



ILLINOIS
WORKFORCE
INNOVATION
BOARD

CONTINUOUS IMPROVEMENT COMMITTEE WINTER QUARTERLY REPORT DECEMBER 2020

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.

CIC Committee
Evaluation Workgroup
Performance Workgroup



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- 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.
- 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 planned for an Evaluation framework, which will 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 group will have a draft of the framework by the end of January 2021 and plan to pilot the framework from January to June of 2021.

The framework will look like a logic model, including information about selecting data, choosing an internal versus external evaluator, developing research questions, protecting participant rights, reviewing literature, and analyzing data. It will also contain definitions for research terms.

The framework will be piloted to evaluate six state and local programs, policies, and processes between January and June 2021.

The Performance Workgroup Charges include:

The Performance Accountability Workgroup has been 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
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

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4. Provide information on the timeline for submittal of performance and other data reporting each title has to their respective federal agency

The workgroup has completed an initial draft to provide this information in a brief four page document that addresses each item requested by the CIC committee. The initial draft was shared with the CIC committee for feedback and their feedback is being utilized to make refinements to the draft.

Ongoing work is underway to organize the report so that the WIOA measures around employment related metrics and the measures around education related metrics are organized together with clear information about the targets and performance for each title. The work is also being coordinated with other groups providing data to use a similar color coding structure to provide an easy to interpret and consistent color coding to data displayed regarding this metrics.

The revised draft will be presented to the December meeting of the CIC committee for final comment and feedback with a planned final product release scheduled to be available in January.

Continuous Improvement:

The committee reviewed Unified State Plan Outcomes presented by the Performance Workgroup this quarter. They used a color coded report card to track common performance measures. COVID has impacted many performance measures due to closures of Workforce Centers and differing requirements regarding waiver requests. There are fewer customers in the system, so IDES is working on outreach.

The CIC will plan to review a draft Unified State Plan Outcomes tracking report card from the Performance Workgroup in December 2020. They will also receive a draft Evaluation framework in January 2021. Six total programs, policies, and processes at both the state and local levels will pilot the framework from January through June of 2021. The CIC is creating a list of suggested programs, policies, and processes to pilot the framework.

Ms. Annie Dorr has been providing regularly updates to the CIC on the COVID response by LWIA's and will provide another update in December.

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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	Working on selecting a Taskforce Chair
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.			
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.	DES / DCEO / Adult Education / DHS - earliest possible date October 15 - looking at prior year and this years submission would be preferred. Show	Annual Report on Performance Measures	Presented at December IWIB Quarterly meeting



	data in context and reflection.		
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.	December 2020 Start of Semi-Annual Report and continue every six months.	Semi-annual Report Unified Plan	Draft presented to the CIC mid-December 2020 by the Performance workgroup
Track performance outcomes	Mary Ann share with CIC at March 2020 meeting	Committee staff will create an inventory spreadsheet of the 16 programs capturing their performance outcomes, explanation of the activity, and alignment to the goals.	Complete
Goal and Objectives Tracking	Semi-annually	Report card with metrics that align with Unified Plan tracking	Ongoing
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.	December 2020	Draft framework	Framework presented to the CIC Jan. 2021.
Pilot the evaluation of programs, policies and processes using the framework	June 2021	Results and feedback from the pilot evaluations	Six programs, policies and processes at the local and state levels will pilot the framework



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			from January – June 2021.
Present to the IWIB a final Evaluation Framework	June 2021	Final Evaluation Framework	In progress

