Continuous Improvement Committee

Date: June 15, 2023

Time: 10:00-11:30 AM

Chairman: Mr. Marlon McClinton

Location: Zoom and In Person – The Gateway Center, Collinsville, Illinois

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

# **Members Absent**: Mr. Tom Ashby | Mr. Julio Rodriguez

# **Staff Attendees:** Ms. Sarah Blalock | Ms. Molly Cook | Dr. Aime’e Julian

**Guest Attendees:** Dr. Kathy Olesen-Tracey | Mark Burgess

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| Time | Item | Presenter |
| 10:00 AM | Welcome and Introduction | Marlon McClinton |
|  | * Approval of May 17, 2023, meeting minutes.
* Chairperson Marlon McClinton called for a motion to accept the minutes from the May 17, 2023, Continuous Improvement Committee meeting as presented. Barb Oilschlager moved that the minutes be accepted as presented. Dr. Carlotta Roman seconded the motion. The minutes from May 17, 2023, were accepted into the record as presented.
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| 10:05 AM | Evaluation Workgroup UpdateNext steps- 1. Disseminate the toolkit across partner websites (Current)
2. Plan professional development opportunities for those who have used the toolkit
3. Meet quarterly

Marlon McClinton introduced Dr. Kathy Olesen-Tracey to provide an update on the Evaluation Workgroup Committee.Dr. Olesen-Tracey discussed the Evaluation Workgroup’s focus for FY24.* The priorities for this year are to continue to gain feedback on the Evaluation Toolkit,including pilot testing the Toolkit framework on policies, processes, and programs.
* The workgroup will also promote using the Toolkit throughout the system with plans for marketing through webinars and dissemination.
* Dr. Olesen-Tracey noted that the work plan aligns with the strategic Unified State Plan and the workgroup's successes and barriers.
* A specific barrier was noted from the workgroup assessing how many people are accessing the tool. The Toolkit is web-based, so how many people access the site can be determined, but how many use the tool is unknown.
* Dr. Olesen-Tracey stated that the Workgroup plans to meet quarterly. However, the workgroup will continue to communicate via emails, etc.
* The Toolkit information is posted on Illinois workNet, and partner websites, and shared at the IWIB meetings and the WIOA summit.

Chairperson McClinton asked to see the flyers and opened the floor to questions and feedback. * Dr. Carlotta Roman stated a suggestion on who is using the tool. Dr. Roman suggested that everyone who is here today and who is on the IWIB to invite a member of the Evaluation Workgroup to share at their Local Workforce Board (LWIB). Dr. Roman then stated that those LWIBs would then be asked to provide feedback. Dr. Roman further stated that areas may need someone to walk them through the Toolkit.
* Dr. Olesen-Tracey noted that Technical Assistance for the Local Workforce Innovation Areas (LWIAs) is a good suggestion. Dr. Carlotta Roman asked if it is possible to do a webinar catered to the LWIBs so they understand how and why to use this tool. Dr. Aime’e Julian noted that as they plan to do PD on feedback, it would be helpful to bring in a group that has used the toolkit. Dr. Roman agreed and stated that her LWIB would be able to provide an update on that experience in 5-6 months.
* Chairperson McClinton stated that as the CIC, it would also be great to track the use of the tool. Dr. Roman noted a sequence of technical assistance could be created to share the tool, model how to use the tool, then give feedback on how the tool would be used.
* Ms. Barb Oilschlager asked what percentage do we think the Toolkit is being used throughout the State. Dr. Julian stated that the Workgroup believes that awareness is evaluated, but we do not know yet how much it is being used. Chairperson McClinton stated that some organizations/areas are at different points of the process. Dr. Julian also noted that the Toolkit would be highlighted in the State Plan and hopes this will drive further awareness/use. Ms. Oilschlager noted that LWIAs or LWIB members and CIC members who are connected are ahead of the curve
* Chairperson McClinton highlighted the flyers as a great tool and noted the great feedback.
 |  Kathy Olesen-Tracey |
| 10:20 AM | New Referral Workgroup Update * Dr. Julian provided an update on the revised Service Integration (SI) Policy and proposed recommendations. Dr. Julian noted that the SI policy would not be discussed during the June IWIB meeting because of the May 15th in-person quorum requirement but will be discussed during the September IWIB meeting.
* Dr. Julian highlighted one recommendation that has come from the SI Policy Workgroup is the creation of a referral workgroup and where that would land. Dr. Julian noted the Technical Assistance Team is very interested in the implementation of policy and will be bringing that recommendation to ensure the group will take the recommendation on.
* Ms. Becky Raymond noted that LWIA 7 uses Air Table and is in the process of creating a referral system. Dr. Julian has highlighted that the research that has been discovered throughout the SI Workgroup will be shared with the Technical Assistance Team.
* A link for more information about Air Table is [here](https://www.youtube.com/watch?v=BV1Ok-mgobc&list=PLiB746mBkR38TDovUAet3zcLuL0xzo128&index=2).
* Ms. Barb Oilschlager noted that this is a common theme that the State has been dealing with since the creation of One-Stops.
* Chairperson McClinton asked how is it going to be different this time. Ms. Raymond noted that this is nuanced. Ms. Oilschlager discussed the use of a computer system to track customers. Dr. Julian noted that there is a confidentiality component that creates complications.
* Drew Thomason will provide an update to the CIC in July.
 |  Aime’e Julian |
|  10:30 AM | Discuss Policy Tools Used by the CIC* Do our tools need updates?
* Share tools utilized by DCEO
* What is the best way/next steps to share tools?
	+ We discussed at a previous meeting putting some of these tools online.
* Ms. Molly Cook discussed the current policy tools, including the policy flowchart and the policy checklist.
* The group discussed the barriers to combining the tools as well as the barriers to separate tools.
* Mr. Mark Burgess noted that any tool that is to be developed should include components on how to measure the effectiveness of the policy.

Next steps:* IWIB Staff, Ms. Cook, Dr. Julian, and Ms. Blalock will evaluate what we currently used and how they can be integrated and potentially formatted into an online tool. Incorporating the Evaluation Toolkit will also be a priority.
* Ms. Cook, Dr. Julian, and Ms. Blalock will provide an update to the CIC in July.
 | Marlon McClinton |
| 11:00 AM | Share Unified State Plan Activities of the CIC* Ms. Cook reviewed that last month the CIC was presented the State Plan update.
* Mr. Drew Thomason will come back in July for further updates.
* Ms. Cook highlighted three areas staff have earmarked for potential CIC continuing alignment.
	+ Activity 1.1 and Activity 4.3 are both areas that the CIC is currently focused.
	+ Activity 5.2, Improve Access to Career and Education Guidance Tools and Information, was introduced as a new area the group could focus.
* Dr. Julian noted that this is the current Unified State Plan, not the updated plan that is currently being revised.
* The group discussed various tools that could be used to better understand Actvity 5.2, including a note from Ms. Cook that the Illinois Business Information System could be used and Mr. Burgess further noting that there is a wealth of data.
* Ms. Barb Oilschlager noted that when that data was last updated, it needs to be shared along with the data. Dr. Warrington noted that how fresh the data is is very important, but we should not let best get in the way of better. Even if the data isn’t the freshest, we can use it to determine some next steps and it is possible to have too much data; finding the vital measures is important. Mr. Burgess noted that when looking at data, clearly defining what data points are and their relevancy to the CIC is important. Mr. Jay Brooks noted that the standardization of the questions, strategies/interventions is important as well because numbers in isolation are hard to use. Mr. Brooks noted it is important to have both quantitative and qualitative data. Dr. Warrington noted that the Business Engagement Committee is looking to define a measure of business engagement.
* Chairperson McClinton concluded that the CIC would request those that come before the committee state the freshness of data and the context, but the committee will not be adding the additional focus of Activity 5.2
 | Molly Cook |
| 11:15 AM | New Business/Old BusinessService Integration Policy Update* Chairperson McClinton noted that the CIC was very involved with the SI Policy Workgroup. The policy revisions were approved by the CIC. The policy then went to the Executive Committee, where it also was approved. Chairperson McClintion noted there was a conversation about how the policy would affect the business sector. Ms. Rayond noted that although the policy is not being approved, the applicable recommendations are being moved to the appropriate parties.
* Chairperson McClintion also discussed that the Performance Workgroup tracks the required measures, but are there others? This can be tied in addition to the Statistical Adjustment Model (SAM). Mr. Brooks noted that tieing in anecdotal/qualitative data is important. Mr. Brooks noted, however, in terms of adding in additional measures, we did not discuss specific measures. Mr. Brooks highlighted that the group does not want to add a performance measure that is not tied to any legislation because systems have been designed around these specific measures.

Next Meeting:* Unified State Plan Update
* Equity Infused Evaluation
* SAM Update – discuss questions to ask about the SAM
* Consider additional performance measures beyond WIOA measures to track
 | Marlon McClinton |
| 11:25 AM | Public CommentPublic Comment: Chair McClinton called for public comment. There were none. * Dr. Roman asked for a progress update on the IWIB’s Diversity, Equity, Inclusion, and Access Committee. Dr. Julian noted they are now creating a membership list, and that will be compiled between now and July. The membership list will then go to the Executive Committee in July. If there are others that are interested in joining that committee, contact Dr. Julian. Dr. Roman’s interest has been noted, and she will be asked to join this group.
 | Marlon McClinton |
| 11:30 AM | AdjournmentChair McClinton called for a motion to adjourn the meeting. Dr. Roman moved that the meeting be adjourned. Ms. Barb Oilschlager seconded the motion, and the meeting adjourned at 11:00 am. * Next meeting: July 19, 1-2:30 PM, Zoom
 | 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 the 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.