Chicago Cook Workforce Partnership WIOA PLAN

# CHAPTER 4: OPERATING SYSTEMS & POLICIES – LOCAL COMPONENT

## Provide a description of the One Stop delivery system in the local area, including the roles and resource contributions of the One Stop partners (see MOU Part V-VII)

The American Job Centers in Cook County provide coordinated services to residents with active participation from the Core WIOA partners. All four Core partners have a physical presence in the comprehensive American Job Centers. The MOU negotiations concerning resource contributions are still underway. The roles of each Core partner are described below.

* + Chicago Cook Workforce Partnership Title IB: The mission and vision of the Chicago Cook Workforce Partnership is to create, promote, and effectively manage a network of workforce development organizations that designs innovative solutions to address business needs, and prepares individuals for, and connects them to, career opportunities. Services include Community Outreach, WIOA Orientation, Rapid Response Events, Workshops, Support Services and Resource Centers. Basic Career Services, Individualized Services, Training Services, Youth Services, Business Services and Career Pathways Services are outlined in further detail below.
	+ Adult Education Title II: The mission and vision of Adult Education is to provide every individual in Illinois access to education and literacy services, which is envisioned as the foundation of a career pathways system that prepares adult learners for economic self-sufficiency. Services include Adult Basic Education Courses, Adult Secondary Education Courses, Adult Literacy, Bridge to Career Pathways and English Language Acquisition. Career services include counseling and advising, information on availability of supportive services, initial skills and supportive seeds assessments, outreach/intake/orientation, performance information for the local area and program referral to partner agencies. The Perkins Post-Secondary Vocational Education programs are also under Title II and available to workforce customers.
	+ Illinois Department of Employment Security (IDES) Title III – Wagner Peyser: The mission and vision of IDES is to connecting our talented workforce to the education, training, and jobs necessary to keep Illinois' economy strong; produce, analyze, and disseminate Labor Market Information; and ensure that eligible individuals receive the Unemployment Insurance benefits to which they are entitled. Services include Unemployment Insurance, Veteran Program specialized employment services by the Disabled Veteran Outreach Program (DVOP), Federal Fidelity Bonding Employer Outreach, Work Opportunity Tax Credits (WOTC), Worker Adjustment and Retraining Notification (WARN) Notices, Services to Migrant Seasonal Farm Workers, Re-entry Employment Service Program (RESP), Referral to employment opportunities, Re-employment Services and Eligibility Assessments (RESEA), Rapid response workshops, on-site recruitment, labor market information, Illinois Job Link (IJL) Labor Exchange System, Hire the Future, Career Information Service, Employer Services and Apprenticeship Assistance.
	+ Illinois Department of Human Services (IDHS) Title IV: The mission and vision of IDHS is to to assist Illinois residents to achieve self-sufficiency, independence, and health to the maximum extent possible by providing integrated family-oriented services, promoting prevention and establishing measured outcomes in partnership with communities. Services include Temporary Assistance for Needy Families, Supplemental Nutritional Assistance Program, Employment and Training Services, Supportive Services and referral to partners.
	+ The mission of IDHS/Division of Rehabilitation Services (DRS) Title IV: is to assist individuals with disabilities in achieving their goals in the areas of employment, education and independent living. Services include career palcement, counseling and guidance, On-the-Job Training, Post-Secondary Training, Physical and Mental Restoration and Secondary Experience Program. Services are also available from: the Bureau of Blind Serivces, Home Service Programs , Deaf and Hard of Heairng Services, Independent Living, Bureau of Developmental Disabilities and Client Assistance programs.
* Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the: Comprehensive One Stop, Affiliated Workforce Centers, Specialized Workforce Centers

The Chicago Cook Workforce Partnership procures Title I employment and training services for Adult and Dislocated Workers. The Chicago Cook Workforce System is comprised of six types of organizations:

* + American Job Centers Centers are high-capacity sites serving the general job-seeking population as well as businesses. American Job Centerss serve both Adult and Dislocated Workers (Youth optional) and have active participation from the core WIOA partners. A number of the American Job Centers also operate Extensions Centers.
	+ Delegate Agencies provide services to job seekers and businesses, differing from American Job Centers in that they are smaller and may serve a smaller geographic area or special population.
	+ Youth Delegate Agencies provide services to assist youth ages 16-24 in achieving academic and employment success.
	+ Sector Centers are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA delegate agencies on aspects of the given sector.
	+ Business Intermediary is an entity that provides business services and activities to regional business customers and job seekers by working with The Partnership and partner agencies to enhance business services and develop training initiatives in response to current demand and growing trends to better meet employers’ needs.
	+ Career Pathway Training Programs are cohort-based, skills training programs that are demand driven within The Partnership’s focus industry sectors and may also include bridge programs designed to serve individuals with basic skills deficiency and/or limited English skills.

These six types of organizations/programs and Partnership staff work together to create and maintain a comprehensive workforce development system that effectively and efficiently serves job seekers and businesses throughout Cook County. This collaborative system includes multiple entry points for both businesses and job seekers to access the full range of workforce development services and benefits. Please see the scope of work for American Job Centers (below) for more information.

 American Jobs Center Locations **(Comprehensive Centers in Bold)**

|  |  |
| --- | --- |
| **Arlington Heights** | 723 W. Algonquin RdArlington Heights, IL 60005 |
| **Chicago Heights** | Prairie State College ATOC Building 202 South HalstedChicago Heights, IL 60653 |
| Cicero | 2138 South 61st CourtCicero, IL 60804 |
| West side | 605 S. Albany StreetChicago, IL 60612 |
| Maywood | 1701 S. 1st Avenue Suite 10Maywood, IL 60411 |
| **Mid South** | 4314 S. Cottage GroveChicago, IL 60653 |
| Northside | 5060 N. Broadway #690Chicago, IL 60640 |
| Oak Forest | 15900 South CiceroOak Forest, IL 60452 |
| **Pilsen** | 1700 West 18th streetChicago, IL 60608 |
| Southwest | 7500 S. Pulaski Bldg 100Chicago, IL 60652 |

Extension Centers

|  |  |
| --- | --- |
| 71st Street Center  | 1515 E. 71st StreetChicago, IL 60619 |
| Hanover Park Education and Training Center  | 6704 Barrington RoadHanover Park, IL 60133 |
| Oakton Community College  | 7701 Lincoln Ave. Room A158Skokie, IL 60201 |
| Robbins Community and Youth Workforce Center  | 13801 S. Trumbull Ave.Robbins, IL 60623 |

Sector Centers

|  |  |
| --- | --- |
| Retail/Hospitality | 218 S. Wabash AvenueChicago, IL 60604 |
| Healthcare | 940 W. Adams St. Suite 302 Chicago, IL 60607 |
| IT  | 567 W. Lake Street Suite 1150 Chicago, IL 60661 |

Business Intermediary

|  |  |
| --- | --- |
| Skills for Chicagoland's Future | 191 N. Upper Wacker DriveChicago, IL 60606 |

The Partnership oversees a network of workforce agencies as listed above. These are subject to change based upon funding allocations and priorities.

* Explain how the comprehensive One Stop center provides on demand access to the required career services in the most inclusive and appropriate setting and accommodations.

The Chicago Cook Workforce Partnership ensures that American Job Centers are geographically spread throughout the county and accessible to public transit lines. The American Job Centers are supplemented by Delegate Agencies that provide workforce services in additional locations. All of the American Job Centers are accessible to people with disabilities (see sections 4B and 6B below for extensive information on accessibility). The American Job Centers have a customer service focus and open resource rooms that ensure public accessibility. Staff promotes services throughout the local community and ensures accessibility through a variety of means, including the following:

* + Operate Monday thru Friday, 8:30 a.m. to 5 p.m. Operations may occur beyond the traditional hours when possible.
	+ Collaborate with community-based and faith-based organizations, libraries, other government services, and other entities throughout the area surrounding their site in order to recruit individuals and businesses that can benefit from WIOA services.
	+ Encourage job-seekers to attend orientation sessions that provide knowledge about the entire WIOA service delivery system. American Job Centers conduct two orientations weekly that are open to the public.
	+ Conduct regular outreach activities and develop recruitment strategies to inform the community of services available and ensure a steady pipeline of participants coming to the center.
	+ All American Job Centers are required to provide sufficient Spanish-speaking staff to serve the County's Spanish-speaking populations. Other language capacity as appropriate to each American Jobs Center’s location and potential jobseeker customer population are required.
	+ Respond to special outreach and recruitment events as assigned by The Partnership. These may include job fairs, service fairs, large scale hiring events, customized training projects for employers, hosting tables at conferences or other public events, and participating in other City/County-sponsored projects and activities.
* Provide information regarding the One Stop Operator and describe the methods for coordinated service delivery between operator and partners.

The One Stop operators are competitively procured and consist of various organizations (see list below). Coordinated service delivery strategies include co-location of Wagner-Peyser staff in the One Stops and coordination with Vocational Rehabilitation staff and Adult Education staff. In addition, the One Stops have monthly center-level meetings with all partners and conduct joint projects, including job fairs. The new web-based data system, Career Connect, will provide a referral network process. Additionally, the Chicago Cook Workforce System coordinates service delivery by co-locating other core partner operations at satellite locations and by co-locating One Stops at community colleges. For example, Oakton Community College serves as an Extension Center for The Partnership, offering onsite career services and WIOA orientation sessions. They coordinate TABE testing to avoid duplication of services, allowing one test to meet the needs of both agencies. In addition, Elgin Community College and Harper College partner with The Partnership at the Hanover Park Education and Work Center, offering adult education and workNet services within one location. At Triton College, adult education will work with The Chicago Cook Workforce Partnership to create and promote accelerated high school completion courses and short-term job skills courses to reduce the time between school and employment.

Finally, The Partnership has undertaken a Value Stream Mapping project, with Core Partners and those Required Partners that choose to participate, which developed a new plan for customer services at the American Job Centers. The mapping project developed a new onsite customer flow process as well as established a referral process for all of the agencies involved in the American Job Centers. The Partnership secured a consultant that:

* + Provided a list of roles and responsibilities
	+ Provided an assets map that documents all resources
	+ Facilitated meetings with the objective of fully integrating core and required partners in the letter and spirit of WIOA
	+ Provided a complete process and procedures manual.
	+ Provided a full SWOT analysis of the combined partners in the WIOA American Job Centers delivery system.
	+ Developed a holistic and customer-centered service delivery system map for providers and users alike.
* Name of the procured One Stop operator

Business and Career Services, National Able, SERCO, Employer & Employment Service Inc., ResCare and KRA Corporation operate the American Job Centers in Cook County.

* Describe the functions and scope of work of the One Stop operator

Career Services

Under WIOA, the Department of Labor classifies Career Services into two categories: Basic Career Services and Individualized Career Services. All County residents are eligible to take advantage of WIOA Basic Career Services, which consist of general services assisting job-seekers in finding gainful employment, orienting customers to WIOA services and procedures, and providing information about the labor market and unemployment insurance. These services may be provided by one or a combination of staff from the mandated partners of WIOA and include the following:

* + Determination of whether the individual is able to receive assistance from the adult, dislocated worker or youth programs;
	+ Outreach, intake and other individualized services, and orientation to the workforce delivery system;
	+ Initial assessment of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes, abilities (including skill gaps) and supportive service needs;
	+ Labor exchange services including
		- Job search, placement assistance and individual career counseling as needed, including;
			* Provision of information on in-demand sectors and occupations
			* Provision of information on non-traditional employment
	+ Appropriate recruitment and other business services on behalf of employers including information and referrals to specialized business services.
	+ Provision of referrals to, and coordination of activities with, other programs and services including programs and services within the American Job Center delivery system and when appropriate, other workforce development or human services programs;
	+ Provision of workforce and labor market information, including the provision of accurate data relating to local regional and national labor market areas including:
		- Job vacancy listings in labor market areas;
		- Information on job skills necessary to obtain vacant jobs listed; and
		- Information related to local occupations in demand and the earnings, skill requirements and opportunities for advancement for those jobs;
	+ Information on training provider performance outcomes;
	+ Information about how the local area performance accountability measures, as well as additional performance information relating to the entire WIOA workforce system and the American Job Center;
	+ Information on the availability of supportive services or assistance and appropriate referrals to those services including child care, child support, medical or child health assistance available through the State, SNAP benefits, assistance with earned income tax credits, and assistance from TANF including supportive services and transportation;
	+ Assistance in establishing eligibility for programs of financial aid assistance for training and or education programs not provided under WIOA;
	+ Unemployment Claims filing assistance.

In addition to the minimum basic career services required under WIOA, The Partnership requires the following:

Resource Rooms: American Job Centers must maintain a publicly accessible resource area (including access for disabled persons) as part of their WIOA services. Resources available within it include computers with internet access, tutorials for career exploration, job searching and resume writing, job postings, periodicals, information on Unemployment Insurance eligibility, services and financial aid for local non-WIOA training, labor market reports, and information on education programs and partner programs. The resource areas are staffed with knowledgeable staff, partner employees and/or volunteers to assist with customer questions. Resource Rooms have assistive technology systems for customers with disabilities such as: Zoom Text, JAWS, Open Book, Wynn Wizard, large screen monitors, Intellikeys keyboard etc.

Workshops: American Job Centers and their partners provide a wide range of informational workshops to job seekers as part of their career services offerings. These workshops focus on job search and soft skills, such as interviewing techniques, resume preparation, networking, effective communications, conflict resolution, computer literacy and job readiness training. American Job Centers post and follow a monthly schedule for all workshops.

Individualized career services: in depth personalized support for job seekers. Individualized Career Services are more comprehensive and generally involve interaction with a career coach.

American Job Centers are required to develop and implement a WIOA eligibility process that is timely and meets State and Partnership policy requirements without unnecessary delays in providing access to career services. The American Job Centers determine WIOA eligibility and collect information to support the determination. WIOA and the Illinois Workforce Innovation Board give priority of service to several populations including adult recipients of public assistance, low-income individuals, individuals who are basic skills deficient, and veterans. Suitability for both Adult and Dislocated Worker services is determined by an assessment of the applicant’s skill level, education, aptitudes, abilities, work and wage history, supportive service needs, goals and aspirations. If a customer is deemed inappropriate for WIOA services, he or she is referred to an appropriate educational entity or social service agency for assistance.

Individualized career services include the following:

* + Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. American Job Centers complete objective, comprehensive and specialized assessments of the customer. These assessments involve a more thorough examination than the initial assessment and are conducted or coordinated by a career coach. The role of the Career Coach is to ensure access to the full array of services and activities required and available under WIOA, and to provide professional support to jobseekers as they decide on employment and education plans and seek to improve their skills;
	+ Development of an Individual Employment Plan (IEP), in order to identify the employment goals, appropriate achievement objectives and the appropriate combination of services for the participant to achieve his or her employment goals. One key role of the career coach is working with the customer to develop the IEP. The IEP is an agreement between the career coach and the customer of the plan of action they will take together to overcome any barriers to employment and secure employment leading to self-sufficiency. The IEP includes short and long term goals and the steps and supports necessary to achieve those goals. The IEP focuses on a career pathway that can provide a guide beyond initial employment, and is updated regularly as a customer progresses. All WIOA services provided to a customer are identified and the need justified in the IEP. A hard copy case file is maintained on each participant containing eligibility documents and pertinent case file information not recorded in the electronic case file. Customers are provided with a signed copy of the IEP. The IEP is updated as goals and milestones are met and routinely discussed with customers. In cases where needs and services change, the IEP is updated;
	+ Provision and coordination of Supportive Services**:** Supportive services address those life issues impacting the jobseeker’s ability to get or retain adequate employment. Depending on funding availability, The Partnership may award funds to assist with basic supportive services such as transportation, work equipment and uniforms, and child care services. In cases where customers must be referred, all referrals of WIOA customers are tracked to ensure that the customer is receiving the service. If the service cannot be provided per that referral, it is the expectation that alternate plans for securing that service will be initiated;
	+ Provision of group counseling, individual counseling and career planning;
	+ Provision of short term pre-vocational services including the development of learning skills, communications skills, interview skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training;
	+ Internships and work experiences that are linked to careers;
	+ Workforce preparation activities;
	+ Financial literacy services such as financial aid applications, income tax credits and counseling;
	+ Out of-area job search assistance and relocation assistance;
	+ English Language acquisition and integrated education and training programs.

Training Services are also included in individualized career services. Training may be made available to individuals if, after an interview, assessment or evaluation and career planning it is determined that the individual is unlikely or unable to obtain or retain employment that leads to self-sufficiency or to comparable or higher wages from previous employment.

The selection of training services is conducted in a manner that maximizes customer choice and is linked to in-demand occupations. Career Coaches ensure that job seekers explore other funding options and research performance of relevant training providers. The following items explain the training options available to participants:

* + Individual Training Accounts (ITAs): ITAs are tuition vouchers to be redeemed at an approved training provider. The American Job Centers facilitate the ITA application and selection process with the jobseeker based on customer choice. American Job Center career advisors assist job seekers with researching and selecting training programs that align with the job seeker’s IEP;
	+ Internships/Work Experience: Work experience is a planned, structured learning experience that takes place in a work environment for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Fair Labor standards apply;
	+ Pre-Apprentice Training: Pre-apprenticeship programs provide training to increase math, literacy, and other vocational skills needed to gain entry into a registered apprenticeship program;
	+ On-the-Job Training: (OJT) services involve “hands on” training in occupational skills for a specific occupation. Training is provided by a private, nonprofit, or public sector employer for an individual who needs additional skill training for a specific job. The participant is an employee of the company and, in order to offset the cost of the training, the employer can be reimbursed up to 75% of wages.
	+ Customized Training: Customized training is industry and occupation specific skills training delivered through a curriculum designed collaboratively by an American Job Center and (an) identified employer(s). The employer pays a significant share of the cost of the training.

Career Pathways are defined as a combination of rigorous and high quality education, training and other services that align with the skill needs of industries in the state or regional economy, prepare an individual to be successful in any of a full range of secondary or postsecondary education options, and include counseling to support an individual in achieving the individual’s education and career goals. American Job Centers apply a Career Pathway approach throughout their service delivery.

Follow-up Services are activities with individuals who have exited from the program for up to one year. Follow-up services are of two major types: (1) retention and advancement services for employed customers; and (2) reemployment services for customers who lose their jobs.

Out-of-School Youth Services may or may not be part of an American Job Center operation. American Job Centers provide an objective assessment of the academic level, skill levels, and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and development needs of such participant. The American Job Centers develop service strategies for each participant that identifies career pathways that lead to self-sufficiency. See Chapter 4D below for a description of youth service program models.

Business Services

Business Services are a critical component of WIOA service delivery, providing direct value to employers, business associations or other such organizations. Customized business services may include the following services and activities:

Customized Recruiting and Screening Services

* + Advertise Job Openings:Provide employers with the opportunity to post employment opportunities throughout the Workforce system. American Job Center staff must post job orders through the Career Connect job order portal;
	+ Provide Access to Space: Provide or secure space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.;
	+ Customized Recruitments*:* Provide employers with an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization;
	+ Customized Screening of Applicants*:* Thoroughly screen job seekers (based on employer skill requirements) and prepare them for interviews, saving businesses time and increasing the likelihood that business will return for more candidates in the future;
	+ Conduct Job Fairs:Offer multiple employers the opportunity to meet WIOA enrolled and non-enrolled job seekers. The Partnership may assign American Job Centers to participate in The Partnership-led job fairs and or hiring activities.

Information and Technical Assistance

* + Provide Workforce Education**:**  Educate businesses about services available through Chicago Cook Workforce Partnership agencies, and how to access these services. In particular, this includes providing businesses in relevant industries with information from and linkages to services at the Sector Centers;
	+ Advise on Workforce Issues**:**  Providing informational services to businesses on a variety of workforce topics, including workforce-related and economic development tax incentives; unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to businesses;
	+ Provide Layoff Aversion, Downsizing Services and Outplacement:Work with employers making layoffs, and with employees being laid-off, to create re-employment plans. Dislocated Worker delegate agencies will provide these services directly. Rapid response services are coordinated and conducted by The Partnership, which may engage any Dislocated Worker agency to participate in employer onsite layoff workshops;
	+ Provide Human Resource Consultation: Assistance with writing and/or reviewing job descriptions, orientations for new workers, analyzing employee turnover and customized labor market data.

Employer Development Services

* + Educate businesses on various training offerings available throughout Cook County;
	+ Develop and deliver incumbent worker training programs to up-skill existing employees;

Provide retention services.

* + Work with employers to design strategies and provide support that helps employees stay on the job or advance after placement.

American Job Centers work with The Partnership's Business Relations and Economic Development unit (BRED) and Sector Centers on recruiting events and other special initiatives. American Job Centers have a point person designated to alert their business services staff of opportunities and to follow-up with the referring entity on those screened candidates who meet the employer’s referral criteria

* Describe how the One Stop Operator was procured.

The One Stop (American Job Center) operators were procured through a Request-For-Proposals (RFP) process. The procurement process used by The Partnership to review all of the applications has been devised to ensure fairness and transparency at every level. Each application is scored by multiple reviewers with significant WIOA and grants management experience and there are separate review panels for each funding stream. Senior management team also review special circumstances such as special populations served, geographical need and past performance considerations to arrive at final recommendations to the local board. The board's Service Delivery Committee and the full Board ultimately make all of the final award decisions. Please see attached Procurement Policy Letter (dated December 6, 2013). The Partnership is in the process of updating this Policy Letter, in accordance with WIOA rules and regulations.

* Describe the local operator’s role and responsibility for coordinating referral among required partners.

American Job Centers use an integrated intake process for all customers. The frontline staff is highly familiar with the functions and eligibility requirements of each program, and they appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate. Delegate Agencies provide referrals to adult literacy programs funded through WIOA Title II in order to increase job-seeker employment prospects and to help with entering academic and/or vocational training. They also directly refer job seekers to Wagner Peyser services (Title III) offered through the Illinois Department of Employment Security and provide referrals to Vocational Rehabilitation services (Title IV) offered by the Department of Rehabilitative Services (IDHS). In cases where customers must be referred, all referrals of WIOA customers will be tracked in Career Connect (see below) to ensure that the customer is receiving the service. If the service cannot be provided per that referral, alternate plans for securing that service will be initiated. In addition, as part of the Value Stream Mapping project described above, the Partnership will be reviewing and updating the referral process to ensure an integrated service model among all core partners.

* Describe how the workforce centers are implementing and transitioning to an integrated, technology enabled intake and case management information system for programs carried out under WIOA.

Approximately 130 agencies provide workforce services to Chicago and Cook County residents, using a variety of public and private funding sources. Agencies use multiple data systems and spreadsheets to track participants and outcomes for each program. As a result, neither service providers nor funders have a holistic view of the workforce system’s impact.

To address this issue, The Partnership has created Career Connect, an integrated workforce information system for the Chicago/Cook region. Career Connect will serve as the front-end data system for workforce service providers to track job seeker clients across programs and funding streams. It will:

* + Help staff at all levels track and manage their work more efficiently and effectively;
	+ Track customers across workforce programs and funding streams;
	+ Enhance coordination and collaboration across The Partnership’s network and across the county-wide workforce system;
	+ Allow workforce service providers to extract real-time program data for outcomes tracking and data-informed decision making.

In June 2015, The Partnership launched the Business Services phase of Career Connect, giving workforce service providers a system to manage employer contacts, post and share job orders across agencies, and track employer services.

The second phase of Career Connect, scheduled to launch in 2017, will add comprehensive case management tools for staff and a universal customer portal. Career Connect will interface with Illinois Department of Commerce's Illinois Workforce Data System (IWDS) which will remain the state system of record for WIOA Title I federal reporting. The Partnership is also in discussions with the IDHS Department of Vocational Rehabilitation Services (DRS) to develop an electronic referral interface between Career Connect and WebCM (the DRS WIOA Title IV data system). The referral interface would provide for better coordination and customer follow-up between Title I and Title IV, and would be in place by June 2017. Career Connect is funded by a $3 million Workforce Innovation Fund grant from the U.S. Department of Labor Employment and Training Administration and a supplemental grant of nearly $500K from the Chicagoland Workforce Funder Alliance.

Additionally, The Partnership managed a three month Value Stream Mapping process with all of the WIOA partners in Cook County.  The Value Stream mapping process focused on the entire customer experience at an American Job Center with special emphasis on the referral process between WIOA partners to provide effective and efficient services. A WIOA Policy & Procedures Manual outlines these standard processes by all WIOA partners to: Provide Excellent Customer Service to Job Seekers, Workers, and Businesses, Reflect Innovative and Effective service design, Operate with Integrated Management Systems and High Quality Staffing.

* Describe how the Local Board will facilitate access to services provided through the One Stop delivery system, including in remote areas, through the use of technology and other means.

The Partnership awards WIOA funds to a variety of agencies, including American Job Centers, Delegate Agencies and Sector Centers, which are located throughout Cook County.  In addition, the workforce development system utilizes Illinois WorkNet to provide services remotely.

The network of workforce agencies is geographically located to provide services in all areas of Cook County. The Partnership will investigate how to provide services through direct-linkage technology with WIOA partner agencies located off site.

* Describe how the Local Board will work with entities carrying out core programs to: Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;

All customers are given access to high-quality American Job Center and Delegate Agency sites that connect them with the full range of services available in their communities. Career coaches work with clients to overcome any barriers to employment and self-sufficiency. Additionally, bridge programs for participants who are basic skills deficient ensure access to career pathways. See Chapter 4, Section B for more information work to ensure that individuals with barriers to employment receive appropriate services and Chapter 6, Section B for a description of work to ensure individuals with disabilities can access services.

* Facilitate the development of career pathways and co‐enrollment, as appropriate, in core programs; and Improve access to activities leading to a recognized post‐secondary credential (including a credential that is an industry‐recognized certificate or certification, portable, and stackable)

The City Colleges of Chicago offer the Integrated Career and Academic Preparation System (ICAPS) model, through which adult education students (including ESL, Adult Basic Education, and Adult Secondary Education) simultaneously receive basic skills instruction that is contextualized to a specific industry sector and credit-bearing, industry-recognized college coursework that leads to a credential for jobs with family-sustaining wages. ICAPS integrates technical training and basic skills education in a team taught environment, leading to industry-recognized credentials and opportunities to continue on a career pathway. These programs offer robust support services, cohort models, team-teaching strategies, and yield high completion rates in various career cluster areas, such as Manufacturing, Healthcare, IT, and TDL. The Partnership also funds bridge programs for adult learners, which help transition underprepared adults to career pathway programs.

The Career Foundations curriculum is a tool to educate low-skilled adults on career pathways and support transitions to sector-focused bridge programs and post-secondary education and training at community colleges or community-based providers. The curriculum exposes students and job seekers to local career pathways programming options, assists with creating a plan to transition to advance to post-secondary education or training, and encourages job seekers to not only focus on the immediate job, but plan for how they could advance along a career pathway. Currently, Career Foundations is being implemented across the seven City Colleges of Chicago within the Adult Education department. Additionally, twelve community-based adult education and workforce providers (listed below) in LWIA 7 are implementing the curriculum within their workforce or adult education programs.

* Asian Human Services (Title II)
* Centro Romero (Title II)
* National Able Network (Title II)
* Howard Area Community Center (CDBG workforce program)
* Erie Neighborhood House (Title I)
* Centers for New Horizons (workforce program)
* Central States SER (Title I)
* Albany Park Community Center (Title II)
* Heartland Alliance (Title II)
* Chicago Federation of Labor Worker Assistance Committee (CFLWAC) (Title I)
* Chicago Commons (Title II)
* Tolton Learning Center (Title II)

## Provide information regarding the local coordination strategies with state, regional and local partners to enhance services and avoid duplication of activities including a description of:

* Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I

The Workforce Boards of Metropolitan Chicago is the coalition of Local Workforce Boards developed nearly 15 years ago that is the platform for regional WIOA coordination. This collaboration will expand under WIOA to include Title I Administrators from each local workforce investment area and provide a forum for coordinated planning with core partners as needed. The Workforce Boards of Metropolitan Chicago undertakes join grant applications, project coordination and information sharing.

* Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOASecs. 107(d) (11) (A) and (B) (i) and WIOA Sec. 232. [Additional Guidance will be released by ICCB]

The Chicago Cook Workforce Innovation Board (WIB) is working with the Deputy Director of Adult Education and Workforce for the Illinois Community College Board (ICCB) on the implementation of the ICCB review process for the 2017 Cook County applicants for Adult Education Title II funds. The Chicago Cook Workforce Partnership will form a committee comprised of Workforce Innovation Board members and Adult Education experts to review a specific section in the ICCB application to determine if the applicant’s proposal for the use of Adult Education funds coordinates and complies with the WIOA Regional and Local Plans. The Deputy Director is also a member of the Chicago Cook Workforce Innovation Board and is developing an efficient process for this review with workforce boards across Illinois. Thirteen of The Partnership's Title I delegate agencies have Title II funding as well, allowing for seamless referral of participants when needed.

* Wagner‐Peyser Act (29 U.S.C. 49 et seq.) services.

The Business Relations and Economic Development (BRED) unit of The Partnership coordinates business and employer outreach at the American Job Centers with the Illinois Department of Employer Services (IDES). Wagner-Peyser services are located in the comprehensive American Job Centers and this physical co-location facilitates the collaboration and coordination of employer engagement. IDES and their Wagner-Peyser representatives will participate in The Partnership-led Value Stream Mapping process, which will examine the customer service process and referral processes for the comprehensive American Job Centers. The BRED team will work with IDES on all aspects of business engagement including developing a streamlined referral process, identifying customers and businesses that are a good match for employment, and jointly working on hiring events and specialized projects for the benefit of employers. In addition, the Chief of Staff from IDES is a member of the Chicago Cook Workforce Development Board. Development of the MOU for the American Job Centers, currently underway, will require planning and implementation by the WIOA core partners, including IDES.

The Partnership maximizes coordination of job seeker-services and avoids duplication of Wagner-Peyser Act services through a variety of strategies. Collaborative efforts include connecting pre-screened job ready candidates including any registered unemployment insurance claimants and individuals served by WIOA to job openings at engaged businesses. Staff share job postings between Wagner-Peyser and Title I through the Career Connect job exchange and case management platform as well as externally to IllinoisJobLink.com. In addition, Title I staff facilitates Rapid Response activities including attendance at initial meetings and participation at workshops for affected employees. Job-seeker workshops and job clubs are open to participants of both programs and email blasts and phone notifications are targeted to participants of both programs.

* Vocational rehabilitation service activities under WIOA Title IV.

The Partnership has a close historic relationship with Vocational Rehabilitation staff and services. The mandated partners committee of the board will be enhanced to include other Title partners. In addition The Partnership’s Field Operations Manager coordinates integration of services and enhances coordination as new partners are added. At the center level, The Partnership works to ensure assistive technology and other accommodations in partnership with DRS to ensure ADA compliance (see Chapter 6B, below). Under WIOA, The Chicago Cook Workforce Partnership will have a standing committee for providing services to customers with disabilities. This committee will develop policies and procedures related to the memorandum of understanding to enhance the coordination of career center services with those offered by Vocational Rehabilitation.

* Relevant secondary and post‐secondary education programs and activities with education and workforce investment activities.

The Partnership ensures coordination with education providers in the county through a variety of strategies. The Associate Vice President for Adult Education and Work Force Development at the Illinois Community College Board is a member of the board, as well as three community college presidents (Harper College, Moraine Valley Community College and South Suburban Community College). Job Corps, IDES and DRS are all co-located at the comprehensive American Job Centers and Temporary Assistance for Needy Families staff also has space at the comprehensive American Job Centers.

Since late 2014, The Chicago Cook Workforce Partnership and Chicago Public Schools (CPS) senior management have convened monthly to address the high school dropout crisis in Chicago through student recovery and engagement in the workforce.

CPS will provide support to ensure out-of-school youth return to school through the District’s Student Outreach and Re-Engagement Centers (SOAR). The Partnership will integrate workforce development services into existing services provided by CPS through a collaborative effort. The SOAR/WIOA System will support students age 16-24 with a focus on engaging out-of-school youth. Ultimately, The Partnership and Chicago Public Schools are collaborating to create an integrated service model consisting of centers that will focus on assisting youth who graduate from high school and preparing youth for employment and post-secondary education after successful attainment of their high school diplomas. These centers will implement a cohesive program that provides out-of-school youth with support re-enrolling into high school and preparing for the workforce and post-secondary success.

* How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.

The Chicago Cook Workforce Partnership is working with the Illinois Community College Board to align multiple community colleges that provide Title 2 services with each of the comprehensive American Job Centers in Cook County.  These community colleges will provide a combination of referral and customer service options which include onsite staff and technological access for customers. This same plan will be used for Career and Technical Education (CTE) where certain CTE providers will be aligned with each of the comprehensive American Job Centers. CTE services will be provided by referral and technology.

* Other services provided in the one‐stop delivery system including but not limited to the programs outlined in WIOA Sec. 121

The Chicago Cook Workforce Partnership is coordinating services with the Illinois Department of Human Services, Division of Rehabilitation Services (DRS) to have DRS staff at each of the Comprehensive American Job Centers for a minimum of two days a week for onsite customer service and also provide referral and technology services. Similar plans are being coordinated with the other organizations participating in the Memorandum of Understanding.

* Provide a copy of the local supportive service policy and describe how the Local Board will coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area

The local supportive service policy letters (Supportive Services Policy Letter, dated April 1, 2013 and Needs Related Payments, dated December 6, 2013) are attached. The Partnership is in the process of updating these policy letters. The Partnership and its affiliates coordinate services with CSBG, TANF and SNAP to provide comprehensive support services for clients. A portion of WIOA funds can be used for transportation and other support services and information about CSBG-funded programs is provided at orientation sessions. Please see the American Job Center (One Stop) scope of services (Chapter 4A) for more information about referrals at the American Job Centers.

Chicago and Cook County are fortunate to have an extensive transportation system, including public transit, although outside of the City of Chicago and close-in suburbs, service is less comprehensive. The county's transportation system includes the Chicago Transit Authority (CTA), Metra and Pace bus and (ADA) Paratransit Service. The RTA also provides rider services, including online and telephone travel planning assistance and travel training for seniors and people with disabilities. American Job Centers and delegate agencies provide transit cards to clients as needed.

* Describe the local referral process (see MOU Part IX). Identify the entities between who the referrals occur

As described above, American Job Centers provide referrals to adult literacy programs funded through WIOA Title II in order to increase job-seeker employment prospects and to help with entering academic and/or vocational training. They also directly refer job seekers to Wagner Peyser services (Title III) offered under the Illinois Department of Employment Security and provide referrals to vocational rehabilitation services (Title IV) offered by the Department of Rehabilitative Services (IDHS). Delegate agencies provide referrals to, and coordination of, activities with other programs and services including programs and services within the American Job Center delivery system and when appropriate, other workforce development or human services programs. These referrals include child care, child support, medical or child health assistance available through the State, SNAP benefits, assistance through earned income tax credits, and assistance under TANF including supportive services and transportation.

* Explain the method(s) that will be used to refer participants between programs

As described in the scope of work above, clients are assessed for needs and provided with a comprehensive plan for programming and referrals to meet their needs. Career Connect is used to track and follow-up with referrals, as described above. In addition, the Value Stream Mapping project will work to improve the referral process with participation from all Core Partners.

* Define the roles related to referrals

The MOU is currently being negotiated between all partners. In the past, all partners have agreed to use an inter-agency referral process between partners and other qualified service providers, as needed. The system includes accountability between partners.

* Identify the method of tracking referrals

See Career Connect description above in Chapter 4A.

* Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.

The publicly-funded workforce system in Cook County is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. American Job Centers provide career services that motivate, support and empower customers, including individuals with disabilities and other barriers, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals. All customers are given access to high-quality American Job Centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices. Delegate agencies provide in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Career coaches work with clients with barriers to create an IEP that is a plan of action for how they will together overcome any barriers to employment and secure employment leading to self-sufficiency.

The Partnership also funds bridge programs for participants that are basic skills deficient. Additionally, the Partnership will issue a delegate agency RFP designed to fund organizations serving special populations such as returning citizens, the homeless, limited English-speaking populations and residents from high poverty communities.

The Partnership, its delegate agencies and core partners work together to ensure access for people with disabilities. See Chapter 6, Section B for a description of work to ensure individuals with disabilities can access services.

## Provide a description of how the local area will provide Adult and Dislocated Worker Employment and Training Activities including:

* A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

The workforce development system in Cook County includes six types of programs/entities that work together to provide employment and training to the region's residents. These include: American Job Centers, Delegate Agencies, Youth Delegate Agencies, Sector Centers, the Business Intermediary and Classroom Training Programs. Each of these programs is described in Chapter 4A above. Training activities include Individual Training Accounts, Internships/Work Experience, Pre-Apprentice Training, On-the-Job Training, Customized Training, and Classroom Training including bridge programs.

* A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.

The Business Relations and Economic Development team (BRED) coordinates and supports the rapid response activities with the State Rapid Response Unit (RRU) at the local level. The BRED team is charged with assisting local rapid response teams, local government officials, employers and workers by providing resources such as funding, technical assistance, and labor market information. Generally, the State RRU is the first point of contact for employers for major dislocation events, including WARN and TAA petition notification. Then, the State RRU contacts the BRED unit to respond to dislocation events by establishing communication with the Local Board and other rapid response partners including the Illinois Department of Employment Security and the US Department of Labor, initially by telephone or e-mail. From the initial information available, the State RRU works with BRED and other designated partners to determine the immediate needs of workers and employers to establish appropriate “first steps” in responding as a workforce system and then formulates strategies for planning and carrying out rapid response.   BRED then invites a local workforce center and/or labor organization as appropriate. To ensure the effective delivery of rapid response services, BRED also provides rapid response workshops, preferably on site.

 Rapid response assistance unit includes the following activities (coordinated with the State RRU):

* + Consults with the State RRU, state and local economic development organizations, and other entities to avert potential layoffs;
	+ Determines proposed layoff schedule and what employer plans are to assist the dislocated workers, including the status of any collective bargaining negotiations affecting layoff benefits;
	+ Coordinates the delivery of rapid response layoff orientations for affected workers in conjunction with the State RRU;
	+ Arranges for participation by local service providers in these sessions;
	+ Assesses the needs of the impacted workers as quickly as possible through the use of surveys. A survey is an important tool to determine an affected worker’s skills and education and to identify potential assistance needs. Additionally, DOL requires survey results for National Dislocated Worker Grant (NDWG) applications;
	+ Maintains an inventory of available workforce resources for onsite meetings to address the short and long-term assistance needs of the impacted workers;
	+ Consults and coordinates with appropriate labor representatives when planning rapid response activities for those impacted workers covered by a collective bargaining agreement;
	+ Ensures procedures are in place for the timely access and referral to workforce centers, services and information offered by WIOA, UI, TAA, Wagner-Peyser and other programs.

In addition, when a local rapid response team or local partner becomes aware of a WARN-level layoff or closure event, the BRED unit contacts the State RRU coordinator to discuss the event to formulate strategies for carrying out rapid response activities. When BRED or a local partner becomes aware of a layoff or closure event that does not meet the WARN threshold or is not TAA related, it will initiate rapid response per our local operational plan. We will inform the State RRU coordinator of the rapid response event and number of attendees. When rapid response activities are near completion, the local rapid response team notifies and coordinates with the appropriate American Job Center operator(s).

##  Provide a description of how the local area will provide Youth Activities including:

* A description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

The Partnership funds a variety of successful workforce investment program models for youth.

The Manufacturing Careers Internship Program is offered on the west side of Chicago as well as in the south and north suburbs. The program components include a ten week intensive program:

* Recruitment of major manufacturing companies eager to support the program and expose interns to careers, opportunities and skills required to succeed;
* Recruitment of Motivated Youth – work closely with a wide range of youth service providers to identify motivated youth ready to start a career. Provide introductory sessions at local manufacturers to explain program and set expectations;
* Recruitment of Engaged Employers – work with industry associations, chambers, economic development organizations, community colleges, and employers. A user manual has been developed for participating companies;
* Three Week Manufacturing Boot Camp –prepares youth for successful internships and life skills through a combination of intensive job readiness training, on-line training and tours of training facilities;
* Employer Tours – local employers provide interns “first-hand” exposure to working environment and attributes they look for when hiring;
* Internship Job Fair/ Draft Day –Employers and interns meet in a formal interview. Employers and interns rank their top selections and internship assignments are made, and internship – establish worksite agreements with companies to sponsor an intern for an assignment lasting up to 240 hours. These agreements clearly specify internship hours, how the intern will be supervised, and the experiences to be achieved during the internship;
* Regular Evaluation/Monitoring during Internship–three formal onsite visits are conducted to ensure the internship is meaningful to both the employer and the intern and continues to meet the expectation of the program, and
* Recognition Event – participating employers and interns are recognized at a special evening hosted by a manufacturing company that is part of the program.

VERA Youth Futures is a program of the Chicago Cook Workforce Partnership through the VERA Institute of Justice with funding from the U.S. Department of Labor. Youth Futures is a comprehensive program that provides 370 juvenile-justice involved youth with the tools and support they need to achieve employment and education goals. Three of the Chicago Cook Workforce Partnership's delegate agencies (Central States SER, Metropolitan Family Services and Phalanx Family Services) assist the youth in preparing for college and careers. Services include assistance with returning to high school, soft skills training, paid internships, job preparation and placement, mentoring and service-learning, among other supports.

The Chicago Youth Parenting Project is a partnership with the Chicago Department of Family and Support Services to provide parenting skills, mentoring, job readiness and work experience to teen moms. This is federal grant of the Performance Partnership Pilot (p3) that was designed to bring different funding streams together to serve youth. The joint funders are the Department of Education, the Department of Human Services and the Department of Labor. The Chicago project involves providing teenage parents with parenting education and mentoring along with a paid work experience at a Head Start program. The Partnership contributed WIOA Youth funds and DFSS Head Start is contributing Head Start funds.

The Chicago Cook Workforce Partnership is part of a national effort, 100,000K with the goal of creating the largest employer-led private sector coalition committed to creating pathways to employment for 100,000 opportunity youth (OY) by 2018. Thrive Chicago Opportunities Initiative serves as the backbone organization to lead local 100K Opportunities Demonstration Cities Initiative (OCDI). In the OCDI efforts in Chicago, and The Partnership leads the implementation of the100K ODCI employer-facing work. The Partnership's Business Relations and Economic Development (BRED) team leverages its existing employer relationships to focus more specifically on the OY population. BRED staff will lead the OY efforts supported by the 100K ODCI to cultivate employer relationships, identify open positions, and aggregate demand to be met through bi-monthly hiring events and other innovative engagement activities. BRED works closely with Thrive to lead the planning of hiring events as well as the development of placement, retention, and career advancement strategies for OY. Additionally, The Partnership provides access to its ecosystem of nearly 100 workforce training partners and more than 800 occupational training programs which result in industry-accredited credentials. The Partnership’s delegate agency network of more than 50 organizations is also a large source of OY referrals.

The following organizations currently serve out-of-school youth: African American Christian Foundation, Alternative Schools Network, Asian Human Services, Aspira, Aunt Martha’s, Business & Career Services, Bethel Community, Boys and Girls Club of Chicago, Central Sates SER- Little Village, Education Data System, Employment & Employer Services, Elgin Community College (OSY homeless youth), Instituto del Progresso Latino, Greater West Town Development Corp, Howard Area, Jewish Vocational Services (youth with disabilities), Marriott Foundation (youth with disabilities), Metropolitan Family Services, Moraine Valley Community College, Maine Township High School District 20 (youth with disabilities), New Moms Inc., Phalanx, Pyramid, SERCO, SGA- Youth & Family Services, South Suburban Community College, the Cabet Group, U Can, Youth Guidance, and Youth Job Center of Evanston.

The Partnership also works with Bridges from School to Work, a program of the Marriott Foundation for People with Disabilities. The Bridges staff works one-on-one with youth upon exiting high school, helping them to successfully enter the workforce in a job that fits their interests and abilities, while planning for long term vocational growth. Bridges from School to Work provides businesses with customized job placement and workforce development solutions, which helps companies, fill jobs and strengthens communities by creating and supporting employment opportunities for people with disabilities, while meeting the workforce needs of employers. There are several other in-school youth programs that also serve youth with disabilities: Areo Special Education, LaGrange Area Department of Special Education, Jewish Vocational Services and Township High School District 214

* A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.

The Partnership awards the 80% of its youth contracts to organizations serving out-of-school youth. The expenditures are monitored throughout the program year.

## Provide a description of how the local area will provide services to Special Populations as outlined in the unified plan.

* Provide information on how priority will be given to recipients of public assistance, other low‐income individuals, and individuals who are basic skills deficient consistent with WIOA Sec. 134(c) (3) (E).

In the most recent RFP for American Job Center (One Stop) services in Cook County, it states "WIOA and the Illinois Workforce Innovation Board give priority of service to several populations including adult recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and veterans." The RFP is reviewed and approved by the Board. Cook County has a long history of serving special populations through our Adult program. In 2014, 95% of Adults served were low income and 43% were basic skills deficient. The Partnership also funds bridge programs, as described above, for participants that are basic skills deficient. Additionally, the Partnership issued a delegate agency RFP designed to fund organizations serving special populations such as returning citizens, the homeless, limited English-speaking populations and residents from high poverty communities.

The Partnership will release in April 2017 a Priority of Service policy letter directed to all Delegate Agencies, American Job Centers, the Business Intermediary and Sector Centers that will include the following:

WIOA agencies must follow the priority of service order, outlined below, when enrolling eligible WIOA Adults into individualized career services and/or training:

1. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult Formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient.

2. Second, to individuals who are included in the WIOA statutory priority groups such as a recipient of public assistance, other low income individuals or an individual who is basic skills deficient but is not a veteran, nor a spouse of a veteran.

3. Third to veterans and eligible spouses of veterans who are not included in the WIOA 2 statutory priority group.

4. Fourth, to unemployed adults who are in need of WIOA services to obtain employment.

5. Fifth, to employed adult who are working but earning at or below the self-sufficiency level.

The Partnership will monitor status reports on a quarterly basis to ensure that a minimum of 80% of WIOA Adults served are within the statutory priority and/or veteran groups.

* Describe how the local board will determine priority populations and how to best serve them, along with any other state requirements.

The Chicago Cook workforce Development Board comports with all of the legislation and directives from the US Department of Labor and the Illinois Department of Commerce. A new policy letter for eligibility is being drafted which will address priority populations. This policy letter will be finalized once the final WIOA regulations are released by the US Department of Labor which is anticipated to happen in the early summer.

## Provide a description of Training Policies & Activities in the local area including:

* How local areas will meet the requirement that a minimum of 40% of expenditures be for direct training costs;

The Partnership budgets a minimum of 45% of WIOA funds for training. In the past three years, The Partnership has increased the utilization of on-the-job training funds. The Partnership has issued an RFP for career pathways training, including bridge programs, to further ensure the minimum expenditure of training funds.

* How local areas will encourage the use of work‐based learning strategies including the local area goals for specific work‐based learning activities and proposed outcomes related to these activities;

The Chicago Cook Workforce Partnership is expanding its use of on-the-job training, customized training and work-based training. The Partnership works with its extensive network of American Job Centers, Delegate Agencies, Sector Centers, and the Business Intermediary to make available all types of WIOA training funds tailored to the specific needs of our job-seekers and employers.  The Partnership has the Business Relations and Economic Development Unit which is comprised of nine staff, each dedicated to an industry sector, who reaches out to employers and business to offer them the services of the WIOA public workforce system. On-the-job training and customized training are two key tools to help employers improve their businesses and enhance the skills of their workers.

* Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided;

The Individual Training Account Policy Letter (dated April, 2017) is attached. Training services are not usually provided directly by the American Job Center, but, rather, the American Job Center facilitates the ITA application and selection process with the jobseeker. The training is conducted by an approved training provider listed on the Illinois Workforce Development System (IWDS) certified training provider list. American Job Center career advisors are expected to assist job seekers with researching and selecting training programs that align with the job seeker’s IEP. The Partnership has contracted with a third-party entity, referred to as the Training Assessment and Referral Agency (or TARA) to process Individual Training Accounts. The TARA analyzes patterns and trends and provides a system of checks and balances to ensure participants receive equitable services and to minimize conflicts of interest. Customers are required to research different training providers and conduct site visits, as well as check outcomes for the training provider on Illinois WorkNet. The TARA monitors the referral process and contacts clients to ensure customer choice.

Career Pathways Training presents multiple options available for training programs and encourages WIOA participants to explore a variety of training providers insuring customer choice.

* Provide a copy of the local training provider approval policy and procedures and describe how the local board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers.

The Training Provider Eligibility and Certification Policy Letter (dated April 2017) is attached. At the inception of the Chicago Cook Workforce Partnership, the extensive list of eligible training providers from three local workforce areas was examined and assessed to ensure job-seekers would be pursuing training for jobs in high-growth, high-wage industries. The list was reduced to 40 occupations paying family supporting wages for Cook County and maximum tuition levels were assigned to each occupation. The Partnership focused on seven high-growth sectors in conjunction with the City Colleges of Chicago and Chicago Public Schools. The sectors and occupations eligible for training funds were carefully researched and supported by extensive examination of labor market information. The local Eligible Training Provider List is reviewed on a quarterly basis by a committee authorized by the Workforce Innovation Board to be reflective of the current employment needs in the local area. During the review, existing programs whose continued eligibility is subject to renewal are reviewed as well as new programs. This information is then shared with the Workforce Innovation Board. Additionally, the Partnership seeks continuous input from American Job Center, Delegate Agency, Business Intermediary and Sector Center staff. Though The Partnership’s quarterly contractors meeting, information regarding training issues is shared with the network and they in return are able to offer suggestions for improvement, provide information on providers which may need additional technical assistance and facilitate linkages to the Sector Centers.

## Provide information regarding the local strategies that will be financed by the transfer of Title IB workforce funds including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

* To transfer funds between the Adult and Dislocated Worker funding streams.

The transfer of WIOA funds between Adult and Dislocated Worker funding streams is a coordinated process by the Chicago Cook Workforce Innovation Board and recommendations from the Chicago Cook Workforce Partnership. The Partnership continuously evaluates the availability of Adult and Dislocated Worker funds and the demand. They present recommendations to the WIB for the transfer of funds from one funding stream to another, as needed, throughout the WIOA Program Year.

* To use funds for incumbent worker training as outlined in WIOA Section 134(d) (4) (A) (i).

The Partnership evaluates funding at the beginning of the Program Year and may reserve funds for incumbent worker projects, in consultation with the Board. In 2016, $150,000 was used for incumbent worker training or about 1.1% of dislocated worker funds.

* To use funds for transitional jobs as outlined in WIOA Section 134(d) (5).

The WIOA Career Coaches in the Cook County network of agencies have information about the extensive number of community-based organizations that provide transitional jobs programs and refer them to these programs, including those funded by the Chicago Department of Family and Support Services. Transitional jobs programs include Chicago Horticultural Society, Chicago Lighthouse for the Blind and Visually Impaired, Community Assistance Programs, Heartland Human Care Services, Inspiration Corporation, McDermott Center –Haymarket Center, National Able Network, New Moms, Inc., North Lawndale Employment Network, Poder Learning Center, Salvation Army, Streetwise, Inc., the CARA Program and Westside Health Authority, among others. The Partnership will not fund transitional jobs with WIOA funds at this time.

* To use funds for pay for performance contracts as outlined in WIOA Section 133(b) (2-3).

The Partnership will not fund pay for performance contracts at this time.

# PERFORMANCE GOALS AND EVALUATION –

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA sec. 101(d)(6));

## Provide an overview of the service strategies including a registrant reports (to be developed) on the projected service levels and outcomes.

The local board is awaiting direction from the Illinois DEPARTMENT OF COMMERCE.

## Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the One Stop delivery system in the local area. [NOTE: The details regarding this requirement will be developed as the WIOA rules are finalized]

* WIOA Common Measures
* Additional State Measures

|  |  |
| --- | --- |
| **Performance Measure** | **PY 2016/2017****Performance Goal** |
| Adult |  |
| Employment Rate 2nd Quarter after Exit | 66% |
| Employment Rate 4th Quarter after Exit | 66% |
| Median Earnings | $4,000 |
| Credential Attainment | 50% |
| Dislocated Workers |  |
| Employment Rate 2nd Quarter after Exit | 71% |
| Employment Rate 4th Quarter after Exit | 71% |
| Median Earnings | $6,300 |
| Credential Attainment | 45% |
| Youth |  |
| Employment/Placement in Education Rate 2nd Quarter after Exit | 54% |
| Employment/Placement in Education Rate 4th Quarter after Exit | 56% |
| Credential Attainment | 56% |

# TECHNICAL REQUIREMENTS AND ASSURANCES –

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act.

## Fiscal Management

* Identify the entity responsible for the disbursal of grant funds described in WIOA sec. 107(d) (12) (B) (i) (III), as determined by the chief elected official or the Governor under WIOA sec. 107(d) (12) (B)(i).

The Chicago Cook Workforce Partnership is the entity responsible for the disbursal of WIOA funds.

* Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA title I activities.

The Partnership utilizes a request-for-proposals process to competitively procure One Stop operators (American Job Center), delegate agencies, contract training organizations and other services. Please see attached Procurement Policy Letter (dated December 6, 2013). The Partnership is in the process of updating this Policy Letter.

## Physical Accessibility

* Describe how entities within the One Stop delivery system, including One Stop operators and the One Stop partners, will comply with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

Section 188 of the Workforce Innovative and Opportunity Act (WIOA) of 2014, Title 29 CFR Part 38, Nondiscrimination and Equal Opportunity Regulations is fulfilled through policies and procedures established by the United States Department of Labor (US DOL) and Illinois Department of Commerce (Commerce).

The Chicago Cook Workforce Partnership's, Local Workforce Investment Area, (LWIA-7) designated Equal Opportunity (EO) Officer provides oversight for implementing, maintaining and monitoring WIOA Section 188 Non-discrimination and Equal Opportunity Regulations. The Chicago Cook Workforce Partnership's Program Coordinators and Program Compliance Monitors work with the EO Officer to help ensure that LWIA-7 and the recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) comply with WIOA Section 188 regulations. Also, each recipient designates an Equal Opportunity (EO) Officer to work directly with LWIA-7’s EO Officer to help ensure that their agency is complying with the WIOA EO policies and procedures.

Systematic communication, collaboration, and cooperation between the Chicago Cook Workforce Partnership and our recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) helps to establish a secure foundation that enable LWIA-7 to fulfill our obligations under WIOA Section 188 Regulations.

While complying and maintaining the WIOA Section 188 regulations, the Chicago Cook Workforce Partnership, Local Workforce Investment Area -7 (WIA-7) composed and implemented the EO policies and procedures to address the composition of LWIA-7's workforce system.

Through our established procedures and processes, our recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) receive the required equal opportunity material, information, resources, training and support (e. g. Complaint policy letter, grievance procedures for discrimination complaint and program complaint, complaint forms, incident reporting procedures and forms, request for reasonable accommodation procedures and form, Notice of Rights form, assistive technology resources, language services, local EO poster, State EO poster, Federal EEO poster and general guidance).

To verify that the recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) are complying with the WIOA EO requirements, the Chicago Cook Workforce Partnership’s EO Officer conducts EO monitoring for compliance with Desk and Facility review. Occasionally, the Chicago Cook Workforce Partnership EO compliance review would coincide with Illinois Department of Commerce Office of Equal Opportunity Monitoring and Compliance, EO compliance review. In addition, during the course of a program year the program monitors conduct observation reviews regarding facility EO posting (e.g. Equal Opportunity is the Law Poster) and report on the availability of the Notice of Rights (required EO paperwork) in the participant case-file.

WIOA Section 188 Regulations includes compliance with Section 504 of the rehabilitation Act of 1973 and American with Disabilities Act Amendment Act of 2008 (formerly ADA of 1990). The Chicago Cook Workforce Partnership executes various activities to ensure that our recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) comply with the EO regulations. Each recipient is provided with a copy of the American Job Center Accessibility Compliance Checklist (Facility Accessibility Survey) and Contractor/Service Provider (Self-Evaluation Tool) instruments to be completed and submitted for review.

The instruments are provided the Illinois Department of Commerce Office of Equal Opportunity Monitoring and Compliance. The instruments address and answer the questions on whether the agencies facilities are physically and programmatically accessible for individuals with disabilities. It is used to determine if the agencies WIOA programs and services are accessible and whether there are policies and procedures in place that address areas such as accessible parking, doors and doorways, signage, request for reasonable accommodation and auxiliary aids, wheelchair accessibility, TTY services, EO Posters, sign language interpreter services, staff acknowledgement of EO/Non-discriminatory policies and procedures.

The instruments are used to address the availability of assistive technology and other resources for individuals with disabilities such as large screen monitors, trackball mouse, scanning/reading software, enlarged keyboards, web page reading software, adjustable keyboard trays, alternative formatted materials (Large print, Braille, Audio-tape). The Chicago Cook Workforce Partnership conducts inventory review to assess and review the availability of the required assistive technology and alternative sources. Illinois Department of Commerce issued the Site Review Questionnaire (Local Office Staff Assessment) form that is used to capture workforce staff familiarity and knowledge of the services that are available for individual with disabilities, how staff assists individuals with disabilities, and understanding of the Illinois Department of Commerce EO program policies and procedures and non-discrimination policy. Illinois Department of Commerce also issued the Client Interview form, which is voluntary and is used to capture client’s information regarding their place of residency, gender, ethnic origin, race and disability. The Partnership also assesses the facility to ensure it is accessible regarding race, color, ethnicity, sex or gender, disability and religion.

The Illinois Department of Commerce’s Office of Equal Opportunity Monitoring and Compliance, Equal Opportunity Compliance Officer and Investigator, along with LWIA-7 EO Officer, use these instruments and forms to conduct the EO monitoring for compliance Desk and Facility Review.

The Chicago Cook Workforce Partnership LWIA-7 conducts training on WIOA Section 188 -Regulations (Provisions) which includes: EO policy and procedures, required EO postings, EO Officer role and responsibility, EO monitoring for compliance requirements, agency obligations regarding program accessibility and facilities accessibility, complaint processing procedures (program and discrimination), compliance with Section 504 of the Rehabilitation Act of 1973 and American Disability Act Amendment Act (ADAAA) of 2008 (formerly ADA of 1990) requirements. Training is conducted in-person and/or by webinar.

The Chicago Cook Workforce Partnership’s grant recipients (American Job Center operators, American Job Center partners, Illinois Workforce Centers, Sector Centers, and delegate agencies) are given EO material, equipment, software and other resources to assist in addressing the needs of individuals with disabilities that are seeking WIOA services and assistance at their facility. An individual with disabilities has access to TTY and/or TextNet (Internet TTY services), sign language interpreter services, and assistive technology (scanning/reading software, screen web page reading software, enlarged keyboards, and trackball mouse). EO policies and procedures are in place to help LWIA-7 recipients to be knowledgeable and efficient with their delivery of services as they assist and address the needs of individuals with disabilities.

**Please note that the above information is subject to modifications and/or changes. The Department of Labor (DOL) released for comment Notice of Proposed Rulemaking (NRPM) for WIOA Section 188 Nondiscrimination and Equal Opportunity Regulations. The final rule has not been released.**

* Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one‐stop system with respect to efforts that will enhance the provision of services to individuals with disabilities.  [This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.]

The Local Workforce Innovation Area #7 WIOA MOU is under development.

## Plan Develop & Public Comment

* Describe the process used by the Local Board, consistent with WIOA 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations.

The Partnership will post the plan at www.workforceboard.org (the website of the Chicago Cook Workforce Partnership) where there will be instructions on how to comment over the 30-day public comment period. The Partnership will also post a notice in the *Chicago Tribune* newspaper.

* *Provide a summary of the public comments received and how this information was addressed (by the) CEO, partners and local board in the final plan.*

All public questions and comments will be answered and the information will be posted on the Chicago Cook Workforce Partnership web site.

* *Provide information regarding the local plan modification procedures.*

The WIOA Local Plan will be sent to all Chicago Cook Workforce Development Board members for comment. Comments received via the website will be shared with the Workforce Board Executive Committee and board members via email. The replies to comments and questions will be posted on the web site.