



**ILLINOIS  
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## CONTINUOUS IMPROVEMENT COMMITTEE QUARTERLY REPORT JUNE 2021

### Charges of the Continuous Improvement Committee (CIC):

Charge 1: Evaluation Design. Review evaluation elements of policies, programs, and processes created or overseen by the IWIB to determine the appropriateness of their relationship to their expected outcomes. Provide feedback and recommendations.

Charge 2: Evaluation Outcomes. Review outcomes of evaluation to determine if results conformed to intended outcome. Provide feedback and recommendations.

Charge 3: Continuous Improvement at Local Level. Review local performance related to the six federal performance measures for the WIOA core partners and make recommendations about strategies for continuous improvement at local levels.

Charge 4: Benchmarks. Examine and evaluate workforce quality and earning benchmarks and recommend changes.

Charge 5: Data Recommendations. Provide recommendations for readily accessible data and technical assistance recommendations for an intended audience.

Charge 6: Priority Activities. Manage priority activities as assigned by the IWIB Strategic plan.

### Priorities of the CIC:

1. Policy evaluation
2. Develop an understanding of how WIOA programs (under Titles One, Two, Three, and Four) are evaluated, what continuous improvement processes are in place and included, and what technical assistance from the lead agency is involved.
3. Provide the IWIB Committees with a clear understanding of how outcomes are evaluated – defining the process for upcoming policy.

### Quarterly Update:

#### Workgroups:

#### The Evaluation Workgroup Charges include:

- Evaluation Design. Create an evaluation framework for the WIOA system including evaluation elements of policies, programs, and processes created or overseen by the IWIB to be used by the WIOA system.
- Evaluation Outcomes. Disseminate the evaluation framework, once approved by the CIC, to WIOA partners.
- Continuous Improvement at Local Level. Review the data from the evaluation model and information provided by the CIC. Adapt evaluation frameworks and dissemination of information as appropriate.

*CIC Committee  
Evaluation Workgroup  
Performance Workgroup*



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- Priority Activities. Adapt priority activities of the workgroup to remain in step with the CIC.

The priorities include:

1. Define a framework for evaluation based on the priorities of the CIC.
2. Pilot test the framework on a policy, process and program.
3. Disseminate the evaluation process to WIOA partners and key stakeholders.
4. Adopt evaluation processes based on data provided by the CIC to ensure processes remain valid and leads to continuous improvement.

This quarter the Evaluation Workgroup created a draft Evaluation Framework, which is intended to be used across the IWIB to evaluate programs, policies and processes. The framework is based on guidance from the DOL on [Evaluation for State Workforce Agencies](#).

The framework will incorporate principles of equity based on guidance from the IWIB Equity Taskforce. The framework will be displayed online and will be divided into sections with abstracts, video overviews, and links to further resources and information. The Evaluation Workgroup has shared the Executive Summary of the Framework with the Continuous Improvement Committee as well as a Padlet, which displays the various components of the framework in draft form.

Currently, the Evaluation Workgroup is putting the Framework content on a website and editing content to make the content Illinois-specific. The workgroup also is working on developing a comprehensive glossary to include pertaining to evaluation.

Next steps include presenting a website draft to the CIC this summer and confirming pilots to utilize the Framework.

A final draft of the framework with feedback from the pilots, the CIC, and partner agencies is expected in the fall of 2021.

**The Performance Workgroup Charges include:**

The Performance Accountability Workgroup was tasked by the CIC committee with providing information as a summarized overview on the following items:

1. Provide an overview of the definition of each measure under WIOA

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2. Provide specific information on each target by fiscal year and measure as set by each title in negotiation with their respective federal agency and the timeline for those negotiations
3. Provide information on each title's actual performance on each measure as outlined in item #1 and in the context of the targets outlined in item #2
4. Provide information on the timeline for submittal of performance and other data reporting each title has to their respective federal agency

After multiple meetings and demonstrating a draft version of a performance dashboard in March to the CIC committee, the Performance Workgroup, consisting of representatives from each title as well as other interested stakeholders, launched a [WIOA Performance and Transparency website](#) in early April on Illinois Worknet. This website addresses all of the original tasks assigned to the workgroup by the CIC committee. In addition to an overview of WIOA Core Partners, WIOA Performance Indicators and federal guidelines the site provides both a Snapshot graph and a Timeline Graph for each WIOA measure and each title.

The views in the Snapshot Graphs provide a year by year look at each performance metric and how each title performed in relation to the target established with their respective federal agencies. The Timeline Graph allows the user to look at the performance of each title over time for each of the outcomes. The site embeds definitions and a glossary to help visitors easy access and understand each measure and how success is determined. The web-based report will provide flexibility to respond to future requests.

Currently additional work is underway to assist CIC members in maximizing the site to help monitor performance across titles and measures. Ongoing work centers around ways to use the new resource to review performance and to examine enrollment numbers and trends with more recent data and feedback from each title.

#### **Continuous Improvement:**

The committee continued to review and provide feedback to both workgroups. The CIC is looking to expand its membership and is actively seeking additional committee members.

The CIC reviewed the Performance Workgroup tool throughout this quarter, and is focusing on the following four questions pertaining to performance moving forward:

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- 1.) How do we use the developed tool to track performance?
- 2.) How do we look at leading indicators and timelines to track goals?
- 3.) How do we identify outstanding performance?
- 4.) What data resources are currently available and what additional data do we need?

The CIC workgroup is committed to using an equity lens while looking at performance and evaluation and will align their work with the Equity Task Force.

The Continuous Improvement Committee will continue to provide feedback to the Evaluation Framework in the coming months.

Marlon McClinton, Chair of the CIC, is recruiting additional members to the CIC. The group meets on the third Wednesday of each month from 1-2:30pm.

**Workplan:**

Priority 1: Policy Evaluation			
Policies to Review	Timeline (Target Delivery Date)	Deliverable	Progress currently
Service Integration Policy Implementation	May 2020 Report Update	CIC to provide feedback and guidance regarding evaluation	Complete
Eligible Training Provider Policy Development	Update April 2020 on plan of action	CIC to provide feedback and guidance regarding evaluation	Complete
Minimum Training Expenditure Policy	June Update and incorporated into Evaluation Framework	CIC to provide feedback and guidance regarding evaluation	Complete
TDL Taskforce Results	2/19/2020	CIC to provide feedback and guidance regarding evaluation	Complete



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<b>Priority 2: Develop an understanding of how WIOA programs (under Titles One, Two, Three, and Four) are evaluated, what continuous improvement processes are in place and included, and what technical assistance from the lead agency is involved.</b>			
<p>The CIC will develop an understanding of the Federal Six Performance Outcomes to determine if we as a state are meeting those federal performance outcomes.</p>	<p>DES / DCEO / Adult Education / DHS - earliest possible date October 15 - looking at prior year and this years submission would be preferred. Show data in context and reflection.</p>	<p>Annual Report on Performance Measures</p>	<p>Ongoing</p>
<p>The CIC will review the Unified Plan to confirm the goals, objectives, and activities outlined in the plan are moving forward in the spirit of continuous improvement.</p>	<p>December 2020 Start of Semi-Annual Report and continue every six months.</p>	<p>Semi-annual Report Unified Plan</p>	<p>Ongoing</p>
<p>Track performance outcomes</p>	<p>Mary Ann share with CIC at March 2020 meeting</p>	<p>Committee staff will create an inventory spreadsheet of the 16 programs capturing their performance outcomes, explanation of the activity, and alignment to the goals.</p>	<p>Complete</p>
<p>Goal and Objectives Tracking</p>	<p>Semi-annually</p>	<p>Report card with metrics that align with Unified Plan tracking</p>	<p>Ongoing</p>



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Priority 3: Provide the IWIB Committees with a clear understanding of how outcomes are evaluated – defining the process for upcoming policy.			
Evaluation Workgroup creates a Framework for evaluating programs, policies, and processes.	June 2021	Draft framework	The Executive Summary has been presented to the CIC. A draft online framework will be presented in June 2021.
Pilot the evaluation of programs, policies and processes using the framework	September 2021	Results and feedback from the pilot evaluations	Six programs, policies and processes at the local and state levels will pilot the framework beginning in the summer of 2021.
Present to the IWIB a final Evaluation Framework	September 2021	Final Evaluation Framework	In progress