Continuous Improvement And Accountability Committee

Date: March 18, 2025

Time: 10:00 - 11:30 AM

Chairperson: Marlon McClinton

Vice Chairperson: Kevin Irvine

Location:

* In-Person: Rockford Room – 10th Floor, 55 W. Monroe’s Management Office, Chicago IL
* Virtual - Zoom

**Members Present In-Person:** Marlon McClinton, Kimberly Pinckney, Julio Rodriguez (Via Proxy-Mr. Mark Burgess), and Andrew Warrington

**Members Present Virtually:** Jay Brooks, Biswa Phuyla, Ami Chambers, Erik Grebner, Carrie Thomas, Jess Wright, Marcus Jordan, Nina Tangman, and Peter Creticos

**Members Absent:** Lisa Bly-Jones, Kevin Irvine, Cleve Dixon, Larry Fitzpatrick, Jennifer Foster, Karina Garcia, Victor Dickson, Becky Raymond, Lizabeth Stuck, and Jane Vellinga

**Members of the Public:** Andy Blanke, Brian Richard, Kathy Olesen-Tracey, Sergio Estrada, and Wolfgang Arterberry

# **Staff Attendees:** Coryn Barger and Sarah Blalock

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| Item |
| **Welcome: Agenda, Roll Call, and Community Agreements**  Chairperson McClinton called the meeting to order at 10:02 AM and introduced Peter Creticos and Biswa Phuyla as new members of the group.   * Peter Creticos runs the Institute for Working Economy whose work focuses on emerging issues in the workforce and economic development space. * Biswa Phuyla currently serves as the business and workforce development manager at DRS. Additionally, Biswa previously served as part of the Business Engagement and DEIA sub-committees under the IWIB.   Sarah Blalock performed roll call and determined that a quorum was present.  Chairperson McClinton reviewed the Community Agreements for the group to ensure that all members feel respected and heard during the meeting. |
| **Approval of February 19, 2025, Daft Minutes, *Final Action***  Chairperson McClinton called for a motion to approve the February 19, 2025, IWIB Continuous Improvement and Accountability Committee Draft Minutes as presented. Andrew Warrington made a motion to approve the February 19, 2025, IWIB Continuous Improvement and Accountability Committee Draft Minutes. Kimberley Pinckney seconded the motion. All present members voted in the affirmative. The motion carries. The February 19, 2025, IWIB CIA Draft Minutes stand approved as presented. |
| **Foundational Level-Set: Charges and Priorities Review**  Chairperson McClinton provided a foundational level-set by reviewing the committee’s new charges and priorities. |
| **February Meeting Review**  Sarah Blalock provided a high-level review of the approved and pending activities chosen by the committee during the February meeting.   * Priority 3: Incorporate an equity lens into the IWIB policy process and support continuous improvement of equity efforts in IWIB work. * Priority 5: Work with local workforce partners, case managers, and one-stop operators to understand and address the root causes of occupational segregation in WIOA-funded training.   It was noted that due to ongoing developments prompted by the new Administration, including the now rescinded TEN 21-24, the CIA voted to wait to determine corresponding activities on the priorities below until further direction is given from the Governor’s Office.   * Priority 2: Support effective evaluation of WIOA programs at the state and local level, including dissemination of the evaluation toolkit to local workforce partners.   **Approved Activities Needed to Accomplish This Priority:**   * Request the Performance Workgroup determine how to support effective evaluation of WIOA programs at the state and local level.   **Undecided Activities (Pending April Presentations)**   * Select (on rotation basis or by recommendation from other areas of system) 2-3 policies or programs per year for a deep dive evaluation. * Support effective evaluation of WIOA programs at the state and local level by disseminating and updating the evaluation toolkit to local workforce partners. * Critically assess adoption of the evaluation toolkit. Identify both barriers to adoption and characteristics of successful implementation. * Disseminate-Promote the use of the evaluation process to WIOA partners and key stakeholders. * Priority 4: Collaborate with the WIOA professional development team and the WIOA technical assistance (TA) team to ensure that topics related to equity and inclusion in workforce development are covered in the training and TA provided by the state.   **Key Activities Needed to Accomplish This Priority:**   * Have member(S) of the CIA on the WIOA Professional Development Committee and present quarterly updates of ongoing PD topics. * Have a member or staff of the TA Team present bi-annual updates to the CIA of ongoing TA topics.   Sarah noted that the focus for the purposes of this meeting would be Priority 1 and its associated proposed activities.  Priority 1: Review disaggregated WIOA and non-WIOA performance and program data annually, including occupations and outcomes.   * Review the questions the CIA will request each Partner to answer during their presentations. * Provide an overview of the definition of each measure under WIOA. 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. * Provide information on the timeline for submittal of performance and other data reporting each title has to their respective federal agency. * Subgroup to review data and determine the “disaggregation” needed to provide the right data-based summary for CIA and the full IWIB if needed. * Clarify performance goals to be reviewed. Critically assess if the performance gals/targets are correct and fully aligned with the broader IWIB strategic plan. * Review the current methods of aggregating and presenting data and work towards standardizing both the presentation of data across all partners (to allow direct comparisons, i.e., all data presented at county-level and/or community-area level ad re-aggregated to LWIA, DHS Region, etc.) as well as the public dissemination of data. |
| **CIA Priority: Requested Presentation: CIC Performance Overview**  Jay Brooks provided a review of the information that has previously been requested by the CIC for bi-annual WIOA Title presentation using the [WIOA Performance & Transparency Dashboard](https://www.illinoisworknet.com/WIOA/Pages/PerformanceTransparency.aspx), noting that each presentation was to begin with a brief overview of the Title in one slide to summarize what the title does to serve as a refresher for existing members and to inform new members.   * Are targets being met/not met? What does the data indicate about progress toward targets? * What specific challenges exist or continue to exist in meeting performance targets or in providing services? * What strategies or interventions were utilized to address measures where performance isn’t meeting targets? * What were some successes/highlights that occurred that need to be shared? * What challenges or obstacles do you see coming up in the next year that you will have to overcome? * What opportunities for continuous improvement are being identified and how well areas for improvement increase the functionality/performance of the title or system? * As 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?   Jay provided a review of the previous WIOA Title Presentation schedule, stating that Title presentations generally took place during the March or April CIC meeting, during the October CIC meeting, and upon request if necessary.  Jay opened the floor for representatives from each Title to introduce themselves to new members of the CIA Committee and asked each of them to share the key programs and services offered by each Title.  Mark Burgess (Title I) provided an overview of Title I services to the committee, specifically noting the three programs that are currently under Title 1.   1. Adult Program 2. Dislocated Worker Program 3. Youth Program   Mark stated that while each program has different eligibility criteria, all three programs are designed to help individuals get back to work, to gain employment if they have not been working for an extended amount of time, and to help individuals continue their education.  Kathy Olesen-Tracey (Title II) provided an overview of Title II services to the committee, specifically noting that Title II provides English language acquisition instruction for English language learners, refugees, immigrants, and asylees. Additionally, Title II provides basic skills development for individuals who are lacking a high school diploma or are basic skills deficient.  Sergio Estrada (Title III) provided an overview of Title III services to the committee. Sergio stated that Title III reports to the Department of Labor and provides services including basic career services and individualized career services to jobseekers. Additionally, Title III provides services for employers looking to qualify jobseekers.  Wolfgang Arterberry (Title IV) provided an overview of Title IV services to the committee, specifically noting that Title IV focuses on Vocational Rehabilitation. Wolfgang noted that Title IV provides career readiness, employment services, and educational training exclusively to individuals with disabilities.  Jay Brooks noted that all targets for each title are established through negotiations with each of their respective federal agencies.  Erik Grebner asked why the Titles report at different frequencies.   * Jay Brooks stated that reporting frequencies directly correlate to the federal agency that each title reports to. |
| **CIC Discussion: *What information/questions from our WIOA Performance Partners do you need to achieve our Charges and Priorities?***  Chairperson McClinton provided a review of the specific Charges and Priorities that will be focused on for the purposes of this discussion.  **Charges**   * Support Continuous Improvement of the Illinois Workforce system. * Support Economic Development Regions to Analyze Disaggregated Data for Core WIOA Programs to identify inequities and inform solutions.   **Priorities**   * Review Disaggregated WIOA and Non-WIOA Performance and Program Data Annually, including Occupations and Outcomes.   **Discussion:**   * Suggustion: Andrew Warrington stated that this committee should strive to collect data that it deems necessary to make recommendations for policy in a timely manner. Additionally, Andrew noted that this committee should further discuss what types of forecasting measures could be used to tell the committee where trends are heading.   + Discussion: Wolfgang Arterberry stated that real-time data rarely has the same validation as data that has been around long enough to check and verify. Additionally, Wolfgang noted his agreement that this committee and its partners need to focus on more current data.   + Carrie Thomas suggested that the committee consider where the data is coming from as well as limitations in terms of both timeliness and its ability to answer the questions that are being asked. Additionally, Carrie suggested that a presentation from the Economic Analysis and Information Unit might be useful.   + Jay Brooks suggested that this committee look at the limiting factors in terms of the data that it wishes to collect.   Chairperson McClinton reviewed the questions that were previously asked of the Title Partners by the Continuous Improvement Committe and asked the Continuous Improvement and Accountability Committee how they would like to restructure or edit the question list. The following questions will be discussed at the April meeting.   * Peter Creticos noted the importance of what the individual needs to know as they enter a program regarding the likelihood that a program will remain open as they complete their training. Noting, will a job that a person is training for today be available in two years? * Andrew Warrington suggested asking the Titles Are there leading indicators that have predictive qualities for measures we are interested in (unsure) in the future? * Chairperson McClinton asked if there were any practices that one title is doing that another or multiple others should adopt. * Sarah Blalock asked whether the titles are still collaborating/working together. |
| **New Business/Old Business**  Chairperson McClinton stated that he would like to have an expanded discussion on the four questions concerning title presentations.   1. What is the likelihood that the job a person is training for today will be available in two years? 2. Are there practices that one title is employing that another (or multiple other) title(s) should adopt? 3. Is there a current collaboration/service integration between titles? 4. Are there leading indicators that have predictive qualities for measures we are interested in influencing in the future?  * A presentation from those involved in the Evaulation Toolkit was also noted as a topic for the April CIA meeting. |
| **Public Comment**  Chairperson McClinton opened the floor for public comment.  Erik Grebner stated that when dealing with predictive statistics, you can also run into the issue of self-fulfilling prophesy, noting that this gives him pause when using projections to drive decisions on training focus.  Peter Creticos responded, stating that in theory, a predictive market is testing market response and adjusting the prediction accordingly, so it is dynamic. |
| **Adjournment**  Chairperson McClinton called for a motion to adjourn the March 18, 2025, Continuous Improvement and Accountability Meeting. Andrew Warrington made a motion to adjourn. Kimberly Pinckney seconded the motion. All present members voted in the affirmative. The motion carries. The March 18, 2025, Continuous Improvement and Accountability Meeting adjourned at 11:30 AM.   * **Next Meeting: April 16, 2025 1:00-2:15 PM** |

## **Continuous Improvement and Accountability Committee**

## **Charges**

* Support continuous improvement of the IL workforce system.
* Provide local workforce areas with technical assistance, information, promising practices, and tools to advance equity.
* Support economic development regions to analyze disaggregated data for core WIOA programs to identify inequities and inform solutions.
* Support local workforce areas and industry partnerships in a broad range of sectors to disrupt occupational segregation of people of color, women, and individuals with disabilities in lower-wage jobs and support training and career advancement opportunities.

## **Priorities**

* Review disaggregated WIOA and non-WIOA performance and program data annually, including occupations and outcomes.
* Support effective evaluation of WIOA programs at the state and local level, including dissemination of the evaluation toolkit to local workforce partners.
* Incorporate an equity lens into the IWIB policy process and support continuous improvement of equity efforts in IWIB work.
* Collaborate with the WIOA Professional Development team and the WIOA Technical Assistance (TA) team to ensure that topics related to equity and inclusion in workforce development are covered in the training and TA provided by the state.
* Work with local workforce partners, case managers, and one-stop operators to understand and address the root causes of occupational segregation in WIOA-funded training.