10, 16, 19, 20, 22, 23, and 24). Sites for Phase II were selected based upon performance outcomes, geographic proximity, and capacity in the areas of technology, partnerships, and staffing.

A critical component of Phase II is continued system support and development of **Illinois workNet™** that will include:

- ✚ The development of a Spanish component;
- ✚ Continued collaboration with disability advocacy groups and DHS' Division of Rehabilitation Services to ensure full physical and programmatic accessibility; and
- ✚ Completion of a usability study following the implementation of system improvements in order to ensure a high level of customer satisfaction.



The final phase of **Illinois workNet™** implementation will add the remaining 13 LWIAs. This will begin upon completion of key rollout activities to the Phase II sites in conjunction with a timeframe determined by DCEO and the implementation team.

An evaluation plan has been implemented that supports continuous feedback through the collection of data such as system utilization, extent of local content development, and customer surveys. The **Illinois workNet™** implementation team uses the evaluation data to determine needed improvements to the system and implementation strategies.

The evaluation plan currently provides baseline data that will be instrumental in the benchmarking of best practices during Phase II of the implementation of **Illinois workNet™**.

Finally, to ensure that workforce professionals are knowledgeable of and able to provide customers with access to career information and referrals using technology, an on-line course is under development.

ACCESS – ENSURES EMPLOYMENT OPPORTUNITIES FOR ALL

disabilityworks ▶

increasing economic opportunity in Illinois

disabilityworks is a partnership of state agencies including DCEO, Department of Human Services/Division of Rehabilitation Services (DHS/DRS), Illinois Community College Board (ICCB), Illinois Board of Higher Education (IBHE), Illinois Office of Educational Services (IOES), Illinois Department of Healthcare and Family Services (DHFS), City of Chicago, and the Chicagoland Chamber of Commerce. Its purpose is to develop and implement strategies to enhance employment opportunities for people with disabilities. The Northeast Economic Development Region is the first to implement **disabilityworks**.

The focus of **disabilityworks** is to:

- Provide information and resources to people with disabilities who are interested in starting or growing their own businesses;
- Make available a fully interfaced job internet portal for people with disabilities that can be accessed from a variety of entry points; and
- Clarify information regarding disability benefits, benefits planning, and employment options.

disabilityworks is implemented through the union of three critical constituencies – people with disabilities, employers, and service providers. These three constituencies are brought together through specific networks. The Chicagoland Business Leadership Network (CBLN) is an organization that educates and recruits employers to hire qualified people with disabilities. The CBLN currently consists of 92 individual members representing 63

companies. The Chicagoland Provider Leadership Network (CPLN) currently has a membership of 117 different organizations. These organizations are primarily direct service providers, but the CPLN also includes educational institutions and other community-based organizations, such as homeless shelters, whose primary mission does not specifically address people with disabilities.



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Even before it was officially launched, **disabilityworks** was already addressing needs and facilitating employment opportunities for people with disabilities, resulting in over 200 placements during this program year. Salaries of people with disabilities hired through this initiative range from hourly jobs between \$6.55 and \$10.00 per hour to managerial positions with salaries of over \$50,000 per year. Positions range from maintenance, sales, and retail to executive director of an agency.

Disabilityworks outreach also extends into the Chicago Public Schools to youth with disabilities, as well as postsecondary educational institutions, small business resources, and workforce development partners through a variety of programs and activities, including employer training and education, job fairs, and pilot projects with six Small Business Development Centers.

disabilityworks submitted a proposal for the President's New Freedom Initiative Award, which annually recognizes non-profits, small businesses, corporations, and individuals that have demonstrated exemplary and innovative efforts in furthering the employment and workplace environment for people with disabilities. DCEO has also submitted a research and technical assistance grant proposal to the USDOL Office of Disability Employment Policy (ODEP), which would increase self-employment opportunities for adults and youth with disabilities. Since one of the primary **disabilityworks** strategies is expanding small business and self-employment, **disabilityworks** will take the lead in implementing this grant.

disabilityworks is being piloted in the Northeast Economic Development Region of Illinois, with a long-range goal of expanding throughout the state. While some of the projects will be adapted to address regional needs and priorities, the primary mission - to increase economic and employment opportunities for people with disabilities - will remain the same.

PROGRAMS THAT SUPPORT THE WORKFORCE VISION

INCUMBENT WORKER TRAINING

To complement CSSI and further align workforce and economic development programs, DCEO obtained a waiver from the U.S. Department of Labor (USDOL) to allow Local Workforce Investment Areas (LWIAs) to utilize up to ten percent of their adult, dislocated worker, and youth allocations to support incumbent worker training programs.

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

This waiver ensures that Illinois' workforce system is demand-driven. LWIAs are provided maximum flexibility in tailoring service delivery and making strategic investments in workforce development activities to meet the needs of state and local economies and labor markets.

The ability to offer incumbent worker training at the local level has attracted greater participation in the workforce system by local businesses, and has encouraged strong public-private partnerships. LWIAs are now able to engage employers within high-growth, high-demand industries to identify both current unmet skill demands and their emerging skill demands to ensure a strong workforce pipeline.

This new flexibility allows LWIAs to develop a full continuum of training services that addresses the needs of the existing workforce, the unemployed, underemployed, and new entrants to the labor force. There were 23 formula grant Incumbent Worker projects in four different LWIAs in Program Year 2005. These planned project amounts totaled \$628,430, with \$543,284 in employer matches based on company size, for a combined amount of \$1,171,714 committed to training 1,222 incumbent workers.

Incumbent Worker Training Highlights

In May 2005, DCEO awarded an Incumbent Worker Training grant to Opportunity, Inc., a not-for-profit organization that provided training and employment for people with and without disabilities through the manufacturing and packaging of medical supplies. When Opportunity, Inc.'s customers began to outsource their contracts overseas, they began to search for another product or service that would not only meet their training needs but would ensure sustainability.

Following a comprehensive research process, Opportunity, Inc. decided to convert to a secure document destruction operation. They purchased equipment, obtained contracts, and requested incumbent worker training assistance in order to train their existing employees to meet the requirements for this new process.

INCUMBENT WORKER TRAINING IN ACTION



In LWIA 10, Riverton Custom Cabinetry designs, sells, manufactures, and distributes fine custom cabinetry to residential and commercial customers. It has operated for 11 years and has a full-time staff of 99, including 68 Woodworking Manufactures and Production Mangers, 11 Administrative Support Staff, 6 Technical Production Support Staff, and 14 Sales and Sales Support Staff.

The company recently added several machines to its production to 1) craft more cabinetry doors in-house rather than buying them from an outside supplier and 2) automate the piece cutting to minimize waste and manage labor more effectively. The Production Managers were faced with the challenge of adjusting the labor processes to accommodate a Door Department, which has more than tripled in size in the past two years (from five to fifteen employees), and a machining process which previously produced an average of 40 pieces a day and now produces up to 70+ pieces a day.

Riverton Custom Cabinetry contracted with Dossenbach Associates of Sanford, NC, professionals in Lean Manufacturing for the wood products industry, to train six Production Managers for four full days in Lean Manufacturing techniques. The philosophy behind Lean Manufacturing is to eliminate all activities that do not add value to the cabinets being manufactured. This includes analyzing waste and processes, cutting waste from production, and maximizing labor output while minimizing lead times and downtime, among other topics. In addition, Managers were trained to assess the current state of production flow through the manufacturing facility and to assess potential problems or inefficiencies with the current system.

Riverton Custom Cabinetry is entering a "growth period" as they approach the last two quarters of 2006 and all of 2007. Riverton Custom Cabinetry wants to increase production - which in turn will mean buying more equipment and hiring more employees. From the company's perspective, this training was necessary due to limited workspace. Their only feasible option was to streamline their current systems, clear up floor space, create extremely efficient work areas, and give their employees the tools and knowledge to do their jobs to the best of their abilities. Riverton Custom Cabinetry purchased new manufacturing equipment in 2005 and 2006.

The training provided through the Incumbent Worker Program allowed the company to maximize their return on investment from this equipment by more efficiently structuring the processes around the equipment.



Success Story

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BASE REALIGNMENT AND CLOSURE (BRAC)

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

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

An overarching goal in assisting these impacted personnel is to target workforce and economic development resources and support for private and public sector partnerships to ensure the development of workers' skills in demand occupations based on industry need. In Illinois, this goal is taking shape through the following actions:

- Working with LWIAs and community organizations to develop programs and strategies to minimize the period of unemployment for workers impacted by BRAC implementation;
- Providing assistance to communities impacted by BRAC implementations;
- Concentrating on efforts to assist workers and families in communities surrounding Scott Air Force Base, the only BRAC action in Illinois that will result in a significant increase in the number of civilian personnel; and
- Providing funding for the I-FORCES Center located at the Rock Island Arsenal, which has begun serving individuals affected by BRAC.

The BRAC recommendations have been approved by the President and Congress, and will be implemented over the next five to six years.

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TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM (TAA)

The Illinois Department of Commerce and Economic Opportunity (DCEO) is the designated agency to administer the TAA program in conjunction with Illinois' 26 Local Workforce Investment Areas (LWIAs) and the Illinois Department of Employment Security (IDES).

DCEO shares the responsibility for the TAA component that links impacted workers with training opportunities, job search allowances, and relocation allowances with the LWIAs. In addition, DCEO is responsible for all programmatic and fiscal oversight, including all TAA policy development, grant management and monitoring, as well as coordination with the Department of Labor's TAA field representatives.

Through an inter-agency agreement between DCEO and IDES, three components remain the responsibility of IDES. These components include Trade Readjustment Allowances (TRA), Alternative Trade Adjustment Assistance (ATAA), and the Health Care Tax Credit (HCTC) Program.

DCEO, the LWIAs and IDES continue to work together to ensure a seamless delivery of services under the Trade Program. Procedures have been developed to provide a coordinated administration of the Trade Act components.

DCEO has implemented numerous training sessions across the state to address customer needs. The State of Illinois continues to serve as a pilot site for a National Co-Enrollment Study on the joint delivery of WIA Dislocated Worker and TAA training services.

In March 2006, DCEO organized a three-day TAA Conference that introduced new TAA policy guidelines developed by DCEO and IDES. Over 300 individuals attended the training, which included input and assistance from the United States Department of Labor Region V TAA representatives.



In the next program year, DCEO will be revising and streamlining TAA forms to facilitate customer intake, as well as developing policies for those areas of TAA that are closely aligned with IDES and state unemployment insurance law.

Through the TAA program, Illinois workers impacted by international trade will be provided the means to attain competitive and marketable skills for today's increasingly competitive work environment.

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TECHNICAL ASSISTANCE AND TRAINING (TAT)



The Technical Assistance and Training (TAT) Division within the DCEO Bureau of Workforce Development offers a myriad of training opportunities, statewide as well as within the local Workforce Investment system. In addition to the customized training provided to Local Workforce Investment Boards and program providers, the TAT Division is responsible for the annual Workforce

Development Conference and Awards Banquet. Successful individuals and businesses from all areas of the state are honored for their achievement in gaining meaningful employment or meeting personal goals.

The Illinois Workforce Development Conference hosted more than 1,000 individuals from across the state, including award winners, business members, state agency and local workforce partners. The five award categories included Collaboration, Business Leadership, Individual Leadership, Innovative Solutions, and Individual Achievement. Each category had one winner from across the state, with the exception of the Individual Achievement category, which had 26 award winners (one from each LWIA).

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Galesburg Works / Family Matters Network / AFL-CIO

Major plant closings and employee lay-offs in Galesburg and the surrounding area left nearly 3,000 people without jobs. As part of the Opportunity Returns plan for West Central Illinois, funding was provided for a Family Focused Transition Training Center called "Galesburg Works". Through collaborative planning and meetings involving the community, city, and state partners, Galesburg Works opened its doors.

A key component of Galesburg Works is the Family Matters Network, a group of 25+ Galesburg area agencies and organizations dedicated to addressing the needs of dislocated workers and their families. By joining the Family Matters Network, agencies can maximize their efficiency by providing services to those in the community who could benefit from them the most.

In addition, the Illinois AFL-CIO Member Assistance Program (MAP) provides four Peer Counselors at the Galesburg Works center, along with five additional Peer Counselors located in other organizations throughout the community. The Peer Counselors provide valuable assistance and guidance by explaining available service options and making referrals to various programs available through organizations in the community. They provide direct services to over 1,600 dislocated workers and have made over 660 referrals to Family Matters Network agencies.

Over 675 TAA-eligible dislocated workers and their families have been provided services and over 150 of those TAA recipients have completed training programs and are now back in the workforce or beginning their job search in a new high growth career.

Other services available at Galesburg Works include job search workshops, employment networking days, and small business development assistance. The center has also collaborated with employers to help meet challenges presented by the inordinate amount of job loss in the area. The staff coordinated a trip to the BNSF Railway Job Fair in Chicago, and then hosted one locally in Galesburg that attracted over 800 job seekers. This ultimately led to a partnership with BNSF in the coordination of recruiting future employees. Caterpillar also held a Job Fair at the Galesburg Works office that attracted nearly 200 job seekers.

With the collaborative efforts of the Family Matters Network and the Illinois AFL-CIO Member Assistance Program, Galesburg Works has been able to provide much needed assistance to a high volume of dislocated workers and their families.

ILLINOIS WORKFORCE DEVELOPMENT

The 2006 Continuous Improvement Conference drew 477 individuals from across the state – this conference is sponsored in part by the Illinois Workforce Partnership (IWP) but is organized by staff of the Technical Assistance and Training Division.

In addition to statewide training initiatives, emphasis is placed on a regional approach to addressing training needs to ensure LWIAs have tools and supports available to assist employers in placing employees in demand driven occupations. The Technical Assistance and Training Division aggressively offers training throughout the state. During this program year, training was conducted for over 900 individuals from LWIAs, WIA partner agencies, and DCEO staff. Training topics Included:

Training	Sites	Number Trained
Trade Act Eligibility/Systems Training	3	153
Incumbent Worker Training	1	79
Provider Relationship Training	2	12
WIA Eligibility – IWDS	2	23
Motivating and Empowering Youth for Change	3	216
3- Day Trade Adjustment Assistance Act Training	1	309
Methods of Administration	1	55
Trade Act – IWDS Systems Training	5	152

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

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THE DISABILITY PROGRAM NAVIGATOR PROJECT (DPN)

The DPN project is a collaborative effort between the U.S. Department of Labor (USDOL) and the Social Security Administration (SSA). The project provides funding to ensure that people with disabilities have access to the same level of service as customers without disabilities. The role of the DPN is to create, facilitate, and assimilate systems change activities that assure comprehensive and seamless services for all One-Stop customers. DPNs currently work in One-Stop Centers to implement the following strategies:

- ◆ Ensuring the One-Stop Centers are physically, technologically, and programmatically accessible;
- ◆ Marketing One-Stop Center services to individuals with disabilities and community service providers; and
- ◆ Conducting outreach to businesses to educate them on the benefits of employing people with disabilities.

During the third year of the DPN project, coordination of DPN activities was assigned to the DCEO WIA Equal Opportunity (EO) Office. As one of the primary DPN strategies is to ensure that all One-Stop Career Centers are physically and programmatically accessible, EO affiliation was a natural step. It also afforded local EO Officers the opportunity to learn more about accessibility requirements, as well as the Disability Program Navigator project. As a result, EO Officers and DPNs have participated in mutual training sessions and DPNs have had the opportunity to learn more about EO policies and procedures.

The most significant EO/DPN accomplishment for this program year has been the completion of accessibility follow-up surveys for all 46 comprehensive One-Stop Career Centers, as well as the satellite offices. Corrective Action Plans have been submitted to the EO Office and LWIAs have begun to implement their Corrective Action Plans. This has also afforded DCEO with the opportunity to collaborate with IDES to address accessibility issues.



As the Disability Program Navigator project enters its fourth year, the focus will be placed on ensuring that DPN services are available statewide. Through a “regionalized” approach, DPNs will expand their services and activities to neighboring LWIAs. Emphasis will be placed on identifying and leveraging resources to sustain the DPN project beyond the program year ending in June 2007. Additionally, DCEO is considering potential strategies for modifying the scope of DPN functions to complement other statewide disability initiatives.

ILLINOIS WORKFORCE DEVELOPMENT

YOUTH INITIATIVES – PREPARING THE FUTURE WORKFORCE

U.S. DEPARTMENT OF LABOR FOSTER CARE DEMONSTRATION PROJECT:

The Foster Care Demonstration Project is a three-year (January 2005-June 30, 2008) grant. DCEO and the Department of Children and Family Services (DCFS), with the Chicago Alternative Schools Network (ASN), provide mentoring assistance with college preparation and post-secondary vocational activities to 330 older youth in foster care. Thirteen Alternative Schools are participating in this demonstration. Mentoring will begin the second semester of the junior year. Each participating ASN school has one part-time transition mentor. Upon graduation, each youth receives mentoring and coaching assistance from one of three full-time Transition Specialists in areas including post-secondary school selection, job search assistance, housing issues, personal relationship concerns, and money management.

As of June 30, 2006, 178 youths have enrolled in the project, with the following post high school graduation results:

Obtained high school degree	62
Obtained GED	12
Enrolled in full time Post-secondary education	52
Obtained part-time work/attending school part-time	11
Enrolled in Vocational Training programs	21
Entered military service	2
Obtained full time jobs	83
Currently not working, not attending post secondary educational or vocational programs	23

An additional 50 enrollments are expected by December 31, 2006.

The June 2006 USDOL Foster Youth Demonstration Program Evaluation Interim Report on Data reported that Chicago is succeeding in achieving most of its performance goals. It has exceeded its target enrollment, as already mentioned, and has achieved a 93-percent placement rate, higher than the rest of the sites. The Chicago program also has a 78-percent attainment rate for high school diplomas and GEDs, and an 86-percent retention rate. It is clear that, as of the March quarterly data, Chicago was showing the most progress of all of the sites.

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E-LEARNING PROJECT

The Illinois e-Learning Initiative explored the potential uses and cost-effectiveness of an Illinois online curriculum network for achieving three objectives with out-of-school students and at-risk in-school students:

- Attainment of High School Diploma. Students gain credits necessary to attain a high school diploma.
- Career Development. Students receive assistance in developing career and educational plans to manage the transition from school to post-secondary education and/or employment.
- Academic Skill Attainment: Reading and Math. Students attain reading and math levels necessary to enter employment and community college credit programs without further remediation.

This project also provided youths with the opportunity to obtain the information technology skills necessary for further education and employment.

Of the 144 WIA eligible youths that were served by the four e-Learning pilot grants that ended on June 30, 2006, 95 (66%) earned their high school diplomas. Eighty (55.5%) completed career exploration guidance, and 73 (50.7%) were provided job readiness instruction. The remaining youths have transitioned into other WIA programs. Successful exiters have entered the following:

Post-secondary education	56 (39%)
Vocational training programs	7 (5%)
Military service	3 (2%)
Employment	27 (20%)
Other	2 (2%)

ILLINOIS WORKFORCE DEVELOPMENT

AGENCY PARTNERS – SUPPORT WORKFORCE INVESTMENT ACT ACTIVITIES

ILLINOIS WORKFORCE INVESTMENT BOARD

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

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

- ◆ Benchmarking Task Force
- ◆ Manufacturing Task Force
- ◆ Transportation, Logistics, and Warehousing Task Force
- ◆ Health Care Task Force

These task forces proposed various recommendations during this program year. Examples of highlighted recommendations included:

Benchmarking Task Force (BTF)

The BTF suggested the IWIB develop a method for measuring Illinois progress in transitioning to a high-skill, high-wage, and high-productivity economy at the state, regional, and local levels. The IWIB plans to develop a set of benchmarks that measure the development of Illinois' workforce aligned with the needs of the current and emerging global economy. These revised benchmarks will be presented to the Illinois legislature.

Manufacturing Task Force (MTF)

The MTF suggests their report on recommendations for improving the image of manufacturing, building regional workforce pipelines, and expanding career awareness and guidance be forwarded to the Governor for consideration.

Transportation Logistics and Warehousing Task Force (TLWTF)

This Task Force recommended increasing statewide awareness of the industry through expansion of secondary and postsecondary education and training programs, as well as increased awareness in the K-12 career track.

The Critical Skill Shortages Initiative (CSSI) manufacturing plan creates a training pipeline that consists of three key components:

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1. A GED Bridge Program that provides basic educational opportunities to individuals interested in pursuing careers in the manufacturing industry by adopting existing GED program elements into an industry specific model.
2. A Certified Manufacturing Assistant (CMA) Program which is a short term, intensive introductory training program that provides the necessary skills for an individual to either obtain employment in manufacturing or pursue advanced training for other higher-skill level occupational areas.
3. A Warehousing and Distribution Specialist (WDS) Program that offers access to related training programs (such as truck driving, forklift operator, etc.) and is intended to prepare new workers to enter the transportation and logistics field.

The Healthcare Task Force (HCTF)

The Healthcare Task Force continues to follow through on the IWIB's prior recommendations for CSSI. These recommendations include addressing shortages among health care providers, the education community, government, and business leaders. The current and future healthcare workforce needs a significant increase in workers due to shortages set to grow dramatically through 2020. Therapists and technicians needed to deliver tomorrow's health services will fall further behind in their ability to care for their communities as workforce shortages grow. Proposals include an increase in recruiting and support for health professions candidates, reduction in regulatory barriers to expanding the health workforce, and a continuance to improving working conditions to reduce turnover and increase job satisfaction.

All policies developed or commented upon through the IWIB structure are done so with input from all of the partners. Prior to approval of significant decisions or policy adoption, the IWIB task forces engage the public for comment. Methods to solicit public commentary include: public hearings; distribution of draft materials with instructions for submittal of comments; open meetings of the IWIB and its task forces; public forums; interest group consultation; partner agency Internet home pages; and e-mail.

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)

Unemployment Insurance

Unemployment Insurance (UI) pays benefits to unemployed workers. Employers pay taxes quarterly to fund UI benefits. IDES collaborated with the Illinois Department of Revenue to create Illinois TaxNet, a system allowing employers to make tax payments electronically. Claimants may visit IDES offices located throughout the state to file initial UI claims or they may file initial claims on the internet. In most cases, individuals can claim up to twenty-six weeks of benefits via an automated telephone claim certification system (Tele-Serve). IDES is in the process of replacing the thirty-year old benefit payment system with a new

ILLINOIS WORKFORCE DEVELOPMENT

system scheduled for completion in late 2007. Illinois employees filed 679,122 initial claims during the program year ending on June 30, 2006. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered in the fifty-five Illinois Employment and Training Centers, including skills upgrading, career information, and job placement.

Employment Service

Employment Service (ES), administered by IDES, is a federally funded labor exchange system created under the Wagner-Peyser Act, as amended by WIA. The program serves both employers and job seekers by filling employers' job vacancies with qualified workers and placing job seekers in the best available jobs. ES uses the Internet-based Illinois Skills Match (ISM) system as its main labor-exchange tool. In the program year ending June 30, 2006, employers filled 55,914 positions using Illinois Skills Match. During the same time, 254,593 participants entered employment after receiving IDES employment services.

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

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

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

Access the Illinois Skills Match System at www.illinoisskillsmatch.com.

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Labor Market Information (LMI)

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

ILLINOIS COMMUNITY COLLEGE SYSTEM

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

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

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

Partners strengthen the economic base and "re-skill" Illinois' workforce by helping working adults develop higher levels of literacy, basic academic skills, and technical skills needed within workforce and economic development, community colleges, and

ILLINOIS WORKFORCE DEVELOPMENT

adult education. Community colleges are the primary provider of higher education and adult literacy in Illinois, accounting for 75% of all undergraduate students, and 78% of all adult literacy students. Community colleges offer programs in over 240 occupational areas designed to meet particular workforce needs. Nine out of ten Illinois community college graduates live, work, and raise their families in Illinois. A student with an associate degree will earn an average of \$345,298 more over their lifetime compared to a student with only a high school diploma or GED.

Community colleges offer a wide variety of Career and Technical Education (CTE) programs that combine high tech instruction with state of the art facilities and active business involvement. The Illinois Community College Board administers both federal and state dollars to support CTE programs and related support services. Completions of CTE enrollments rose steadily in each of the past five years. In FY 2005, 259,930 students enrolled in CTE and vocational skill building programs, accounting for 70% of all program completers at community college. By responding to the ever-changing needs of the local workforce and employers, these programs foster innovation, develop partnerships and help sustain regional economic growth.

Students who successfully transitioned into the workplace quickly began earning sustainable wages. Over 90% of the employed program graduates pursued further education and over 73% were employed in their field with an average salary of \$14.43 per hour. Two of the five largest community college CTE programs, Associate Degree Nursing and Business Data Programming, align with regional needs identified in the Critical Skill Shortages Initiative (CSSI). These programs enrolled 14,934 students in FY2005.

Community colleges view workforce and economic development as interrelated and integral to their overall mission. To address the many economic and workforce issues affecting the citizens of Illinois, the Illinois Community College Board (ICCB), the community colleges, and adult education providers work in partnership with other state, regional and local entities to link education with workforce and economic development.

Recognized as a prominent provider of workforce training, community colleges are playing a larger role in local workforce solutions. Working to better utilize existing regional resources, community colleges avoid duplication of effort and services by targeting regional economic development efforts to grow local economies. The community college system and ICCB are engaged in the following initiatives and activities:

- ◆ Addressing the healthcare shortages across the state, in particular the shortage of Registered Nurses; implementing strategies and training for the growing transportation, warehousing, and logistics industry; and identifying strategies to recruit and retain skilled workers for the ongoing manufacturing needs in Illinois.

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- ◆ Working with DCEO to address local needs by reinvesting incentive funds earned by exceeding performance targets. The ICCB (as the administrator for Title II of the Workforce Investment Act and the postsecondary portion of the Carl D. Perkins Vocational and Technical Education Act) continues to implement healthcare pilot initiatives in on-line nursing, bridge programs, and accelerated nursing programs. By implementing pilot initiatives focused on preparing individuals for the growing demand for employment, adult education providers and community colleges are also assisting the transportation, distribution, and logistics industry.
- ◆ Expanding access to workforce information and services across the state through task force participation, data sharing, website review, and in the development of training materials with **Illinois WorkNet™**.
- ◆ Partnering as members of Business Services Teams and serving on Local Workforce Investment Boards (LWIBs) allows those participating to focus on workforce and economic development issues and initiatives. Community college presidents serve as members on all 26 LWIBs. In several local areas, community colleges are partners on the Business Services Teams.

ILLINOIS DEPARTMENT OF HUMAN SERVICES

Human Capital Development

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

With family sensitive programs such as WorkPays, where an employed TANF customer keeps \$2.00 of every \$3.00 earned, DHS continues to be a national leader in moving TANF recipients from welfare to employment as a step toward self-sufficiency. The WorkPays program allows the TANF customer the opportunity to become acclimated to work life before their TANF benefits end. This has led to a reduction of individuals returning to the TANF roles. Illinois' strong programs have overcome the stagnant economy as the TANF "available to work" caseload continues to decline. In July 2003, the caseload was 16,663 and in June of 2004, it was 16,294, a reduction of 369.

ILLINOIS WORKFORCE DEVELOPMENT

Division of Rehabilitation Services

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

Corporate Business Council

The Corporate Business Council (CBC) is composed of administrative 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 council considers the initiatives and goals of DHS-DRS and assists the agency in its focus on direct placement initiatives, customer career choices and issues that would provide job retention, promotion and career advancement for people with disabilities.

Corporate Business Partners

One of the innovative approaches of creating a closer relationship between DHS-DRS and businesses throughout the state of Illinois is the Corporate Business Partnership (CBP) program that was established approximately four years ago. Corporate Business Partners (CBPs) are made up of companies that have made a commitment to lead the way in providing job opportunities in the marketplace for people with disabilities.

These companies work closely with a designated Employer Resource Specialist staff person who developed the initial contact with the company and explained the responsibilities that a CBP performs in order to maintain membership as a partner. CBPs are responsible to invest in the untapped and unused labor resources that DHS-DRS can provide, as well as re-invest in the community by providing opportunities for Illinois residents to become productive and responsible taxpayers.

In return, DHS-DRS provides free workshops and training seminars to CBP members and also acts in an advisory role for those companies who seek answers or consultation regarding issues that involve employees or customers who are disabled.

Regional Employer Network

The ultimate goal of DHS-DRS 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

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needs of employers. Through collaboration within and across state boundaries, a Vocational Rehabilitation Regional Plan is currently being formulated to leverage resources and refine strategies in order to increase regional penetration of the employer market.

Ticket to Work

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

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

ILLINOIS WORKFORCE PARTNERSHIP

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

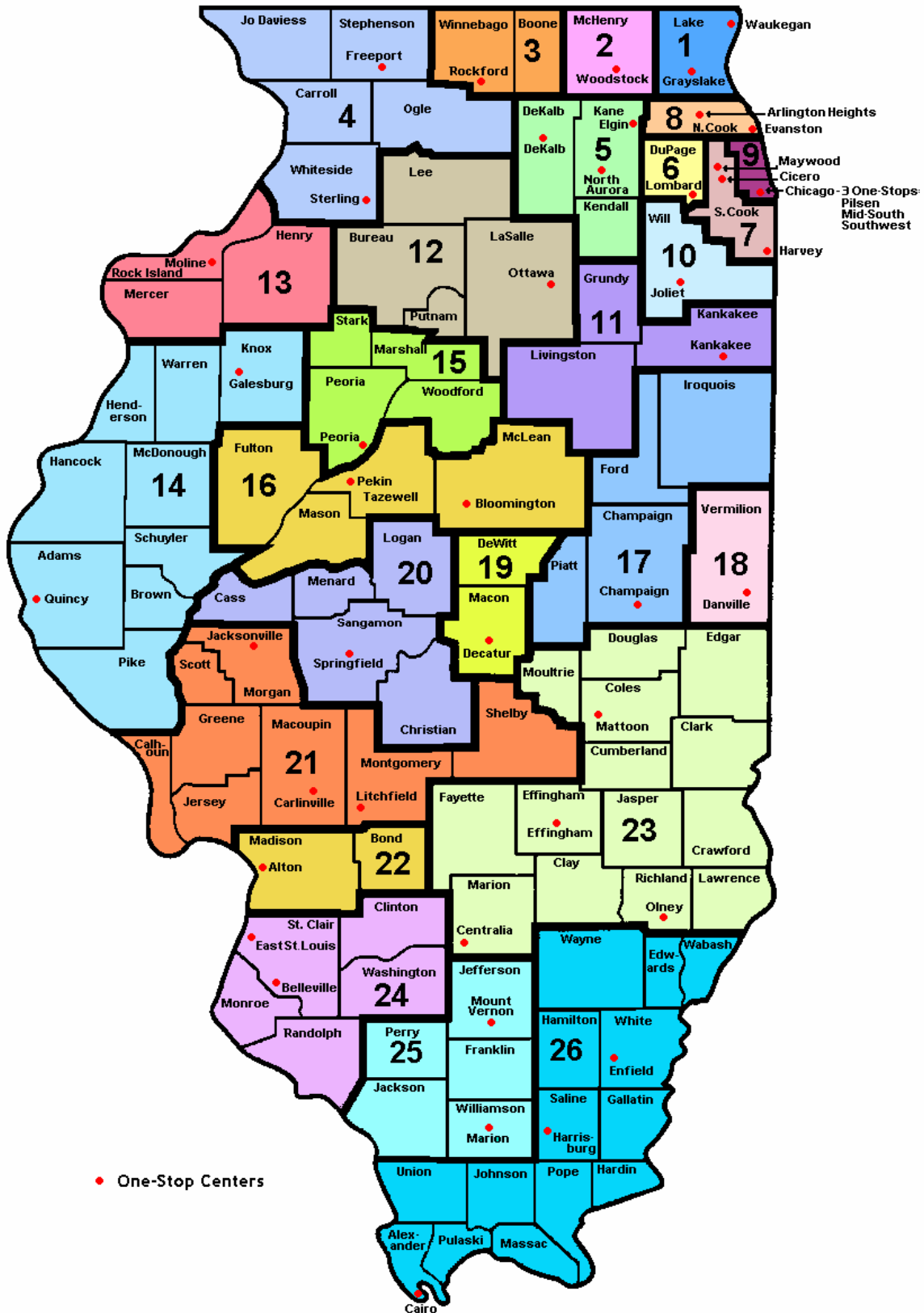
Because of the strong leadership from the IWP Board and the committed staff throughout the state of Illinois, workforce development has taken a leadership role in providing increased opportunities in the new knowledge-based economy for both businesses and individuals.



Sue Clark, IWP President

ILLINOIS WORKFORCE DEVELOPMENT

Illinois One-Stop Centers



WORKFORCE INVESTMENT ACT – TITLE IB PROGRAM PERFORMANCE

Overview

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

During State Fiscal Year 2006/Program Year 2005 (July 1, 2005 through June 30, 2006), Illinois' WIA Title 1B allotment was approximately \$154 million. More than \$114 million was allocated to local areas through a formula allocation to support the delivery of adult, dislocated worker, and youth services.

Through the Title IB local programs, services were rendered to 13,985 adults, 17,798 dislocated workers, 8,290 younger youth (ages 14-18), and 3,653 older youth (ages 19-21).

Cost-Effectiveness Analysis

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

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

Overall Cost per Participant

An overall cost per participant number was computed for each program by dividing the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)

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.

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Total Participant Cost

The overall *cost per participant* amount for the program was multiplied by the *participant count* to yield an estimate of the total cost associated with services to the participants included in the performance measure. (This was done because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Younger Youth Skill Attainment measure, the participants counted in each measure are exiters as reported in the Annual Report.)

Overall Cost per Outcome

The estimated *total participant cost* number was divided by the number of successful outcomes from the performance measure. This corresponds to the numerator for each performance measure. This calculation yielded an overall cost per outcome for each performance measure.

For the Earnings measures, the Return on Investment (ROI) per participant for the exit year was determined.

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

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

1. The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the

customer level. The only generally applicable cost-effectiveness measure, therefore, is an overall cost per participant (customer). This value has been computed for each program (Adult, Dislocated Workers, Older Youth, and Younger Youth). Because there is no requirement for separate tracking of older youth and younger youth expenditures, a single cost per value has been computed for all youth programs and applied to each sub-program.

2. The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
3. The method assumes that the entire benefit derives from program participation, which is unlikely, but cannot be evaluated without comparison group information.

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

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

PROGRAM	MEASURES
Adults	Earnings Change Employment Employment Retention
Dislocated Workers	Earnings Change Employment Employment Retention
Older Youth	Earnings Change Employment Employment Retention
Younger Youth	Skill Attainment Diploma Attainment Employment and Educational Retention

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

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

Operating Results

	Available	Expended	Percent	Balance Remaining
Total all fund Sources	\$211,643,235	\$154,136,480	72.83%	\$57,506,755
Adult Program Funds	\$37,711,434	\$33,199,066	88.03%	\$4,512,368
Carry-in funds (no add)	\$3,030,418	\$3,030,418	100.00%	\$0
Dislocated Worker Program Funds	\$39,623,863	\$32,009,489	80.78%	\$7,614,374
Carry-in funds (no add)	\$6,677,949	\$6,406,120	95.93%	\$271,829
Youth Program Funds	\$41,903,330	\$33,483,842	79.91%	\$8,419,488
Carry-in funds (no add)	\$6,750,384	\$6,750,384	100.00%	\$0
Out of School Youth	\$12,466,215	\$14,534,229	116.59%	-\$2,068,014
In School Youth	\$22,710,687	\$12,199,254	53.72%	\$10,511,433
Summer Employment Opportunities		\$316,405		
Local Administration Funds	\$17,927,182	\$12,475,387	69.59%	\$5,451,795
Carry-in funds (no add)	\$6,307,851	\$5,588,939	88.60%	\$718,912
Rapid Response funds	\$21,101,780	\$13,819,001	65.49%	\$7,282,779
Carry-in funds (no add)	\$4,573,663	\$3,440,834	75.23%	\$1,132,829
Statewide Activities Funds	\$53,375,646	\$29,149,694	54.61%	\$24,225,952
Carry-in funds (no add)	\$30,374,792	\$22,399,228	73.74%	\$7,975,564

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. Data is provided by earnings change, earnings recovered, employment, and retention measures for adults, dislocated workers, and older youth. For younger youth the data is provided for skill attainment, diplomas, and retention.

Illinois expended more than \$112 million in PY2005 across the adult, dislocated workers (including Rapid Response), and youth clusters (both older and younger youth). Nearly 44,000 customers were served. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$2,573, which includes administrative costs.

ILLINOIS WORKFORCE DEVELOPMENT

Table 2 – Cost Effectiveness – Adult and Dislocated Workers Program

	Adult Programs			Dislocated Workers Programs		
Expenditures	\$33,199,066			\$45,828,490		
Participants	13,985			17,798		
Cost Per Participant	\$2,374			\$2,575		
	Measures			Measures		
	<i>Earnings Change</i>	<i>Employment</i>	<i>Retention</i>	<i>Earnings Change</i>	<i>Employment</i>	<i>Retention</i>
Participants in Measure	4,380	4,279	4,654	5,999	6,744	6,366
Cost	\$10,398,120	\$10,158,346	\$11,048,596	\$15,447,425	\$17,365,800	\$16,392,450
Outcome	\$22,222,038	3,183	3,848	\$2,491,663	5,727	5,746
Cost per Outcome		\$3,191	\$2,871		\$3,032	\$2,853
Return on Investment per Participant	\$2,700			-\$2,160		

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

	Older Youth Programs			Younger Youth Programs		
Expenditures	\$33,483,842			\$33,483,842		
Participants	11,943			11,943		
Cost Per Participant	\$2,804			\$2,804		
	Measures			Measures		
	<i>Earnings Change</i>	<i>Employment</i>	<i>Retention</i>	<i>Skill Attainment</i>	<i>Diplomas</i>	<i>Retention</i>
Skill Attainment Goal				9,783		
Participants in Measure	700	903	795		2,011	2,204
Cost	\$1,962,800	\$2,532,012	\$2,229,180	\$27,431,532	\$5,638,844	\$6,180,016
Outcome	\$2,621,669	644	646	7,887	1,477	1,491
Cost per Outcome		\$3,932	\$3,451	\$3,478	\$3,818	\$4,145
Return on Investment per Participant	\$941					

In Tables 2 and 3, the Cost per Participant has been rounded.

Note: Expenditure data in Table 3 are for total youth participants, because data is not collected by older and younger youth.

Performance Indicators

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

Illinois has been very successful in meeting the challenging performance requirements imposed on this program by USDOL. The state exceeded all 17 of the performance measures in PY2005, with 25 of the 26 LWIAs meeting or exceeding performance. Highlights of Illinois performance are found in the following pages. Detailed tables of Illinois' performance are found in Appendix A.

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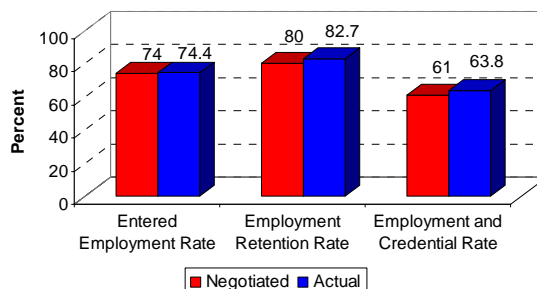
Adult and Dislocated Worker Activities

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 supported through funds set aside at the state level and augmented with additional USDOL funds awarded to the state on an application basis.

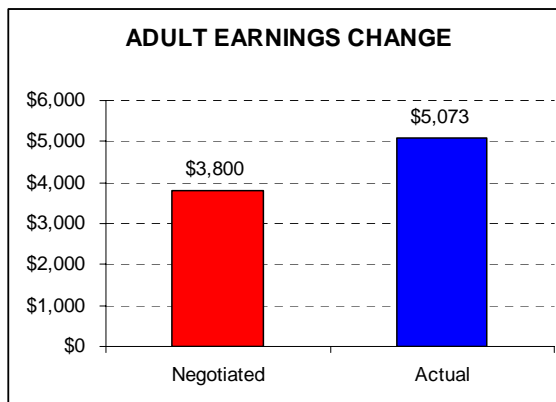
During PY2005, 13,985 adults were served through the WIA Title IB program. Five thousand seven hundred fourteen (5,714) of those served (41% of the total) entered the adult program as registrants new to the WIA system.

ADULT WORKER RESULTS



In PY 2005, of the individuals who left the adult program, 74.4% were employed in the first quarter following exit, exceeding Illinois' goal of 74%. Eighty-two point seven percent (82.7%) retained that employment three quarters after the date they exited the program, exceeding Illinois' goal of 80%.

ADULT EARNINGS CHANGE

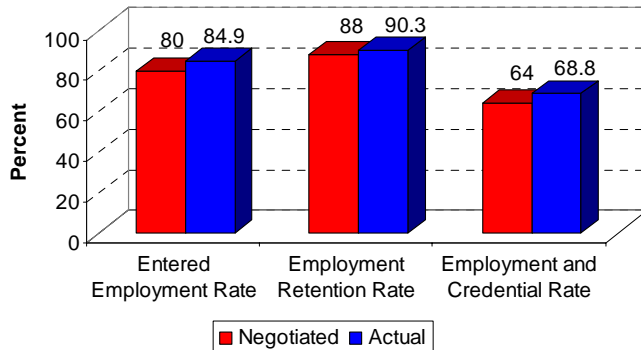


The average adult wage gain for those entering employment following their exit from the WIA program was \$5,073.

ILLINOIS WORKFORCE DEVELOPMENT

The Dislocated Worker Program served 17,798 individuals during PY2005. Three thousand four hundred sixty-five (3,465) of those served (26.8% of the total) entered the Dislocated Worker Program because of a plant closing or mass layoff.

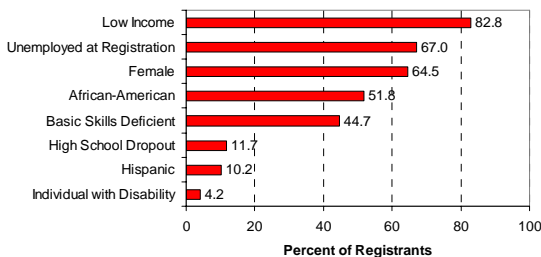
DISLOCATED WORKER RESULTS



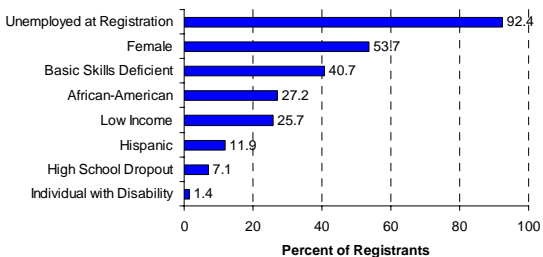
In PY2005, of the individuals who left the Dislocated Worker Program, 84.9% were employed in the first quarter following exit, which exceeds Illinois' goal of 80%. Exceeding Illinois' goal of 88%, 90.3% of Dislocated Workers retained their employment three quarters from their original exit date.

Services to adults and dislocated workers may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals who are 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.

ADULT PROFILE



DISLOCATED WORKER PROFILE

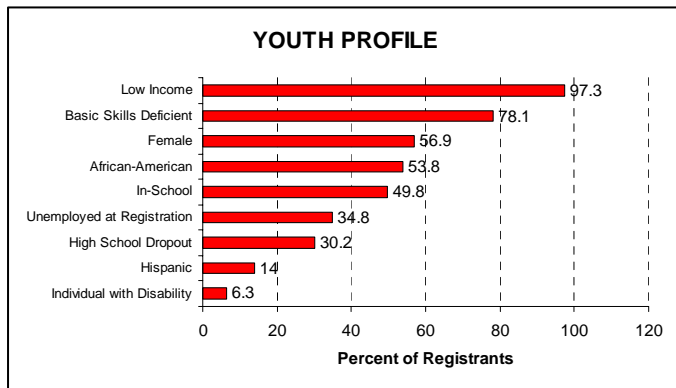


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Youth Activities

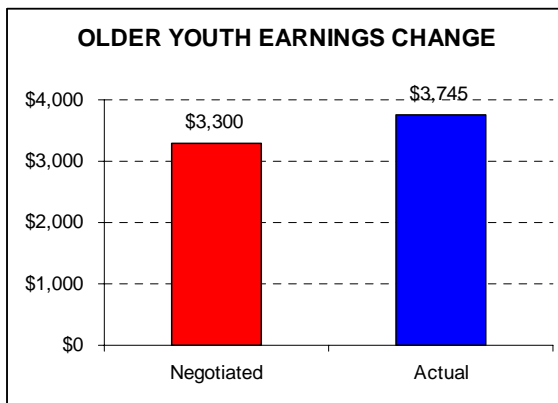
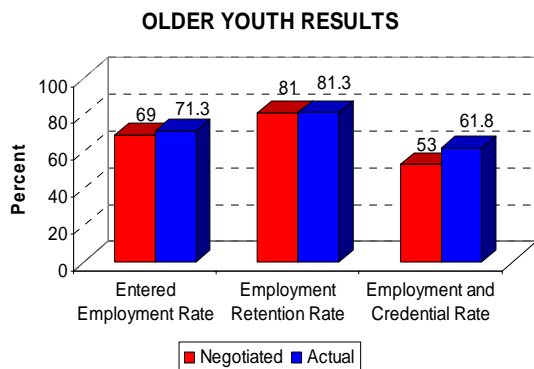
WIA youth activities provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further education, additional training, and eventual employment.

Under WIA, youth services are provided to both older youth (age 19 – 21) and younger youth (age 14 – 18). During PY 2005, there were 11,943 youth served through the WIA Title IB program. Of those served, there were 3,876 new youth enrolled in the program during the year. During PY 2005, 3,723 younger youth exited the program and 1,275 older youth exited the program.



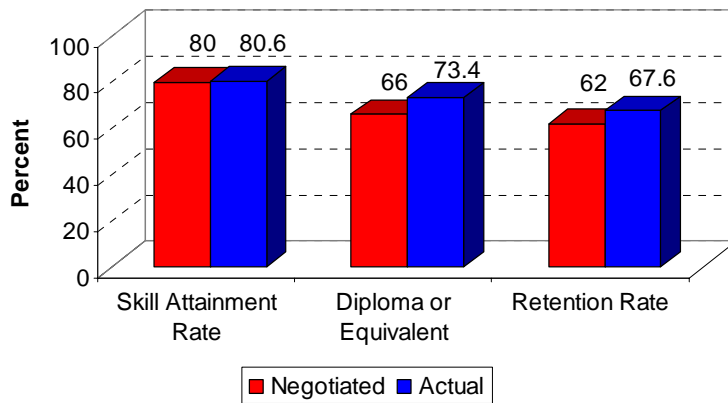
In PY2005, 61.8% of the older youth who exited the program received a credential, exceeding the State's goal of 53%.

These youth attained an average earnings gain of \$3,745, exceeding Illinois' goal by over \$400.



ILLINOIS WORKFORCE DEVELOPMENT

YOUNGER YOUTH RESULTS



During PY2005, 80.6% of the younger youth (age 14 – 18) reached their skill attainment goal, exceeding Illinois' goal of 80%. Of those younger youth enrolled in a program to obtain their high school diploma or GED, 73.4% achieved that goal, exceeding the state goal of 66%. Further, of those younger youth striving for

employment and retention, 67.6% were found to be in employment, apprenticeships, post-secondary education, advanced training or military service in the third quarter following their departure from the youth program, exceeding Illinois' goal of 62%.

Customer Satisfaction

In PY2005, Illinois exceeded the aggressive customer satisfaction goal it established utilizing the American Employer Satisfaction Index for employers. Illinois exceeded the American Customer Satisfaction Index for WIA program participants.

State Evaluations of Workforce Investment Activities

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

Evaluation Study: Chicago Workforce Board Cost Per Participant Study

Questions the evaluation will/did address:

The Chicago Workforce Board (CWB) contracted with Workforce Enterprise Services, Inc. (WES) to conduct a study to compare the cost of serving participants through Chicago's WIA Title I adult and youth service providers to other comparable providers. A goal of the study is to help the Board and other stakeholders analyze the cost of operating WIA programs to see if the costs typically incurred by Chicago service providers are reasonable and comparable with the cost of operating such programs elsewhere.

To address the issue of feasibility, it is necessary to deal with a range of technical issues surrounding the collection of fiscal and programmatic data needed to support measurement of cost efficiency. It is also necessary to address issues related to the potential policy consequences of adopting any given analytical approach. To help address both types of issues and guide the study, WES has posited the following questions.

1. **What precisely is to be measured?** Since cost efficiency means little without effectiveness, how will the proposed cost measure(s) take into account the intended outcomes of WIA? What is the unit of analysis?
2. **How can the Board avoid unintended consequences?** Can a cost measurement strategy be developed that does not have unintended policy consequences, such as encouraging short-term outcomes at the expense of long-term outcomes or discouraging the provision of training? And, can a strategy be developed that gives fair consideration to service providers that incur higher costs due to services provided to hard-to-serve populations?
3. **Is the data readily available to support cost measurement?** Do the Mayor's Office of Workforce Development (MOWD) and the Chicago Department of Children and Youth Services (CYS) collect the necessary programmatic and financial data at the service provider level to support cost measurement? If these data are available, what are the issues surrounding the ease of retrieval and compilation of data needed to render data useful for cost measurement?

ILLINOIS WORKFORCE DEVELOPMENT

Evaluation Study: Chicago Workforce Board Cost Per Participant Study

4. **Are there comparable LWIAs willing to share their cost data?** Can Local Workforce Investment Areas (LWIAs) elsewhere in the nation be identified that are comparable to Chicago in terms of the characteristics of the registrants served and the mix of services provided? If so, do those LWIAs have the necessary data available at the provider level, are they willing to share data to support cost comparisons, and are they interested in an ongoing data sharing relationship with Chicago?
5. **Can a user-friendly measurement strategy be developed?** Can cost measures be developed that are “intuitive” and readily understandable to the Board and other stakeholders?

Description of the evaluation’s methodology:

The WES project plan is organized into two phases. The goal of the first phase is to determine if it is feasible to conduct a comparative analysis of cost-per-outcome for Chicago service providers, and if so, identify a recommended analytic approach.

The first phase of the research was limited to the WIA adult program. During this phase of the study, WES reviewed the financial and programmatic data available to support the desired measurement strategy, developed several candidate cost measures, evaluated those measures, identified LWIAs elsewhere in the nation for comparison purposes, and contacted those LWIAs on behalf of the CWB to request their participation in the study.

During the second phase of the project plan, WES will apply this analytic approach to real-world cost and outcome information for Chicago WIA service providers, and develop cost-per results for review by the CWB and staff of MOWD and CYS.

Status of evaluation:

Based on analyses of the adult providers, three candidate cost measures have been *tentatively* identified as the measures most likely to be included in the final measurement strategy. Those measures are: (a) cost per registrant, (b) cost per positive outcome, and (c) cost per entered employment. These measures, taken together, appear to be sensitive to both short-term and long-term outcomes as measured through the formal federal performance management system. In addition, the cost per entered employment measure appears to be somewhat sensitive to the costs of serving hard-to-serve populations. Each of these cost measures are relatively straightforward and should require a minimum orientation to the Board and other stakeholders. A final report for Phase One is expected by the end of October 2006.

Given the success with the first phase efforts, the availability of relevant financial and programmatic data, and the cooperation evidenced by the workforce boards of the comparison LWIAs, WES believes that creation of a workable cost measurement system

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Evaluation Study: Chicago Workforce Board Cost Per Participant Study

is a feasible objective for Chicago.

Phase Two will begin when the grant to the Board is executed. Completion is scheduled for approximately five months later.

Evaluation study: Critical Skill Shortages Initiative

Questions the evaluation will/did address:

The purpose of this initiative is to assist LWIB-led consortia in Illinois' 10 Economic Development Regions in identifying key industry sectors that are driving their regional economies. The consortia identified specific occupations within industry sectors that are currently or will be experiencing critical skill shortages, both short-term (2 years) and long-term (10 years). Each region was to answer the following questions for the industry sectors and occupations being targeted: 1. What are the contributing factors (root causes) contributing to these shortages? 2. What regional solutions can be developed to address these root causes and help alleviate the skill shortages in the targeted occupations? 3. What public and private funds (leveraged resources) can be redirected to implement the regional solutions? 4. How will these solutions reduce the shortages in the region? DCEO awarded planning grants to the LWIB-led consortia in each of the ten Economic Development Regions to assist them in developing their projects.

Description of the evaluation's methodology:

DCEO has contracted with the National Center on Education and the Economy to conduct an independent evaluation of the CSSI funded projects and processes.

DCEO required each Economic Development Region to submit an industry/occupations report, a root causes report, and a regional solutions report for each industry they targeted. All three of these reports were used to evaluate the proposed regional activities and to justify the requests for additional funding in the training applications.

Each region will be evaluating the success of their project(s). The evaluation criteria will vary based on the nature of the project, but there will be data collected to evaluate the success of their implementation plans in reducing the skill shortages. Additional data will be collected so that a cost-benefit analysis can be conducted for the various solutions, and an evaluation of the pilot projects will be done to determine their effectiveness and to identify "best practices" for possible replication in other regions.

ILLINOIS WORKFORCE DEVELOPMENT

Evaluation study: Critical Skill Shortages Initiative

Status of evaluation:

Training grant agreements were entered into with seven Economic Development Regions under an “early bird” round. Six of the seven agreements address shortages in the health care industry, the seventh in the manufacturing industry. Under the “calendar year” round, seven regions were awarded grants to address shortages in healthcare. In addition, two regions were awarded grants for the transportation, warehousing and logistics industry, and six regions were awarded grants to address shortages in the manufacturing industry. DCEO received an initial report from NCEE on the early bird grants, and NCEE currently is working with the Regions to develop evaluation plans for calendar year grants.

Evaluation Study: One-Stop Redesign Evaluation

Questions the evaluation will/did address:

The purpose of the One-Stop Redesign evaluation is to examine the implementation of all system and policy changes associated with the Illinois strategic vision for its Career Center Network. Since most elements of the overall career center network vision are still “a work in progress,” the evaluation will be focused more on the implementation of these elements, as opposed to the results. However, eventually DCEO wants to be in a position to look at whether the overall career center initiative has resulted in the types of changes as envisioned in the Department’s strategic vision for workforce development. So although the One-Stop Redesign Evaluation will have mostly a process orientation, it is expected that information will be collected that will set the baseline for future comparisons.

The third element of the State’s strategic blueprint for workforce development is to “*Implement a Career Center Network* that is responsive to the needs of Illinois workers, makes effective use of current technology and expands access for those most in need of such access.” This element of the blueprint is the focus of what has become known as the “One-Stop Redesign Initiative.” This initiative is what is being evaluated under the One-Stop Redesign Evaluation. The One-Stop Redesign Evaluation includes the Certified **Illinois workNet**[™] Advisor initiatives, but also encompasses the other elements of the strategic vision for the Career Center Network.

Description of the evaluation’s methodology:

Workforce Enterprise Services, Inc. is conducting this evaluation under the direction of the DCEO Bureau of Workforce Development and the Illinois Workforce Investment Board, **Illinois workNet**[™] Steering Committee.

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Evaluation Study: One-Stop Redesign Evaluation

The evaluation approach may employ any or all of the following methods, depending on the questions being addressed:

- Utilization data from **Illinois workNet™**. This information will be reviewed to help answer questions regarding utilization of the system.
- Summary information from LWIAs on resource room utilization. An objective of this data collection will be to establish a baseline against which subsequent **Illinois workNet™** utilization data can be compared.
- **Illinois workNet™** data on local content deployment. This will be useful for tracking the process of implementing this feature of the system.
- Customer survey data from **Illinois workNet™**. WES will review the customer satisfaction survey data collected through the site to summarize job seeker and business reactions to the site, and as a baseline against which later survey information can be compared.
- Review of local plans, center descriptions, and Memoranda of Understanding (MOUs). WES will review these documents to attempt to establish an objective way of characterizing the nature of local partnerships, including the ability to track changes to partners and their roles in each One-Stop Center.
- Summary information from LWIAs on services and demographics of persons served. WES will review available IWDS information on Title I services and demographics at the One-Stop Center level.
- Survey of Certified **Illinois workNet™** Advisors. WES will conduct a written survey of Certified **Illinois workNet™** Advisors, to ascertain their opinions regarding their role, the training and support they have received, and suggestions for how these could be improved. This will also establish a baseline against which later survey information can be compared.
- Identification of changes to One-Stop Center locations, partners, and services.

Status of evaluation:

This evaluation study was initiated in July of 2005, and is currently in the execution phase. The evaluation plan for PY2005 is complete and data collection and analysis is underway. A report for PY2005 is anticipated by the end of October, 2006. During PY 2006, the evaluation study will continue, based on the metrics developed for the PY2005 report.

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APPENDIX A

PERFORMANCE TABLES

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

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WIA Annual Report (ETA Form 9091)

OMB No. 1205-0420
Expires: 02/28/2009

State Name: IL

Date Submitted: 09/27/2006

WIA Title IB

Annual Report Form (ETA 9091)

I. Narrative Section

- A. A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- B. A description of State evaluations of workforce investment activities, including:
1. The questions the evaluation will/did address;
 2. A description of the evaluation's methodology; and
 3. Information about the timing of feedback and deliverables.

II. Table Section

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	71.0	71.1	2,531.0	17,394.0	4,799.0	52.7
Employers	73.0	73.7	645.0	1,157.0	864.0	74.7

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.0	74.4	3,183
			4,279
Employment Retention Rate	80.0	82.7	3,848
			4,654
Average Earnings	3,800.0	5,073.5	22,222,038
			4,380
Employment and Credential Rate	61.0	63.8	1,913
			2,997

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	68.5	231	70.4	150	65.7	140	65.7	134
		337		213		213		204
Employment Retention Rate	76.5	225	76.9	160	72.4	147	79.5	163
		294		208		203		205
Average Earnings Rate	4,301.3	1,200,053	4,993.6	933,794	3,363.3	622,210	4,429.5	832,740
		279		187		185		188
Employment and Credential Rate	57.4	112	48.6	70	56.1	64	54.6	53
		195		144		114		97

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	74.7	1,536	74.1	1,647
		2,056		2,223
Employment Retention Rate	83.5	2,132	81.7	1,716
		2,553		2,101
Average Earnings Rate	5,392.1	12,757,704	4,699.3	9,464,335
		2,366		2,014

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0	84.9	5,727
			6,744
Employment Retention Rate	88.0	90.3	5,746
			6,366
Average Earnings	-3,400.0	415.3	2,491,663
			5,999
Employment and Credential Rate	64.0	68.8	2,867
			4,167

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81.7	450	75.2	88	79.0	560	79.2	57
		551		117		709		72
Employment Retention Rate	87.3	407	88.9	88	89.4	513	86.0	37
		466		99		574		43
Average Earnings Rate	164.3	69,505	323.4	30,072	-1,512.6	-804,692	5,799.7	237,787
		423		93		532		41
Employment and Credential Rate	64.9	231	59.7	40	64.5	218	71.4	35
		356		67		338		49

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	84.7	3,531	85.2	2,196
		4,167		2,577
Employment Retention Rate	90.2	3,541	90.3	2,205
		3,924		2,442
Average Earnings Rate	285.8	1,041,476	615.8	1,450,187
		3,644		2,355

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	55.1	2,245
			4,073
Attainment of Degree or Certificate	0.0	47.2	1,265
			2,682
Literacy and Numeracy Gains	0.0	0.0	0
			0

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0	71.3	644
			903
Employment Retention Rate	81.0	81.3	646
			795
Six Month Earnings Increase	3,300.0	3,745.2	2,621,669
			700
Credential Rate	53.0	61.8	726
			1,174

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate	61.7	87	100.0	2	81.7	76	72.3	605
		141		2		93		837
ERR Rate	76.1	70	0.0	0	86.0	86	81.5	599
		92		0		100		735
Six Month Earnings Increase Rate	3,368.5	279,589	0.0	0	3,522.7	306,471	3,747.2	2,416,930
		83		0		87		645
Credential Rate	55.1	86	50.0	1	65.2	90	62.7	675
		156		2		138		1,077

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	80.0	80.6	7,887
			9,783
Youth Diploma or Equivalent Rate	66.0	73.4	1,477
			2,011
Retention Rate	62.0	67.6	1,491
			2,204

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	79.2	852	80.2	2,634	72.9	1,681
		1,076		3,284		2,305
Youth Diploma or Equivalent	66.4	99	84.9	508	50.3	305
		149		598		606
Retention Rate	64.7	99	70.9	436	65.4	570
		153		615		871

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.8	3,635	4,973.2	20,718,207	4.8	154	4,645.3	13,996,394	54.0	829
		4,443		4,166		3,183		3,013		1,536
Dislocated Workers	89.2	5,720	102.8	87,486,580	3.1	179	7,302.1	39,423,933	60.3	2,129
		6,413		85,108,944		5,727		5,399		3,531
Older Youths	73.7	571	3,653.7	2,473,587	2.3	15	2,958.8	1,713,142		
		775		677		644		579		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	31,661	12,972
Total Adult self-service only	0	0
WIA Adult	13,985	5,581
WIA Dislocated Worker	17,798	7,461
Total Youth (14-21)	11,943	4,998
Younger Youth (14-18)	8,290	3,723
Older Youth (19-21)	3,653	1,275
Out-of-School Youth	5,912	2,141
In-School Youth	6,031	2,857

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		33199066.00
Local Dislocated Workers		32009489.00
Local Youth		33483842.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		13819001.00
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		20223770.00
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Capacity building and technical assistance	1185000.000
	Board staffing grants	2892762.000
	Critical Skills/Sector Based Training	4848162.000
		0.0000
		0.0000
		0.0000
		0.0000
		0.0000
		0.0000
Total of All Federal Spending Listed Above		141661092

Table O - Local Performance

Local Area Name Lake County Workforce Development	Total Participants Served	Adults	518
		Dislocated Workers	412
		Older Youth (19 - 21)	116
		Younger Youth (14 - 18)	128
ETA Assigned # 17005	Total Exiters	Adults	213
		Dislocated Workers	163
		Older Youth (19 - 21)	64
		Younger Youth (14 - 18)	92

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	75.7
	Employers	73.0	77.3
Entered Employment Rates	Adults	75.0	72.9
	Dislocated Workers	86.0	80.9
	Older Youth	66.0	65.2
Retention Rates	Adults	84.0	85.5
	Dislocated Workers	90.0	88.5
	Older Youth	80.0	68.4
	Younger Youth	62.0	50.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4700.0	8228.8
	Dislocated Workers	-2000.0	1358.9
	Older Youth	1765.0	1415.7
Credential/Diploma Rates	Adults	67.0	62.0
	Dislocated Workers	75.0	72.5
	Older Youth	53.0	64.3
	Younger Youth	76.9	80.0
Skill Attainment Rate	Younger Youth	80.0	91.5
Placement in Employment or Education	Youth (14 - 21)	0.0	56.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	13.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name McHenry County Workforce Network	Total Participants Served	Adults	46
		Dislocated Workers	238
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	42
ETA Assigned # 17010	Total Exiters	Adults	17
		Dislocated Workers	88
		Older Youth (19 - 21)	0
		Younger Youth (14 - 18)	16

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.8	72.2
	Employers	70.0	70.1
Entered Employment Rates	Adults	74.0	76.2
	Dislocated Workers	82.0	87.6
	Older Youth	70.6	100.0
Retention Rates	Adults	80.8	90.0
	Dislocated Workers	85.0	96.2
	Older Youth	73.3	100.0
	Younger Youth	66.7	77.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3400.0	7299.9
	Dislocated Workers	-4800.0	1095.8
	Older Youth	2900.0	1151.0
Credential/Diploma Rates	Adults	61.0	68.0
	Dislocated Workers	68.0	70.9
	Older Youth	55.6	50.0
	Younger Youth	65.0	80.0
Skill Attainment Rate	Younger Youth	80.0	88.5
Placement in Employment or Education	Youth (14 - 21)	0.0	51.4
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	25.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O - Local Performance

Local Area Name <u>Rock River Training Corporation</u>	Total Participants Served	Adults	308
		Dislocated Workers	1320
		Older Youth (19 - 21)	78
		Younger Youth (14 - 18)	322
ETA Assigned # <u>17015</u>	Total Exiters	Adults	146
		Dislocated Workers	493
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	147

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	67.6
	Employers	71.0	72.9
Entered Employment Rates	Adults	71.0	73.3
	Dislocated Workers	79.0	85.3
	Older Youth	66.0	75.0
Retention Rates	Adults	76.0	70.2
	Dislocated Workers	85.0	91.3
	Older Youth	75.0	81.8
	Younger Youth	67.5	72.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3300.0	3445.6
	Dislocated Workers	-2800.0	-160.1
	Older Youth	2900.0	2704.2
Credential/Diploma Rates	Adults	56.0	61.7
	Dislocated Workers	54.0	64.7
	Older Youth	50.0	55.6
	Younger Youth	62.0	56.8
Skill Attainment Rate	Younger Youth	77.0	79.5
Placement in Employment or Education	Youth (14 - 21)	0.0	39.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	34.2
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Partners for Employment	Total Participants Served	Adults	155
		Dislocated Workers	345
		Older Youth (19 - 21)	84
		Younger Youth (14 - 18)	210
ETA Assigned # 17020	Total Exiters	Adults	93
		Dislocated Workers	134
		Older Youth (19 - 21)	41
		Younger Youth (14 - 18)	98

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	76.6
	Employers	70.0	76.8
Entered Employment Rates	Adults	71.0	76.7
	Dislocated Workers	79.0	84.2
	Older Youth	72.0	60.7
Retention Rates	Adults	80.0	81.6
	Dislocated Workers	87.0	90.8
	Older Youth	78.0	80.0
	Younger Youth	66.0	56.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3500.0	5950.3
	Dislocated Workers	-3000.0	-2278.0
	Older Youth	2900.0	2864.4
Credential/Diploma Rates	Adults	59.0	60.8
	Dislocated Workers	60.0	60.9
	Older Youth	50.0	42.1
	Younger Youth	65.0	72.9
Skill Attainment Rate	Younger Youth	79.0	69.4
Placement in Employment or Education	Youth (14 - 21)	0.0	47.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	45.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Kane County Department of Employment and Education	Total Participants Served	Adults	724
		Dislocated Workers	666
		Older Youth (19 - 21)	166
		Younger Youth (14 - 18)	305
ETA Assigned # <u>17025</u>	Total Exiters	Adults	287
		Dislocated Workers	285
		Older Youth (19 - 21)	75
		Younger Youth (14 - 18)	228

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	72.1
	Employers	70.0	64.2
Entered Employment Rates	Adults	76.0	82.0
	Dislocated Workers	85.0	88.6
	Older Youth	75.0	78.7
Retention Rates	Adults	82.5	81.9
	Dislocated Workers	88.0	90.2
	Older Youth	80.0	83.7
	Younger Youth	66.0	70.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3000.0	2800.7
	Dislocated Workers	-2600.0	280.2
	Older Youth	2800.0	3695.9
Credential/Diploma Rates	Adults	61.0	65.7
	Dislocated Workers	66.0	67.3
	Older Youth	55.0	71.2
	Younger Youth	64.0	66.2
Skill Attainment Rate	Younger Youth	80.0	71.1
Placement in Employment or Education	Youth (14 - 21)	0.0	53.4
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	41.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name DuPage County Workforce Development Division	Total Participants Served	Adults	358
		Dislocated Workers	762
		Older Youth (19 - 21)	139
		Younger Youth (14 - 18)	303
ETA Assigned # <u>17030</u>	Total Exiters	Adults	111
		Dislocated Workers	266
		Older Youth (19 - 21)	48
		Younger Youth (14 - 18)	205

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.3	74.2
	Employers	70.0	65.5
Entered Employment Rates	Adults	72.2	78.0
	Dislocated Workers	83.0	84.6
	Older Youth	75.0	73.1
Retention Rates	Adults	80.0	88.7
	Dislocated Workers	86.0	88.0
	Older Youth	78.0	85.7
	Younger Youth	63.0	77.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4150.0	11251.3
	Dislocated Workers	-1500.0	1718.3
	Older Youth	3300.0	3821.1
Credential/Diploma Rates	Adults	65.0	65.1
	Dislocated Workers	71.2	69.6
	Older Youth	61.5	59.5
	Younger Youth	73.0	83.3
Skill Attainment Rate	Younger Youth	77.0	76.8
Placement in Employment or Education	Youth (14 - 21)	0.0	59.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	41.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Presidents Office of Employment Training	Total Participants Served	Adults	2689
		Dislocated Workers	2749
		Older Youth (19 - 21)	735
		Younger Youth (14 - 18)	1554
ETA Assigned # 17035	Total Exiters	Adults	675
		Dislocated Workers	1069
		Older Youth (19 - 21)	131
		Younger Youth (14 - 18)	305

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	61.9
	Employers	70.0	70.0
Entered Employment Rates	Adults	75.0	82.3
	Dislocated Workers	83.0	88.0
	Older Youth	72.0	88.6
Retention Rates	Adults	86.0	87.3
	Dislocated Workers	88.0	93.2
	Older Youth	79.0	86.0
	Younger Youth	61.0	78.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3800.0	4732.2
	Dislocated Workers	-1800.0	819.7
	Older Youth	3000.0	3969.2
Credential/Diploma Rates	Adults	60.0	70.6
	Dislocated Workers	65.0	72.2
	Older Youth	55.0	72.4
	Younger Youth	69.0	73.5
Skill Attainment Rate	Younger Youth	78.0	83.3
Placement in Employment or Education	Youth (14 - 21)	0.0	63.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	62.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name North and Northwest Cook County	Total Participants Served	Adults	731
		Dislocated Workers	1420
		Older Youth (19 - 21)	146
		Younger Youth (14 - 18)	541
ETA Assigned # 17040	Total Exiters	Adults	199
		Dislocated Workers	546
		Older Youth (19 - 21)	39
		Younger Youth (14 - 18)	160

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.5	66.9
	Employers	70.0	57.6
Entered Employment Rates	Adults	76.0	74.7
	Dislocated Workers	81.0	81.6
	Older Youth	73.0	80.0
Retention Rates	Adults	86.0	92.3
	Dislocated Workers	88.0	92.4
	Older Youth	81.0	84.6
	Younger Youth	70.0	79.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	6000.0	9777.6
	Dislocated Workers	-2709.5	-586.3
	Older Youth	4500.0	3897.2
Credential/Diploma Rates	Adults	66.0	66.3
	Dislocated Workers	74.0	71.8
	Older Youth	65.0	72.1
	Younger Youth	78.0	83.0
Skill Attainment Rate	Younger Youth	82.0	85.1
Placement in Employment or Education	Youth (14 - 21)	0.0	64.1
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	51.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Mayors Office of Workforce Development	Total Participants Served	Adults	3814
		Dislocated Workers	3323
		Older Youth (19 - 21)	1004
		Younger Youth (14 - 18)	1430
ETA Assigned # <u>17045</u>	Total Exiters	Adults	2189
		Dislocated Workers	1666
		Older Youth (19 - 21)	516
		Younger Youth (14 - 18)	1004

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.0	67.8
	Employers	71.0	72.1
Entered Employment Rates	Adults	71.0	69.3
	Dislocated Workers	79.8	80.7
	Older Youth	64.0	65.3
Retention Rates	Adults	76.0	80.9
	Dislocated Workers	83.0	87.8
	Older Youth	76.0	76.6
	Younger Youth	63.0	63.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3500.0	4928.6
	Dislocated Workers	-1200.0	1124.0
	Older Youth	3000.0	3384.4
Credential/Diploma Rates	Adults	55.0	60.0
	Dislocated Workers	59.0	67.9
	Older Youth	48.0	56.4
	Younger Youth	57.0	73.5
Skill Attainment Rate	Younger Youth	73.0	85.0
Placement in Employment or Education	Youth (14 - 21)	0.0	54.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	62.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Workforce Services Division of Will County	Total Participants Served	Adults	495
		Dislocated Workers	282
		Older Youth (19 - 21)	105
		Younger Youth (14 - 18)	397
ETA Assigned # <u>17050</u>	Total Exiters	Adults	146
		Dislocated Workers	139
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	120

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	72.2
	Employers	73.0	77.1
Entered Employment Rates	Adults	70.0	87.5
	Dislocated Workers	82.0	83.8
	Older Youth	70.0	100.0
Retention Rates	Adults	82.9	82.8
	Dislocated Workers	87.0	88.8
	Older Youth	81.0	80.0
	Younger Youth	63.5	57.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3450.0	2855.2
	Dislocated Workers	-3150.0	-2131.1
	Older Youth	2800.0	3952.3
Credential/Diploma Rates	Adults	58.0	62.6
	Dislocated Workers	60.0	70.5
	Older Youth	55.0	84.2
	Younger Youth	66.0	67.3
Skill Attainment Rate	Younger Youth	80.0	82.8
Placement in Employment or Education	Youth (14 - 21)	0.0	73.7
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	59.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Grundy Livingston Kankakee Workforce Board	Total Participants Served	Adults	542
		Dislocated Workers	634
		Older Youth (19 - 21)	82
		Younger Youth (14 - 18)	236
ETA Assigned # 17055	Total Exiters	Adults	155
		Dislocated Workers	205
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	57

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.5	75.4
	Employers	73.0	76.6
Entered Employment Rates	Adults	75.0	66.0
	Dislocated Workers	82.0	87.2
	Older Youth	71.0	80.0
Retention Rates	Adults	80.0	85.9
	Dislocated Workers	85.0	93.3
	Older Youth	81.0	94.7
	Younger Youth	74.4	61.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3800.0	4177.7
	Dislocated Workers	-3300.0	-2356.9
	Older Youth	4075.0	4943.8
Credential/Diploma Rates	Adults	58.0	49.5
	Dislocated Workers	60.0	67.9
	Older Youth	53.0	57.6
	Younger Youth	75.0	76.7
Skill Attainment Rate	Younger Youth	83.0	74.9
Placement in Employment or Education	Youth (14 - 21)	0.0	52.5
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	31.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Business Employment Skills Team/Dislocated Workers Center	Total Participants Served	Adults	190
		Dislocated Workers	272
		Older Youth (19 - 21)	58
		Younger Youth (14 - 18)	270
ETA Assigned # <u>17060</u>	Total Exiters	Adults	61
		Dislocated Workers	96
		Older Youth (19 - 21)	15
		Younger Youth (14 - 18)	165

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	82.2
	Employers	71.0	78.1
Entered Employment Rates	Adults	78.0	80.0
	Dislocated Workers	83.0	90.6
	Older Youth	67.5	70.0
Retention Rates	Adults	75.0	95.8
	Dislocated Workers	85.0	91.8
	Older Youth	67.0	100.0
	Younger Youth	66.0	82.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3800.0	7544.7
	Dislocated Workers	-2500.0	71.9
	Older Youth	2900.0	8191.9
Credential/Diploma Rates	Adults	61.0	72.9
	Dislocated Workers	55.0	58.1
	Older Youth	59.0	64.7
	Younger Youth	68.0	77.3
Skill Attainment Rate	Younger Youth	80.0	78.9
Placement in Employment or Education	Youth (14 - 21)	0.0	53.7
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	19.2
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Rock Island Tri-County Consortium</u>	Total Participants Served	Adults	123
		Dislocated Workers	302
		Older Youth (19 - 21)	42
		Younger Youth (14 - 18)	141
ETA Assigned # <u>17065</u>	Total Exiters	Adults	87
		Dislocated Workers	181
		Older Youth (19 - 21)	33
		Younger Youth (14 - 18)	105

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.0	79.2
	Employers	75.0	66.1
Entered Employment Rates	Adults	72.0	84.3
	Dislocated Workers	79.0	83.0
	Older Youth	61.5	50.0
Retention Rates	Adults	76.0	77.8
	Dislocated Workers	86.0	88.9
	Older Youth	83.3	75.0
	Younger Youth	63.0	56.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3250.0	4144.2
	Dislocated Workers	-950.0	-951.1
	Older Youth	2150.0	3106.0
Credential/Diploma Rates	Adults	60.0	68.4
	Dislocated Workers	60.0	61.5
	Older Youth	50.0	40.0
	Younger Youth	65.0	63.5
Skill Attainment Rate	Younger Youth	79.0	70.6
Placement in Employment or Education	Youth (14 - 21)	0.0	56.1
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	41.5
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Workforce Investment Office of Western Illinois</u>	Total Participants Served	Adults	170
		Dislocated Workers	865
		Older Youth (19 - 21)	66
		Younger Youth (14 - 18)	286
ETA Assigned # <u>17070</u>	Total Exiters	Adults	90
		Dislocated Workers	403
		Older Youth (19 - 21)	31
		Younger Youth (14 - 18)	196

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0	80.8
	Employers	75.0	82.5
Entered Employment Rates	Adults	72.0	90.7
	Dislocated Workers	80.0	85.4
	Older Youth	71.0	73.3
Retention Rates	Adults	83.3	83.3
	Dislocated Workers	86.0	85.9
	Older Youth	82.5	78.9
	Younger Youth	66.0	80.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3200.0	4537.5
	Dislocated Workers	-1950.0	1051.7
	Older Youth	2800.0	3782.5
Credential/Diploma Rates	Adults	61.0	78.1
	Dislocated Workers	62.0	64.6
	Older Youth	55.0	66.7
	Younger Youth	72.9	73.3
Skill Attainment Rate	Younger Youth	79.2	71.8
Placement in Employment or Education	Youth (14 - 21)	0.0	36.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	16.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name City of Peoria Workforce Development Department	Total Participants Served	Adults	159
		Dislocated Workers	407
		Older Youth (19 - 21)	79
		Younger Youth (14 - 18)	68
ETA Assigned # <u>17075</u>	Total Exiters	Adults	36
		Dislocated Workers	131
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	30

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80.0	75.0
	Employers	73.0	72.4
Entered Employment Rates	Adults	81.8	92.0
	Dislocated Workers	82.7	88.1
	Older Youth	74.3	87.5
Retention Rates	Adults	82.0	86.0
	Dislocated Workers	88.0	97.3
	Older Youth	81.0	85.2
	Younger Youth	65.0	66.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4000.0	5117.5
	Dislocated Workers	-2270.0	1792.5
	Older Youth	3100.0	4848.7
Credential/Diploma Rates	Adults	61.0	74.0
	Dislocated Workers	64.0	66.1
	Older Youth	54.0	86.2
	Younger Youth	66.7	83.3
Skill Attainment Rate	Younger Youth	80.0	76.3
Placement in Employment or Education	Youth (14 - 21)	0.0	50.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	15.4
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Career Link _____	Total Participants Served	Adults	101
		Dislocated Workers	323
		Older Youth (19 - 21)	21
		Younger Youth (14 - 18)	146
ETA Assigned # 17080 _____	Total Exiters	Adults	45
		Dislocated Workers	140
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	57

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	81.1
	Employers	72.0	78.8
Entered Employment Rates	Adults	76.0	100.0
	Dislocated Workers	83.0	100.0
	Older Youth	71.0	75.0
Retention Rates	Adults	85.0	93.2
	Dislocated Workers	86.3	97.9
	Older Youth	81.0	94.4
	Younger Youth	75.0	80.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4200.0	10190.2
	Dislocated Workers	-2000.0	741.5
	Older Youth	3500.0	7616.8
Credential/Diploma Rates	Adults	65.0	73.8
	Dislocated Workers	64.0	93.2
	Older Youth	57.0	78.3
	Younger Youth	75.0	95.2
Skill Attainment Rate	Younger Youth	81.0	89.9
Placement in Employment or Education	Youth (14 - 21)	0.0	72.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	65.5
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Local Area Name Champaign Consortium	Total Participants Served	Adults	265
		Dislocated Workers	193
		Older Youth (19 - 21)	68
		Younger Youth (14 - 18)	169
ETA Assigned # 17085	Total Exiters	Adults	97
		Dislocated Workers	82
		Older Youth (19 - 21)	23
		Younger Youth (14 - 18)	46

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	74.7
	Employers	71.0	78.0
Entered Employment Rates	Adults	78.0	95.2
	Dislocated Workers	84.4	100.0
	Older Youth	87.5	85.7
Retention Rates	Adults	80.0	100.0
	Dislocated Workers	87.0	90.0
	Older Youth	81.0	100.0
	Younger Youth	67.0	85.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3400.0	5726.5
	Dislocated Workers	-1000.0	4339.3
	Older Youth	3100.0	5618.3
Credential/Diploma Rates	Adults	60.0	78.3
	Dislocated Workers	63.0	78.4
	Older Youth	60.0	76.9
	Younger Youth	70.0	76.9
Skill Attainment Rate	Younger Youth	80.5	86.9
Placement in Employment or Education	Youth (14 - 21)	0.0	69.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	52.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Vermillion County Job Training Partnership	Total Participants Served	Adults	116
		Dislocated Workers	131
		Older Youth (19 - 21)	31
		Younger Youth (14 - 18)	146
ETA Assigned # <u>17090</u>	Total Exiters	Adults	47
		Dislocated Workers	55
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	52

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.5	80.4
	Employers	75.0	78.2
Entered Employment Rates	Adults	74.0	66.7
	Dislocated Workers	80.6	89.5
	Older Youth	69.0	81.8
Retention Rates	Adults	82.2	85.7
	Dislocated Workers	88.0	90.3
	Older Youth	80.0	0.0
	Younger Youth	65.6	60.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3600.0	6870.1
	Dislocated Workers	-2800.0	1113.9
	Older Youth	3000.0	0.0
Credential/Diploma Rates	Adults	59.0	53.1
	Dislocated Workers	62.0	67.9
	Older Youth	53.3	83.3
	Younger Youth	67.0	88.9
Skill Attainment Rate	Younger Youth	80.0	77.8
Placement in Employment or Education	Youth (14 - 21)	0.0	37.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	12.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Workforce Investment Solutions	Total Participants Served	Adults	121
		Dislocated Workers	259
		Older Youth (19 - 21)	34
		Younger Youth (14 - 18)	145
ETA Assigned # 17095	Total Exiters	Adults	76
		Dislocated Workers	170
		Older Youth (19 - 21)	12
		Younger Youth (14 - 18)	61

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.0	80.3
	Employers	67.0	86.6
Entered Employment Rates	Adults	75.0	86.2
	Dislocated Workers	75.0	83.1
	Older Youth	78.0	85.7
Retention Rates	Adults	81.0	85.0
	Dislocated Workers	81.0	95.7
	Older Youth	85.0	75.0
	Younger Youth	71.0	75.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	2000.0	6781.8
	Dislocated Workers	-2000.0	1946.0
	Older Youth	2500.0	8496.3
Credential/Diploma Rates	Adults	52.0	64.1
	Dislocated Workers	65.0	63.2
	Older Youth	51.0	66.7
	Younger Youth	72.0	66.7
Skill Attainment Rate	Younger Youth	72.0	59.3
Placement in Employment or Education	Youth (14 - 21)	0.0	77.5
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	25.9
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name <u>Land of Lincoln Consortium</u>	Total Participants Served	Adults	286
		Dislocated Workers	221
		Older Youth (19 - 21)	54
		Younger Youth (14 - 18)	160
ETA Assigned # <u>17100</u>	Total Exiters	Adults	156
		Dislocated Workers	110
		Older Youth (19 - 21)	27
		Younger Youth (14 - 18)	110

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	78.9
	Employers	73.0	85.4
Entered Employment Rates	Adults	75.0	81.3
	Dislocated Workers	84.0	88.7
	Older Youth	76.5	84.6
Retention Rates	Adults	85.0	91.8
	Dislocated Workers	88.0	89.2
	Older Youth	87.0	94.1
	Younger Youth	68.0	72.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4000.0	7627.8
	Dislocated Workers	-2500.0	-248.3
	Older Youth	3500.0	2862.3
Credential/Diploma Rates	Adults	63.0	78.0
	Dislocated Workers	67.0	80.2
	Older Youth	61.1	61.1
	Younger Youth	70.0	81.3
Skill Attainment Rate	Younger Youth	80.0	81.0
Placement in Employment or Education	Youth (14 - 21)	0.0	60.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	32.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name West Central Development Council Inc.	Total Participants Served	Adults	201
		Dislocated Workers	339
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	223
ETA Assigned # 17105	Total Exiters	Adults	79
		Dislocated Workers	151
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	82

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	75.8
	Employers	73.0	77.3
Entered Employment Rates	Adults	76.3	91.7
	Dislocated Workers	80.0	86.7
	Older Youth	73.0	100.0
Retention Rates	Adults	80.3	80.0
	Dislocated Workers	86.0	92.1
	Older Youth	80.0	100.0
	Younger Youth	67.0	80.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3800.0	4677.9
	Dislocated Workers	-2000.0	2659.5
	Older Youth	4000.0	3643.4
Credential/Diploma Rates	Adults	61.0	76.7
	Dislocated Workers	65.0	71.9
	Older Youth	56.5	85.7
	Younger Youth	68.3	94.0
Skill Attainment Rate	Younger Youth	80.0	80.1
Placement in Employment or Education	Youth (14 - 21)	0.0	73.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	65.8
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Madison County Employment and Training Department	Total Participants Served	Adults	265
		Dislocated Workers	218
		Older Youth (19 - 21)	58
		Younger Youth (14 - 18)	140
ETA Assigned # 17110	Total Exiters	Adults	76
		Dislocated Workers	76
		Older Youth (19 - 21)	6
		Younger Youth (14 - 18)	46

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	72.3
	Employers	73.0	79.1
Entered Employment Rates	Adults	76.0	94.4
	Dislocated Workers	81.0	88.9
	Older Youth	70.0	100.0
Retention Rates	Adults	84.0	89.1
	Dislocated Workers	88.0	98.4
	Older Youth	79.0	100.0
	Younger Youth	67.0	75.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	3800.0	6932.2
	Dislocated Workers	-2700.0	1922.0
	Older Youth	2900.0	4512.1
Credential/Diploma Rates	Adults	63.0	76.6
	Dislocated Workers	64.0	72.1
	Older Youth	62.0	80.0
	Younger Youth	66.0	72.7
Skill Attainment Rate	Younger Youth	78.0	80.7
Placement in Employment or Education	Youth (14 - 21)	0.0	78.3
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	71.1
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Crossroads Workforce Investment Board	Total Participants Served	Adults	272
		Dislocated Workers	1079
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	113
ETA Assigned # 17115	Total Exiters	Adults	123
		Dislocated Workers	624
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	63

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.4	75.6
	Employers	70.0	78.0
Entered Employment Rates	Adults	78.0	78.9
	Dislocated Workers	84.6	87.5
	Older Youth	70.6	66.7
Retention Rates	Adults	87.0	87.5
	Dislocated Workers	88.0	90.1
	Older Youth	85.0	77.8
	Younger Youth	74.1	76.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4100.0	5839.5
	Dislocated Workers	-2100.0	-765.7
	Older Youth	2800.0	7866.8
Credential/Diploma Rates	Adults	59.0	66.3
	Dislocated Workers	60.0	67.6
	Older Youth	40.0	66.7
	Younger Youth	71.0	76.0
Skill Attainment Rate	Younger Youth	84.4	93.2
Placement in Employment or Education	Youth (14 - 21)	0.0	52.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	33.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name St. Clair County Intergovernmental Grants Department	Total Participants Served	Adults	474
		Dislocated Workers	400
		Older Youth (19 - 21)	258
		Younger Youth (14 - 18)	508
ETA Assigned # <u>17120</u>	Total Exiters	Adults	65
		Dislocated Workers	61
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	22

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	75.5
	Employers	73.0	74.0
Entered Employment Rates	Adults	74.0	62.8
	Dislocated Workers	82.0	72.1
	Older Youth	66.0	65.5
Retention Rates	Adults	83.0	79.3
	Dislocated Workers	88.0	86.1
	Older Youth	86.7	72.2
	Younger Youth	66.7	56.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4756.0	5289.7
	Dislocated Workers	-2800.0	1273.7
	Older Youth	3100.0	2547.7
Credential/Diploma Rates	Adults	61.0	52.4
	Dislocated Workers	64.0	59.3
	Older Youth	53.0	50.0
	Younger Youth	71.9	87.5
Skill Attainment Rate	Younger Youth	80.0	64.4
Placement in Employment or Education	Youth (14 - 21)	0.0	57.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	78.6
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

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

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name MAN-TRA-CON Corp.	Total Participants Served	Adults	456
		Dislocated Workers	462
		Older Youth (19 - 21)	95
		Younger Youth (14 - 18)	130
ETA Assigned # 17125	Total Exiters	Adults	149
		Dislocated Workers	65
		Older Youth (19 - 21)	39
		Younger Youth (14 - 18)	175

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77.0	78.1
	Employers	77.0	78.1
Entered Employment Rates	Adults	74.0	69.1
	Dislocated Workers	82.0	88.7
	Older Youth	69.0	75.0
Retention Rates	Adults	80.0	82.6
	Dislocated Workers	88.0	96.4
	Older Youth	75.0	80.0
	Younger Youth	64.0	60.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4162.0	4837.0
	Dislocated Workers	-4000.0	-915.0
	Older Youth	3000.0	3353.0
Credential/Diploma Rates	Adults	68.0	57.4
	Dislocated Workers	68.2	80.0
	Older Youth	53.0	55.6
	Younger Youth	66.0	53.9
Skill Attainment Rate	Younger Youth	80.0	68.6
Placement in Employment or Education	Youth (14 - 21)	0.0	42.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	35.6
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O - Local Performance

Local Area Name Southern 14 Workforce Investment Board Inc.	Total Participants Served	Adults	333
		Dislocated Workers	176
		Older Youth (19 - 21)	62
		Younger Youth (14 - 18)	155
ETA Assigned # 17130	Total Exiters	Adults	127
		Dislocated Workers	62
		Older Youth (19 - 21)	14
		Younger Youth (14 - 18)	64

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0	77.3
	Employers	73.0	82.3
Entered Employment Rates	Adults	74.0	79.7
	Dislocated Workers	80.0	93.2
	Older Youth	70.0	87.5
Retention Rates	Adults	80.0	80.5
	Dislocated Workers	86.0	88.9
	Older Youth	81.8	83.3
	Younger Youth	68.0	66.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	4100.0	4304.0
	Dislocated Workers	-1800.0	24.9
	Older Youth	3600.0	5716.4
Credential/Diploma Rates	Adults	71.6	70.5
	Dislocated Workers	70.0	89.1
	Older Youth	65.0	85.7
	Younger Youth	70.0	90.0
Skill Attainment Rate	Younger Youth	80.0	90.8
Placement in Employment or Education	Youth (14 - 21)	0.0	59.7
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	62.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
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Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

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