

Continuous Improvement Committee Accomplishments, September – November 2023

Charge:

- **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 and application of an equity lens. Provide feedback and recommendations.
- **Charge 2:** Evaluation Outcomes. Review outcomes of evaluation to determine if results conformed to intended equitable 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 by applying an equity lens to evaluation 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:

- **Priority 1:** Policy evaluation
- **Priority 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.
- **Priority 3:** Provide the IWIB Committees with a Clear understanding of how outcomes are evaluated – defining the process for upcoming policy.
- **Priority 4:** Service Integration





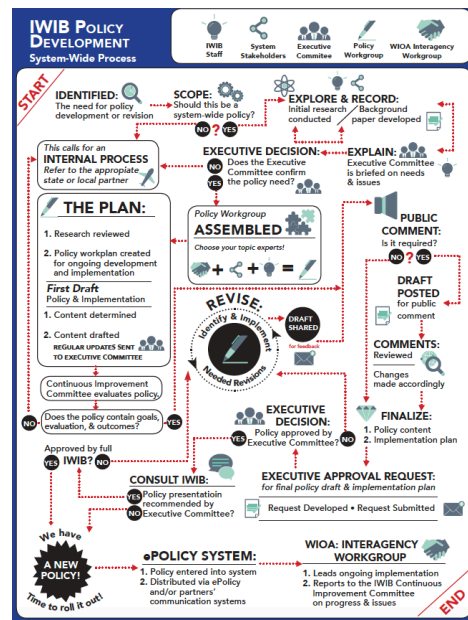
ILLINOIS WORKFORCE INNOVATION BOARD

Leadership:

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Q4 Accomplishments and Progress Toward Workplan:

- A workplan goal for the CIC for 2023 was to update existing IWIB Policy Process documents. Prior to the September CIC meeting, a survey was sent to the four core partners and CIC members asking for feedback on the CIC's current policy flowchart below:



During the meeting the CIC decided to update the flow chart and include an attachment with additional templates and instructions. The revised flowchart and attachment were presented for feedback from the CIC at the November meeting. In Q1 of 2024, the document and attachment will be put on the [Illinois Workforce Academy](#) website.

- All four Titles presented on their annual performance during the October CIC meeting. The CIC discussed a summary of the presentations during the November meeting.





- Additionally, during the November meeting the CIC discussed how to compile the top needs of the various IWIB committees. The committee will discuss this further in future months.

Performance Workgroup

Charge:

- **Charge 1:** Provide an overview of the definition of each measure under WIOA
- **Charge 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
- **Charge 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
- **Charge 4:** Provide information on the timeline for submittal of performance and other data reporting each title has to their respective federal agency

Priorities

- Update the WIOA Performance and Transparency website on a scheduled time frame as data is submitted and finalized with federal officials.
- Share the specific strategies and interventions being implemented by the title to build on successes and address areas for improvement.
- Provide CIC members with context for data outcomes and trends.

Workgroup Timeline:

The Performance Workgroup meets as needed on Zoom. They present to the CIC bi-annually. They present once in April or May with a mid-year update and once in October with an annual performance update.

Q4 Workgroup Accomplishments and Progress Toward Workplan

Each of the Titles presented at the CIC in October 2023. Presentations focused on the following:





Questions for Review

1. Are targets being met/not met? What does the data indicate about progress toward targets?
2. What specific challenges existed (or continue to exist) in meeting performance targets or in providing services?
3. What strategies or interventions were utilized (or are currently being implemented) to address measures where performance isn't meeting targets?
4. What were some successes/highlights that occurred that need to be shared?

Topics for Review

- What opportunities for continuous improvement are being identified, and how will areas for improvement increase the functionality/performance of the title or system?
- As part of addressing performance, highlight any insights into the directions of where things are going in the future.
- Are there areas where the title could provide a deeper dive into the data or performance by citing specific examples of things occurring locally?





Evaluation Workgroup

Charge:

- **Charge 1:** Evaluation Design. Created an evaluation framework for the WIOA system including evaluation elements of policies, programs, and processes with the application of an equity lens. Created or overseen by the IWIB to be used by the WIOA system.
- **Charge 2:** Evaluation Outcomes. Promote the use of the evaluation framework by the system.
- **Charge 3:** 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.
- **Charge 4:** Priority Activities. Adapt priority activities of the workgroup to remain in step with the CIC.

Priorities

- **Priority 1:** Pilot test the framework on a policy, process, and program. Real-world application
- **Priority 2:** Disseminate–Promote the use of the evaluation process to WIOA partners and key stakeholders.
- **Priority 3:** Adopt evaluation processes based on data provided by the CIC to ensure processes remain valid and leads to continuous improvement.

Workgroup Timeline:

The Evaluation Workgroup met monthly for one-year to complete the Evaluation Toolkit. The group now meets quarterly to disseminate the toolkit and make needed updates.

Q4 Workgroup Accomplishments and Progress Toward Workplan

The workgroup met in October 2023. Dr. Kathy Olesen-Tracey presented on the Evaluation update for the Unified State Plan. Dr. Brian Richard prepared an update for the group on Equity Infused Evaluation being conducted by Northern Illinois University. The group also discussed two of their priorities for the year, dissemination and professional development pertaining to the





Evaluation Toolkit. The group shared feedback on a marketing email that was sent at the end of October to One Stop Operators to share the Evaluation Toolkit. In terms of Professional Development, the group plans to host a 'how-to' webinar for the Toolkit in the spring of 2023, partnering with panelists who have used the Toolkit.

