ContinUous ImprovEment Committee

Date: November 15, 2023

Time: 1:00-2:15 PM

Chairman: Mr. Marlon McClinton

Location: Zoom

**Members:** Mr. Jay Brooks | Ms. Ami Chambers | Ms. Jennifer Foster | Mr. Marcus Jordan | Mr. Demetri Katsulis |Mr. Marlon McClinton | Ms. Becky Raymond | Mr. Julio Rodriguez | Dr. Carlotta Roman | Dr. Andrew Warrington

**Guests:** Dr. Kathy Olesen-Tracey | Ms. Patti Schnoor | Mr. Sergio Estrada

**Members Absent:** Ms. Barb Oilschlager

**Staff Present:** Dr. Brian Richard | Ms. Molly Cook | Ms. Coryn Barger

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| Time | Item | Presenter |
| 1:00 PM | Welcome and Introduction  Chairperson Marlon McClinton welcomed the group and called for a motion to approve the October 18, 2023, Continuous Improvement Committee (CIC) Minutes as presented. Mr. Marcus Jordan moved that the minutes be approved as presented. Dr. Andrew Warrington seconded the motion. Motion carries unanimously. The October 18, 2023, CIC Minutes were approved into the record as presented.  Chairperson Marlon McClinton announced Dr. Andrew Warrington as the new co-chair of The Illinois Workforce Innovation Board. | Mr. Marlon McClinton |
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| 1:05 PM | Policy Process Update  Ms. Molly Cook presented the Policy Process Update.   * Between June and September, a survey was sent to each of the four core partners to learn how they do policy updates and changes in their various agencies, the tools that they use, and the gaps that they see that would require additional clarity. * Based on survey results and committee feedback, Ms. Cook and Ms. Blalock have created two options for a new policy flowchart.   Ms. Cook reviewed how this specific step will fit in to the overall process.   1. First, the committee will select a flowchart from the two presented options. 2. Next, an interactive version will be presented to the committee. 3. During the new year, the completed product will be presented cohesively on a website to the committee.   Ms. Cook noted that the e-policy, where IWIB Policy is located, is on Illinois workNet and on the Illinois Workforce Academy Website.   * Both link to the same e-Policy Website.   Ms. Cook Presented two IWIB Policy flowchart options for committee review. The committee approved Option 2 (circle) and discussed the following recommendations for improvement:   * Add bullet points under each step in the policy process. * Update the “next steps” section to include implementation and review points. * Make arrow less bold and shift it back to step 8 so that it no longer connects steps 8 and 1. * Add a title to the top of flowchart.     Ms. Cook noted that the circular flowchart will be revised and presented for further review at the December meeting.  Ms. Cook presented a Step-by-Step Guide for the IWIB Policy Process.   * This document is aimed toward a policy workgroup lead and workgroup support. * Send feedback and edits to Molly (mcook12@ilsu.edu) and Sarah (smblalo@ilsu.edu) by December 4.   Next Steps   * Review Miro Board for website implementation. | Molly Cook |
| 1:20PM | Discussion: IWIB Committee Data Needs  Dr. Brian Richard led a discussion on IWIB Committee Data Needs.  Dr. Richard noted that data is not often discussed in other committee meetings.   * Dr. Richard suggested that there may be a need for full information gathering in order to evaluate what it would take to get data that other committees find useful.   Dr. Andrew Warrington noted, as an example, that the Business Engagement Committee has been discussing how to better engage more of Illinois’ employers in the system and getting them introduced to the services that are available to them if they have access to employees and potential employees in certain areas.   * Dr. Warrington expressed a need for a simple measure of business engagement. * Chairperson McClinton suggested that a solution may be found in tasking a workgroup to simplify existing measures.   Chairperson McClinton suggested that each committee member present identify their own specific data needs to be discussed during the next meeting.   * The goal of this discussion will be to develop a problem statement and find a solution. | Brian Richard |
| 1:40 PM | October Performance Presentation Review  Mr. Jay Brooks gave a summary of October’s presentations by each WIOA title:   1. Overview of questions and topics addressed by each title:    * + - Are targets being met/not met?  What does the data indicate about progress toward targets?        - What specific challenges existed (or continue to exist) in meeting performance targets or in providing services?        - What strategies or interventions were utilized (or are currently being implemented) to address measures where performance isn’t meeting targets?        - What were some successes/highlights that occurred that need to be shared?        - What opportunities for continuous improvement are being identified and how will areas for improvement increase the functionality/performance of the title or system?        - As a part of addressing performance, also highlight any insights into the direction of where things are going in the future.        - Are there areas where the title could provide a deeper dive into the data or performance–perhaps by citing specific examples of things occurring at the local level? 2. High-level overview of WIOA PY2022 performance  * All individual indicator scores were within 90% of the negotiated target or higher. * It should be noted that statistical model adjustment has not been applied.  1. Ten takeaways from October’s WIOA presentations 2. All performance measures were either exceeded or were met within 90% of the negotiated targets. 3. Title I continues an extensive outreach and technical assistance effort. This includes multiple methods of outreach to stakeholders and programs to share information on indicators of performance; local performance assessments; upcoming FY24-25 local performance negotiations; and informing and educating about the statistical adjustment model. Identification of local best practices for continuous improvement remains of upmost importance. 4. Title I expects to receive its Program Year 2022 assessments with adjusted levels of performance from USDOL in early 2024 for all but the Measurable Skill Gains (MSG) indicator. This indicator of performance is not being assessed, as it was determined the available baseline data are not sufficient to produce reliable estimates using the required statistical adjustment model (SAM). 5. Title II (AE) enrollment increased by nearly 36% from the prior PY to near pre-pandemic levels. Title IV (Voc Rehab) reports a 16.3% increase in referrals above last year. 6. The Title II “GED 3 of 4” campaign was successful in pulling in individuals to complete the 4th component of their GED test. 7. Titles are currently reviewing allowable assessments for measuring progress. Federal guidance is being released on specific assessments that will be sunsetting soon and those that will be allowed in FY25 and beyond. 8. Total yearly enrollments in the three Title I programs (Adult, Dislocated Worker, and Youth) have declined over the past few years, following a trend nationally. However, increased enrollments were seen for the first six months of 2023 and are stabilizing over the last three months. 9. Title II reported English Language Learners (ELL), a target population for AE, has seen increased enrollment. ICCB staff are coordinating services with Chicagoland providers to serve ELLs with ongoing instruction in English Language Acquisition and work-based learning. 10. Title III reported the implementation of the Reemployment Services and Eligibility Assessment (RESEA) Program Participants being Co-Enrolled in Wagner-Peyser was a major success in the prior reporting year. 11. Reporting co-enrollment data across all titles continues to present challenges as does capturing employment outcomes without SSNs. 12. Updates to public-facing WIOA dashboard.  * Mr. Brooks shared a Performance and Transparency Dashboard link with the committee. * Mr. Brooks noted that once the reporting cycle ends, it takes around 45 days to see the data available in the dashboard. * End of the year reporting outcomes data and enrollment data is expected to be available around November 17. * The program data that was presented on last month is expected to be available in the dashboard by the end of November.   Presentation schedule to the CIC committee   * First presentation of the program year occurs in March or April. * Second presentation of the program year occurs in October.   Next Steps: Thoughts/questions on process and bi-annual updates from agency representatives. | Jay Brooks |
| 2:00 PM | New Business/Old Business  Next Meeting:   * Evaluation Workgroup Update. * Policy process update. * Are there other topic suggestions?   New Business   * IWIB Committee Structure and how the IWIB can be proactive in supporting WIOA Legislation   Chairperson McClinton noted that the committee should be aware of their new role to provide proactive support on WIOA legislation in new ways. This new role requires that the Executive Committee look at committee performance and structure.   * + The CIC Charter will allow new members and staff to see the charge of the committee, membership, and goals of the committee. | Marlon McClinton |
| 2:10 PM | Public Comment  Chairperson McClinton called for public comment. There was none. | Marlon McClinton |
| 2:15 PM | Adjournment   * December Meeting, December 13, Zoom, 1-2:15PM   Mr. Marlon McClinton called for a motion to adjourn the meeting. Mr. Jay Brooks moved that the meeting be adjourned. Mr. Demetri Katsulis seconded the motion and the meeting adjourned at 2:15PM. | Marlon McClinton |

**Charges of the Continuous Improvement Committee:**

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 Title 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.