

# CONTINUOUS IMPROVEMENT COMMITTEE

**Date:** December 13, 2023

**Time:** 1:00-2:30 PM

**Chairman:** Mr. Marlon McClinton

**Location:** Zoom



**Members Present:** Mr. Jay Brooks | Ms. Ami Chambers | Mr. Marcus Jordan | Mr. Marlon McClinton | Mr. Julio Rodriguez | Dr. Carlotta Roman |

**Guests:** Dr. Kathy Olesen-Tracey | Ms. Gina Wells | Mr. Andy Blanke

**Members Absent:** Ms. Barb Oilschlager | Mr. Julio Rodriguez | Dr. Andrew Warrington | Mr. Demetri Katsulis | Ms. Becky Raymond | Ms. Jennifer Foster

**Staff:** Dr. Aime'e Julian | Ms. Molly Cook | Ms. Coryn Barger | Dr. Brian Richard | Ms. Sarah Blalock

Time	Item	Presenter
1:00 PM	<p><b>Welcome and Introduction</b></p> <p>Chairperson Marlon McClinton welcomed the group. The committee did not have a quorum to approve the November 15, 2023, minutes. The November 15, 2023, and the December 13, 2023, minutes will be approved at the CIC Meeting on January 17, 2024.</p>	Mr. Marlon McClinton
1:05 PM	<p><b>Policy Process Update</b></p> <p>Ms. Molly Cook presented the policy process update. Multiple changes were made to the committee approved graphic.</p> <ul style="list-style-type: none"> <li>• Numbers were added next to each step.</li> <li>• A title was added to the top of the graphic.</li> <li>• The arrow was reoriented to end after step 8.</li> <li>• Bullets were added to the descriptions under each step.</li> <li>• 'Implementation &amp; Review' was added.</li> </ul> <p>Chairperson Marlon McClinton and Dr. Kathy Olesen-Tracey agreed that the updated graphic fits the needs of the committee and the IWIB as a whole and that the committee should move forward with the graphic.</p> <p>Ms. Molly Cook reviewed the timeline for the Policy Process Update.</p>	Ms. Sara Blalock Ms. Molly Cook

- Update from the DEIA Committee today.
- Finalize policy text document and present a Miro board in January.
- Post documents to website in February.
- Follow-up in February on any next steps.

Chairperson McClinton asked whether the step-by-step document was completed and ready for review.

Ms. Cook noted that this document was still in draft form to allow for additions including diversity, equity, inclusion, and access in the policy process.

1:15PM

### **Diversity, Equity, Inclusion, and Access Update and Collaboration**

Ms. Gina Wells

Ms. Gina Wells presented a DEIA Update to the committee.

Ms. Wells noted that there are four specific charges shaping the work of the DEIA Committee.

1. Charge 1: Integrate an equity lens into work overseen and informed by the IWIB.
2. Charge 2: Build a culture of equity in the Illinois workforce system.
3. Charge 3: Transform the role of business.
4. Charge 4: Create transparency and enable data-based decision-making.

Ms. Wells noted that within the DEIA committee, there is good representation from the IWIB as well as organized labor, other key partners, and the four core agencies within the state.

- The DEIA committee plans to be very open and welcoming as a committee and to include pathways that will allow people to join the work according to their interests.
- There will be two ways to be a member of the DEIA committee.
  - 1) A voting member with expectations joining the workgroup and being present at all meetings.
  - 2) Broader non-voting membership for those who are unable to make the commitment to joining the workgroup and being present at all meetings.

Ms. Wells noted that the DEIA committee is considering new priorities to shape its work in 2024.

- Ensure that equity lens is embedded in IWIB policy development process.
- Ensure that an equity lens is embedded in state and regional strategic planning.
- Produce a public report highlighting DEIA activities/progress of the IWIB.
- Bring an equity lens to non-WIOA workforce development activities.
- Develop a process for recognizing businesses that champion equity.
- Report to the IWIB on key disparities in WIOA programs.
- Articulate a vision for an equitable AJC customer experience.
- Ensure that appropriate DEIA topics are covered in the training and TA provided by the state.

Dr. Olesen-Tracey asked what outcomes the DEIA committee is looking for with these priorities.

Ms. Wells noted that while these priorities are in their infancy; there is not yet a clear focus or intended outcome. However, there were a few things that came out of the Equity Taskforce that answered Dr. Olesen-Tracey's question.

Ms. Wells noted that when the taskforce looked at disaggregated data for the Title I programs there were some clear disparities presented.

- Occupations that customers train in are highly segregated by race and sex.
- Customers of the American Job Center system that access more intensive career planning services were also very different between white women and women of color who access the system.

Mr. Brooks asked if there was some alignment between DEIA expectations and what the post-secondary system across the State is going to be doing as part of the equity plans that are due in May.

Ms. Wells noted that it is the desire of the DEIA committee to be part of the broader conversation around equity and the broader workforce development ecosystem in the state.

However, the conversations the DEIA committee should take part in and the work they should be briefed on, analyze, or align with will emerge in 2024.

Ms. Wells noted that a big body of work that came out of the Equity Taskforce and is informing the work of the DEIA committee is the concept of bringing an equity lens to the work of the IWIB.

- Integrate an equity lens into the policy development process that the IWIB follows.
- There are existing tools to help organizations integrate an equity lens into their policy development process.

Ms. Wells noted that the DEIA committee has been working with Ms. Cook and Ms. Blalock on a proposal to integrate a specific analytical process into the policy development process. This analytical process includes a group of questions that require work to be viewed through an equity lens.

- What are we designing?
- What does the data show about the impact on our customers?
- If there are disparities between groups, why do they exist?
- Who is missing in the discussion to address disparities?
- How might we mitigate the disparities?

Ms. Wells noted that through conversation with Ms. Cook and Ms. Blalock, it was decided that what might work better for a workflow process is translating the analytical questions, tools, processes, and steps of the equity lens consideration into different existing pieces of the workflow. A checklist may also be created to ensure that the right questions are being asked that will translate into action steps that can be taken wherever appropriate to ensure this analytical process has occurred during the policy development cycle. Ms. Wells also noted that the three have been determining a way to articulate to the committee how these components fit into the broader process.

#### Equity Lens Process for Policy

1. Proposal: What is the policy, program, practice, or budget decision under consideration? What are the desired results and outcomes?
2. Data: What is the data? Is it disaggregated by race, ethnicity, etc.? What does the data tell us?

3. Community Engagement: How have communities been engaged? Are there opportunities to expand engagement?
4. Analysis and Strategies: Who will benefit from or be burdened by the proposal? What are your strategies for advancing equity or mitigating unintended consequences?
5. Implementation: What is your plan for implementation?
6. Accountability and Communication: How will you ensure accountability, communicate, and evaluate results?

Ms. Cook noted that this is a key time to include equity pieces in the text document that accompanies the policy graphic before finalization.

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1:35 PM

**Data Discussion**

Dr. Brian Richard

Dr. Brian Richard led the IWIB Data Discussion.

Dr. Richard noted that, in his opinion, each committee should be approached to find out their specific needs. Dr. Richard presented guiding questions to aid in this endeavor.

- What types of guidance does the committee provide to the system?
- What components of the workforce system would the committee like to know more about?
- What types of information would help the committee in their work?

Mr. Jay Brooks asked what data the committees are currently getting and what that flow looks like.

Mr. Brooks also noted that there are times when data is available but not presented in a way that a committee may want. It may be advantageous to use readily available data that can be presented in a more efficient manner to meet specific needs. Additionally, there could be data that is not currently collected that could be easily packaged to meet current needs.

Chairperson McClinton noted that he would like to see committees provide a problem statement along the lines of:

- “What is the fundamental data that you believe you need and how would you use it?”

1:45 PM

**Evaluation Workgroup Update**

Dr. Kathy Olesen-Tracey

Dr. Kathy Olesen-Tracey presented the IWIB CIC Evaluation Workgroup Update.

Dr. Olesen-Tracey reviewed the priorities of the Evaluation Workgroup.

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

Dr. Olesen-Tracey noted that since the meeting on October 5, 2023, the Evaluation Workgroup has completed the following.

1. Updated the Evaluation section of the Unified State Plan.
2. Received an update on equity infused evaluation from the Northern Illinois University-Center for Governmental Studies.
3. Planned for professional development with plans to host a how-to webinar in the spring with practical application tips.
4. Emailed all One Stop Operators with an update on the Evaluation Toolkit.

Dr. Olesen-Tracey updated the committee on the intended outcomes and goals of the Evaluation Workgroup.

- Workplan Alignment
  - Professional Development: Plans for a how-to webinar in 2024.
  - Dissemination-shared the Evaluation Toolkit on Illinois workNET and with One Stop Operators.
- Strategic Plan Alignment (Unified State Plan)
  - Develop strategic indicators, benchmarks, and related planning data resources.
  - Strategy 4: Expand service integration.
    - 4.3: Promote continuous Improvement and ongoing professional development.

Dr. Olesen-Tracey discussed the Evaluation Workgroup's successes and barriers with the committee.

- The Workgroup’s successes include providing feedback on Evaluation sections of the Service Integration Policy and Unified State Plan and Dissemination plans.
- The main barrier discussed was deciphering who specifically is using the tool.

Dr. Olesen-Tracey noted that a FY24 workplan update will be presented at the meeting on January 17, 2024.

- The FY24 Meeting Schedule to Date is:
  - January 4, 2024
  - April 4, 2024

Chairperson McClinton asked if there was a requirement concerning evaluation methods.

Dr. Olesen-Tracey noted that they are expected to evaluate their programs with a lens of continuous improvement, however there is nothing that specifies what tool to use or how to conduct an evaluation.

Next steps for the Evaluation Workgroup include:

- Disseminate the toolkit across partner website.
- Plan professional development opportunities by those who have used the toolkit.
- Meet quarterly.
- Provide updates to the CIC.

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1:55 PM **New Business/Old Business** Mr. Marlon McClinton

Chairperson McClinton noted the Executive Committee’s new charge from the governor to aid in legislation. This will affect the CIC as well.

- How that affects the CIC’s work will be determined early in 2024.

Next Meeting:

- Policy Process Update

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2:01 PM **Public Comment** Mr. Marlon McClinton

Chairperson McClinton called for public comment. There was none.

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2:03 PM **Adjournment** Mr. Marlon McClinton

- Next Meeting: January 17, 2024, 1-2:15PM, Zoom.
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Chairperson McClinton called for a motion to adjourn the meeting. Mr. Marcus Jordan moved that the meeting be adjourned. Mr. Jay Brooks seconded the motion and the meeting adjourned at 2:03 PM.

#### 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.