CONTINUOUS IMPROVEMENT COMMITTEE

ILLINOIS WORKFORCE INNOVATION BOARD

Date: October 21, 2020
Time: 1:00 PM - 2:30 PM
Location: Online
Facilitator: Mr. Marlon McClinton

Members Present: Mr. Marlon McClinton |Ms. Barb Oilschlager |Mr. Thomas Hacker |

Members Absent: Mr. Andrew Warrington | Ms. Jennifer Foster | Mr. Jay Brooks | Mr. Julio Rodriguez

Subject Matter Experts: Ms. Annmarie Dorr | Ms. Lisa Jones | Mr. Brian Richard

Staff Attendees: Ms. Molly Cook | Ms. Aime'e Julian| Ms. Martha Smith |

Meeting Goals/Objectives

1.   Provide updates on the Performance and Evaluation Workgroups

2.   Receive updates on Workforce Center re-openings

3.   Plan for Unified State Plan Outcome Tracking

ILLINOIS
WORKFORCE
INNOVATION
BOARD

Time	Item	Presenter
1:00 PM	Welcome and Introduction	Mr. Marlon McClinton
	Approval of the September 16, 2020 meeting minutes	
	• Pushed to next meeting due to lack of quorum	
1:15 PM	Unified State Plan Outcome Tracking	Ms. Lisa Jones

Ms. Jones explained the tracking report card:

- Aligns with buckets required in DOL Annual Report
- The Annual Report has two phases. The first, is the DOL requirement. There is a second part that is an expanded version that dives deeper into success stories/programs.
- There is color coding on the report card to see if we are on track to meet our common performance measures
- COVID has impacted many of the performance measures due to closures of Workforce Centers and different requirements around waiver requests.
- Customer satisfaction standards are still being worked on.
- What on the strategic plan do we want to move forward and track as a group?

Mr. Hacker clarified that the red in the 'waiver request' category was due to lack of approval.

Ms. Jones explained that there are fewer customers in the system, so they are working with IDES to do outreach and connect with different populations.

Mr. McClinton explained that the green categories are great opportunities to learn what worked well. (ie: Customer Satisfaction)

Dr. Julian explained that we will develop a framework in the Evaluation Committee with foundational elements to ensure consistency in evaluation and data as well as quality data.

Mr. McClinton asked if we could get a monthly update on the report card.

Time	Item	Presenter
1:25 PM	COVID Update	Ms. Annie Dorr

Ms. Dorr provided an update on the re-opening of Workforce Centers.

- All Workforce Centers are providing services: Eleven are available for appointment only, two centers open for walk-ins, and eight are open virtually. LWIA 7 (with 10 job centers) is mixed. Seven centers are in person and three are virtually open.
- For those operating virtually, IDES is the lease holder and they have not been given the "okay" to open in person. These centers are using Facebook to do virtual job fairs, drive thru job fairs, etc.
- Health regions 1, 5, 7, 8 are all under 'phase 4.' The mitigation guidelines impact portions of eight LWIA's
- Last week new re-opening guidelines were released in terms of security. Instead of the requirement for on-site security, LWIA's can now complete periodic assessments to determine security needs.
- Under workNet, there is a COVID-19 page with guidance.
- Mr. Hacker asked if the needs of customers have increased recently and if there was a challenge to serve those individuals due to the changing operations of the centers.
- Ms. Dorr said the challenge is to provide connection for people who have been impact. We're asking questions, like 'how do we improve outreach?'

| 1:35 PM | Evaluation Workgroup Update | Ms. Aime´e Julian |

- The workgroup is working on a framework that will be both quantitative and qualitative.
- Dr. Julian shared the baking a cake metaphor – have a foundation/framework be the base of a cake and have accommodations for policies, processes and programs.
- Every cake has eggs, butter, flour, sugar. These are fundamental. With evaluation – these are the questions we'll develop. If we're looking at a process, that will look different than a program, so you would add to the framework; just like you could add chocolate or fruit or vanilla to a cake.
- Mr. McClinton clarified that an LWIA could apply the framework to a particular program.
- Aime'e explained that everyone would use the essential elements of evaluation for programs, policies, and processes.
- Currently the group is looking at what evaluations are already in place across the board

Time	Item	Presenter
	• Dr. Julian explained that staff attend both performance and evaluation workgroups.	
1:48 PM	Performance Workgroup Update	Mr. Brian Richard
	• Dr. Richard presented on behalf of Mr. Brooks an overview of WIOA titles and performance metrics/their negotiation process • The group is creating consistency in report cards. • The group is working to create a score card for current program performance versus their program indicators (in the report Brian showed us, they were just examples – not actual data). • Ms. Oilschlager asked if the data could also be compiled into a bar graph. Dr. Richard explained that all targets are different, though, so it may be hard to compare, but they will look at numerous graphic representations of the data. • Mr. Hacker suggested that all committee chairs see the report before the Executive Committee sees it so that they are prepared to answer questions.	
2:15 PM	New Business:	Ms. Aime'e Julian
	• Mr. McClinton asked for highlight 'reds' and 'greens' in quarterly update. • Mr. Hacker asked if the evaluation workgroup is looking for a reporting process? Ms. Julian explained that yes, they are, and they are also planning to do pilot testing. • Dr. Richard provided an update on Colorado. Colorado looked to put together evaluations for specific grant projects. Their DOL audit lead to a major pivot to use evaluation data to help with training programs. It should be something that we could also apply here.	
	Old Business:	
	▪ Update on TDL Taskforce – Dr. Julian explained that she has not heard and update, but Mr. McClinton will check-in with Ms. Jones.	
	Announcements	
	• Mr. McClinton asked for public comments, and there were none.	
2:30 PM	Adjournment	Mr. Marlon McClinton

• Mr. Hacker motioned to end the meeting and Ms. Oilschlager seconded