

Chapter 4: Operating Systems and Policies

All partners in the local workforce innovation area are committed to the local vision, "To offer a fully integrated and accessible employer-driven local workforce system in LWA 14 – Western Illinois that maximizes the resources of our education, workforce and economic development partners to develop the abilities and talents of our students, job seekers and workers which will enable them to work and our businesses to compete".

One-Stop Delivery System

The workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. The local one-stop delivery system in Local Workforce Area 14 serves to make this publicly-funded workforce system meet the needs of all the customers. All One-Stop Partners, as outlined in the MOU, will address Career Services as specified below:

- A. Basic Career Services –
 - a. Basic information on eligibility,
 - b. Outreach,
 - c. Partner orientation workshops,
 - d. Initial assessment,
 - e. Labor exchange services,
 - f. Referrals,
 - g. Labor market information,
 - h. Information on eligible training providers,
 - i. One-Stop performance,
 - j. Supportive services,
 - k. Financial aid assistance, and
 - l. UI claims
- B. Individualized Career Services-
 - a. Comprehensive assessment,
 - b. Individual Employment Plan,
 - c. Counseling,
 - d. Career planning,
 - e. Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct for unsubsidized jobs.
 - f. Internships and Work Experience
 - g. Workforce preparation activities – essential skills
 - h. Financial literacy services
 - i. Out-of-area job search assistance and relocation assistance
 - j. English language acquisition and integrated education and training programs.

The above information is addressed in the MOU Local Service Matrix for Comprehensive One-Stop Centers and the Local Service Matrix for Comprehensive One-Stop Centers Service Delivery Method Templates, which identifies which partner(s) will deliver each of the services, as well as how the services will be delivered in the One Stop Comprehensive Center (located at 107 N. Third Street, Quincy, IL

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62306). Working to organize and integrate services by function rather than program will create a high quality one stop system that will truly be seamless.

Many of the partners have a long history of collaboration and cooperation in providing services to both individual and business customers. Acknowledging that a functionally-aligned system depends upon all partners having an in-depth working knowledge of the programs and services that make up the business and career services system, partners intend to have appropriate staff cross-trained in the more essential elements of other partner programs.

A comprehensive center is located in Quincy, and affiliate centers are located in Galesburg, Mt. Sterling, Carthage, Macomb, Pittsfield, Rushville and Monmouth.

Current services include:

Quincy Workforce Service Center (107 N. Third, Quincy, IL 62301): WIOA Title I and TAA services, Wagner-Peyser services and TANF services are provided full time on-site; Adult Education and Vocational Rehabilitation services are provided by referral. Senior Community Services and Perkins services are provided part time on-site.

Galesburg Affiliate Center (311 East Main St., Suite 612, Galesburg, IL 61401): WIOA Title I and TAA services are provided full time on-site. Wagner-Peyser services are provided via technology. Adult Education, Vocational Rehabilitation, Senior Community Services, Perkins and TANF services are provided by referral.

Brown County WIOA Office (206 S. West Cross St., Mt. Sterling, IL 62353), Pittsfield Affiliate Center (120 S. Madison St., Pittsfield, IL 62363), and Schuyler County WIOA Office (233 N. Congress St., Rushville, IL 62681): WIOA Title I and TAA services and TANF services are provided part time on-site. Wagner Peyser services are provided via technology. Adult Education, Vocational Rehabilitation, Senior Community Services and Perkins services are provided by referral.

Hancock County WIOA Office (550 N. Madison St., Carthage, IL 62321): WIOA Title I and TAA services are provided part time on-site; Wagner Peyser services are provided via technology; Adult Education, Vocational Rehabilitation, Senior Community Services, Perkins services, and TANF services are provided by referral.

Macomb Affiliate Center (440 N. Lafayette, Suite 110, Macomb, IL 61455) and Monmouth Affiliate Center (1025 S. 2nd St., Monmouth, IL 61462): WIOA Title I and TAA services are provided part time on-site. Wagner Peyser services are provided via technology. Adult Education, Vocational Rehabilitation, Senior Community Services, Perkins and TANF services are provided by referral.

Comprehensive One-Stop Center

The Quincy Workforce Service Center houses the IDES program and WIOA adult, dislocated worker, youth and TAA programs. IDES offers the following: employment services, unemployment benefits to eligible workers and On-line Job Matching Service: IllinoisJobLink.com for both job seekers and employers. Workforce Innovation & Opportunity Act (WIOA) adult, dislocated worker, youth, and TAA programs offer a wide range of training activities to WIOA eligible individuals. WIOA funding can provide vocational classroom training, basic and remedial education, job counseling and assessment, job

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search assistance, resume preparation, on-the-job training, child care and transportation. Services are available each work day from 8:30 a.m. to 5:00 p.m.

The Resource Room: Job seekers have access to computers, the Internet, fax machines and career resources. Services are available to assist veterans secure employment and help them access job training and veterans' benefits. WOTC - Work Opportunity Tax Credit, is a hiring incentive program for employers. The program offers tax credits to employers who hire job seekers from disadvantaged or targeted groups. Fidelity Bonding: A no-cost insurance coverage that enables employers to hire job applicants considered "at risk" due to their past life experience. Labor Market Information: Complete information about the state's labor markets, including extensive career planning materials, such as occupational wages, industry and occupational employment trends and education requirements for jobs. Staff are available during office hours, Monday-Friday 8:30 a.m. to 5:00 p.m. to assist customers.

Other Partners associated with the Quincy Workforce Service Center:

John Wood Community College staff are housed at the Center one half day a week. Staff also work with referrals either in person or via phone/email to provide access to training opportunities.

Title V has two agencies at the Quincy Workforce Service Center: Experience Works staff will be present at the Center periodically as appointments occur and schedule allows. West Central Illinois Area Agency on Aging (WCIAAA) has staff at the Center Monday-Friday 8:30 a.m.-12:30 p.m.

IDHS-Family and Community Services has a staff person in Adams County FCRC that has been trained in the use of Illinois workNet. Customers are referred to the Job Club meetings at the Quincy Workforce Service Center and are assisted with registering for Illinois workNet and Illinois JobLink. The Local Office Administrator offers input on services that will benefit customers. They also share flyers and brochures with the Center. Information includes hours of operation, applications for assistance and how to apply for these programs of assistance. There is communication between Partners via phone and email. Two Rivers Regional Council has contracts with IDHS to provide SNAP and TANF Employment & Training Programs to local SNAP and TANF Participants in Adams County. The local DHS offices establish eligibility and refer individuals to Two Rivers to develop a work plan, assess work readiness skills, help with job search, and provide supportive services (usually a bus pass, gas card for their vehicle, and/or uniforms for work). If the referred individual cannot find employment the Two Rivers Employment Specialist must find community service work for the individual that is receiving assistance. These services are provided full time in Adams County. Monthly staffings are held with TANF Job Placement program and SNAP Job Placement program provider from the Quincy Workforce Service Center.

The Department of Human Services-Division of Rehabilitation Services (DHS-DRS) provides specialized services to persons with disabilities seeking employment as requested through a referral from the Partners. DHS-DRS serves as a resource for employers, partners and persons with disabilities regarding disability related issues.

John Wood Community College Adult Education - John Wood Community College GED program works closely with the career and technical programs and is focusing on a manufacturing bridge to integrate GED preparation and career training in Certified Production Technician which is an industry recognized certificate for entry level manufacturing jobs. This allows the GED student to enter training prior to

finishing the GED. The adult education program accepts referrals for their GED, ESL, Literacy and Bridge programs.

One-Stop Operator

The One-Stop Operator for the Quincy One-Stop Center is the Consortium of Core Partners: John Wood Community College, IDES, DHS-DRS and TRRC/WIOA.

The One-Stop Operator role is currently defined as designated management team for the center. Their roles and responsibilities are to:

- a. Establish and implement One-Stop goals;
- b. Develop and define services for employers;
- c. Develop and deliver services for labor force customers;
- d. Coordinate partner participation in the One-Stop;
- e. Coordinate resource room staffing;
- f. Manage customer flow;
- g. Coordinate program activities;
- h. Propose new initiatives;
- i. Distribute customer satisfaction surveys for analysis: implement recommendations for improvement;
- j. Convene One-Stop Partners for quarterly meetings;
- k. Act as a communication link among the WIB, CEO, One-Stop staff and One-Stop Partners;
- l. Develop and execute corrective action plans for the One-Stop; and
- m. Utilize Illinois workNet as a key management tool.

The Workforce Innovation Board of Western Illinois (WIB) will be developing a workforce plan in PY'16 (July 1, 2016-June 30, 2017) for each of the nine counties. This plan will include the delivery of career services by each partner, the development of career pathways processes, and coordination with local agencies to enhance services and avoid duplication.

The WIB's Planning Committee, comprised of business members and core partners, will continue to develop strategies, policies and alignment of resources throughout PY'16.

Local Coordination with Partner Agencies

Title I-Adult, Dislocated Worker and Youth

Western Illinois Works, Inc. is a not-for-profit corporation, incorporated in 2005, which is the grant recipient for and administers the Title IB Adult, Dislocated Worker, and Youth Programs of the Workforce Innovation and Opportunity Act within Local Workforce Area 14 (LWA).

The geographical area served by LWA 14 encompasses Adams, Brown, Hancock, Henderson, Knox, McDonough, Pike, Schuyler and Warren counties in Western Illinois. LWA 14 offers a wide range of WIOA services including, but not limited to, job search assistance, comprehensive assessments and development of Individual Employment Plans, occupational skills training, on-the-job training, and follow up services.

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Outreach and recruitment for WIOA services to public assistance recipients will be coordinated with the Department of Human Services Family Community Resource Center. Services developed under WIOA for this population will continue implementation of the multi-agency strategy of service to public assistance recipients.

LWA 14 will work in a team partnership with the Department of Human Services Division of Rehabilitation Services in placement and case management for WIOA services for individuals with disabilities.

Illinois Department of Employment Security (IDES) provides assistance to special population groups through programs such as the Re-entry Employment Service Program (RESP), which assists ex-offenders, and Hire the Future (targeted at youth aged 16-24). Wagner-Peyser staff, in conjunction with Unemployment Insurance (UI), Reemployment Services Program (RES) and partners conducts workshops which target the needs of customers that may have a difficult time finding employment.

Veterans outreach, recruitment and participation in WIOA services will be coordinated with the IDES Veterans Representatives located at the one-stop center. Veterans will receive Priority of Service and will be afforded access to services in accordance with the Jobs for Veterans Act, enacted into Public Law 107-288 on November 7, 2002 and DCEO PY'10 WIA Policy Letter No. 10-PL-59.

Older Workers outreach, recruitment, and participation in WIOA services will be coordinated with local area Agencies on Aging and Experience Works, Inc. Emphasis will be placed on training programs that provide or upgrade the technical skills needed for employment in the current labor market.

Outreach and recruitment for WIOA Youth services will be coordinated with local middle and senior high schools, career and technical education systems, Regional Offices of Education, Community Colleges and other local training providers. Services will also be coordinated with other youth serving agencies, entities and individuals throughout the region.

Title II-Adult, Education and Literacy

Adult Education career services will be provided by the following partners:

Regional Alternative Education Services through the Regional Office of Education #33 which provides adult basic education and job skills training for adult learners. Additional services include GED classes, financial literacy, ESL and job placement with the local WIB. Methods of service delivery for each service will be provided by the partner.

In addition to career services provided at the Quincy Workforce Service Center, John Wood Community College Adult Education will provide instruction at the Adult Basic Education and Adult Secondary Education levels and instruction designed to assist non-native English speakers increase speaking, reading, writing, and math skills. Academic instruction designed to prepare students to obtain high school equivalency and college readiness services will also include career exploration, technology skills, development of a career pathway and integration of Adult Education with occupational education through bridge classes and integrated training opportunities. Online instruction will be available to students meeting academic criteria. Instruction and support services will be provided at locations throughout the John Wood Community College (JWCC) district and will include classroom instruction at the JWCC education centers in Pittsfield and Mt Sterling, the main campus in Quincy, and the Kinscherff

Center in Quincy. Staff will work with partners to coordinate onsite schedules and services offered to maximize service delivery for adult learners.

Title III-Wagner-Peyser Act

The Illinois Department of Employment Security (IDES) is responsible for administering the Wagner-Peyser program, Title III. The intent of the Wagner-Peyser program is to sustain economic growth by meeting the needs of job seekers, increase awareness of resource providers and expand employment opportunities. IDES provides the following services:

- IllinoisJobLink.com (IJL) job-seeker assistance
- Unemployment Insurance (UI) benefits on-line application assistance
- Facilitate employment workshops on a variety of topics including: IJL, resume writing, interviewing, completing employment applications
- Organize recruiting (hiring) events with employers on-site (and off-site)
- Provide military veterans employment assistance using an intake process (Initial Assessment) that will result in a referral to a Veterans' Rep if a barrier to employment is identified
- Client follow-up to obtain hiring-outcome information
- Targeted groups assistance: Veterans, ex-offenders, youth (Hire The Future)
- Participating in partner employment service-related events/activities including Department of Corrections Re-Entry Summits and Summits of Hope
- Promoting partner re-training programs and events, as appropriate, using IDES outreach notices
- Attend Rapid Response and WARN meetings in the community/service-delivery area
- Employer outreach explaining benefits of hiring military veterans including the Work Opportunity Tax Credit (WOTC)

The Employment Security Business Services Division delivers professional employer engagement, with a focus on servicing our veteran community. This team is comprised of Business Service Managers, Business Service Coordinators, Veteran Program Representatives and special program advocates. Each serve collectively to deliver services and programs to the business and job seeker community. Employer engagement throughout the region is accomplished through personal business relationships with chambers of commerce, industry associations, economic groups and community-based organizations. Employer workshops are held, highlighting topics such as the Work Opportunity Tax Credits (WOTC)/State Tax Credits, Federal Fidelity Bonding Program and Apprenticeship programs.

The Illinois Department of Employment Security will work with all partners in coordinating business services in the region.

Title IV-Vocational Rehabilitation Services

The Illinois DHS-Division of Rehabilitation Services (DRS) is the State's lead agency serving individuals with disabilities. DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation. In this process we work with all Regional employers, all levels of education and all educational institutions within the Region, and independent living opportunities.

Transition services are available for all secondary students with disabilities. Services facilitate and support the movement of high school students into adult life activities, primarily and ultimately employment. DRS will link students with community services provided by other agencies. Transition is a

dynamic process involving a partnership with individuals, school services, post school services and local communities that results in maximum levels of employment, integration and community participation. As part of its continuum of coordinated transition services for youth with disabilities, DRS offers a wide range of services to students at local high schools through the Secondary Transition Experience Program (STEP). STEP is a training/placement program to help students with disabilities prepare for employment and community participation during and after high school. Students learn to become productive, self-sufficient adults through a variety of STEP experiences. These experiences include assisting students in development of desirable work habits and realistic career goals. Students participate in pre-vocational classroom learning. Some students begin with on campus work experiences. Most students participate in paid work experiences. Some of the students receive specialized job coach assistance. Throughout the year, some students participate in mock interviews with DRS staff and employers. Students are offered one-to-one interviews and receive individualized feedback on how they presented and responded to the interview situation. Students are also offered the opportunity to participate in guidance and career counseling and self-advocacy.

During the month of October, DRS works with individual employers to bring Disability Mentoring Day experiences to persons with disabilities. Participants can be secondary school students or adults. Participants are offered the opportunity to tour job sites, meet with employers, and get hands on experiences in the world of work.

DRS offers on-the-job evaluation (OJE) and on-the-job training (OJT) in cooperation with employers throughout the Region. OJE is utilized to evaluate whether a customer can perform the work duties within a specific job title in which they have an interest. The length of the evaluation is dependent on the type of position and the abilities and strengths/weaknesses of the individual. OJT is utilized to train individuals who possess the ability to perform the work duties associated with a job they have chosen. Individuals are offered the opportunity to become acclimated to the job and to become proficient at their tasks. Timeframes vary depending on the individual job. DRS and employers work cooperatively to monitor training and evaluate performance.

Throughout the Region, DRS works with all academic institutions to offer training opportunities in certificate programs, two year technical programs, and all levels of academic degrees. Technologies and a variety of supports are available to students with disabilities to attend and successfully complete programs.

Many persons with disabilities benefit from job placement assistance. DRS staff work with individuals to explore careers, especially those with promising growth opportunities in the Region. Pre-placement work with individuals includes resume development and interview skills. DRS engages with specialized community providers to purchase placement, job coaching and supported employment opportunities for some individuals. For all individuals, all necessary supports are available to guide the individual along a successful path to choose, get and keep employment of their choice.

This fall, DRS and Carl Sandburg College begin implementation of the Employment Skills Suite with individuals with disabilities. Course topics are individualized. Successful participants will earn a Certificate of Completion, a document sought after by area employers.

Because many individuals with disabilities face significant challenges in academics and employment, DRS is available to provide physical restoration services. These specialized supports would include any necessary physical, sensory, or mental health supports to allow an individual to reach success.

All partners will promote employment opportunities for individuals with disabilities and will encourage employers to hire qualified individuals for job openings.

Secondary and Post-Secondary Education

The Carl Sandburg College Perkins program provides individuals with the academic and technical skills needed to succeed in a knowledge and skills-based economy. Perkins supports career and technical education that prepares its students both for secondary education and the careers of their choice. Career and technical education are organized as educational activities that offer a sequence of courses that provides individuals with the necessary academic and technical knowledge and skills to prepare for further education and for careers in current or emerging employment sectors. Career and technical education includes competency-based applied learning that contributes to students' academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills. Programs at Sandburg in career and technical fields include: dental hygiene, automotive, cosmetology, welding, administrative office professionals, information computing technology, nursing and related health fields, radiologic technology, mortuary science and railroad off-highway.

Carl Sandburg College's non-credit Community Education and Career Training programs are designed for individuals in all stages of life and career including embedded workers. Sandburg offers both online and classroom instruction. Programs include business and industry training, professional development and personal enrichment courses.

Carl Sandburg is a recipient of a federal TAACCCT grant focusing on the development of living wage jobs in the region. The grant is part of a consortium with four other Illinois colleges. The consortium's project, "Building Illinois' Bioeconomy," focuses on the college partnering with regional employers to support employment needs in areas that support biofuels including ethanol and biodiesel. The college's specific area of focus is in the industrial maintenance aspect of the industry.

Carl Sandburg has further training available on soft skill development. The Employability Skills Academy is a sixteen hour academy committed to enhancing student success and provide learning experiences that may effectively improve the success rate in gaining and retaining employment. Upon successful completion of the Academy, graduates receive a certificate of completion, one vocational skills credit and the knowledge and skills to help them succeed in their employment endeavors.

John Wood Community College (JWCC) Perkins staff will provide career guidance and Perkins specific services at the One Stop as well as JWCC campus locations; Pittsfield, Mt. Sterling, Baylis Agriculture Center and Quincy Main Campus. Career services include, résumé assistance, interviewing skills, career exploration, career guidance, O*Net and BLS employment statistics and employment soft skills. Perkins staff will work with One Stop partners to coordinate onsite schedules and services offered to maximize service delivery.

WIB Support in Carrying out Core Programs and Support Strategies

All customers are given access to high-quality One Stop and affiliate sites 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. Workforce partner staff will work with customers, including those with disabilities, to overcome any barriers to employment and self-sufficiency. Programs, such as bridge programs, for participants who are basic skills deficient will ensure access to career pathways. Through such programs, students and job seekers will be exposed to local career pathways programming options, assistance with creating a plan to transition to advance to post-secondary education or training and encouragement to not only focus on the immediate job, but plan for how they could advance along a career pathway.

Local Supportive Service Policy

If public transportation is not available/practical, mileage reimbursement will be \$.54 per mile for WIOA, Trade, and 1 EC participants.

Childcare rates are \$18.00 per day for one child, \$22.00 per day for two children, and \$25.00 per day for three or more children: or the cost of co-payment whichever is less. WIOA will not be the first source for funding.

Referral Process

All mandatory partner staff may make and receive referrals. A standard referral form has been developed and is available to be utilized by the partners. The form is initiated by referring partner staff and returned by referral recipient partner staff for tracking purposes. LWA 14 staff periodically check with the partners on value of the referral process and to track utilization of the process.

Adult/Dislocated Worker Employment and Training Activities

Registration is required for most, but not all, services provided under WIOA Title 1B. The registration process is important as preliminary eligibility is determined and the potential applicant may or may not need to be referred to another agency or organization that can meet their needs. Persons who are required to register must meet certain eligibility requirements, depending on the fund source used and the type of service to be provided.

Adult Employment and Training Activities

The following adult employment and training activities will be made available in the local area. These activities are provided in order to meet the needs of job seeker customers and the goals of the local workforce system. It should be noted that all of the services listed below might not be available in those counties without a comprehensive one-stop center. A minimum of 40% of combined program expenditures will be for direct training.

A menu of career and local services available for adults includes, but is not limited to:

- Outreach and orientation to the One-Stop Center/System
- Initial assessment of skill levels, aptitudes, abilities and support services
- Labor Market Information

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- Consumer reports information and delivery system performance information
- Information on other One-Stop partner services and supportive services
- Information on filing UI claims
- Resource Room usage – “How to” group sessions (e.g. writing a resume)
- Internet browsing – job, information, and training searches
- Internet accounts - WorkNet Registration
- Talent referrals (informational, e.g. talent scouts, ES staff referrals of resumes without further screening)
- Eligibility determination
- Follow-up services, including counseling for registrants after entering employment
- Individual job development
- WorkNet Registration
- Screened referrals (testing and background checks done before referral or when operating as the employers agent)
- Comprehensive and specialized assessment, including diagnostic testing and interviewing
- Development of individual employment plan
- Group counseling
- Individual counseling and career planning
- Case management
- Short term pre-vocational services

A menu of training services available for adults includes, but is not limited to:

- Occupational skills training
- On-the-Job Training
- Paid work experiences, including internships
- Skill upgrading and retraining
- Job readiness training
- Adult education and literacy activities in combination with training
- Customized training
- Transitional Employment

Dislocated Worker Employment and Training Activities

The following dislocated worker employment and training activities will be made available in the local area. These activities are provided in order to meet the needs of job seeker customers and the goals of the local workforce investment system. It should be noted that all of the services listed below might not be available in those counties without a comprehensive one-stop center. A minimum of 40% of combined program expenditures will be for direct training.

A menu of career and local services available for dislocated workers includes, but is not limited to:

- Outreach and orientation to the One-Stop Center/System
- Initial assessment of skill levels, aptitudes, abilities and support services
- Labor Market Information
- Consumer reports information and delivery system performance information
- Information on other One-Stop partner services and supportive services
- Information on filing UI claims
- Assistance in establishing eligibility for other non-WIA training and education

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- WorkNet Registration
- Resource Room usage – “How to” group sessions (e.g. writing a resume)
- Job referrals (informational, e.g. job scouts, ES referrals in non-exclusive hiring arrangements, short-term or seasonal placements)
- Internet browsing – job, information, and training searches
- Talent referrals (informational, e.g. talent scouts, ES staff referrals of resumes without further screening)
- Eligibility determination
- Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment
- Individual job development
- WorkNet Registration
- Screened referrals (testing and background checks done before referral or when operating as the employers agent)
- Comprehensive and specialized assessment, including diagnostic testing and interviewing
- Development of individual employment plan
- Individual counseling and career planning
- Case management
- Short term pre-vocational services

A menu of training services available for dislocated workers includes, but is not limited to:

- Occupational skills training
- On-the-Job Training
- Paid work experiences, including internships
- Skill upgrading and retraining
- Job readiness training
- Adult education and literacy activities in combination with training
- Customized training

Rapid Response is a federal service strategy which coordinates services with an employer and employee representative(s) to maximize efforts and avert planned layoffs and/or minimize disruption for individuals and communities in dislocation events.

Rapid Response Services are available to employers in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation. LWA 14 staff coordinates Rapid Response activities and outreach within the local area with several state and local entities, including representatives of the affected company, the Illinois Department of Employment Security (IDES), the Illinois DCEO, and in some cases, union representatives and local economic development representatives. LWA 14 coordinates Rapid Response meetings or workshops to provide on-site information to workers about filing a claim for Unemployment Insurance, registering on Illinois JobLink, labor market information, job search and placement assistance, interest inventories, classroom training, on-the-job training and retraining services designed to help participants retain employment when feasible, or obtain re-employment as soon as possible.

Youth Activities

Elements listed below are included in the approved youth plan.

- Key design components of youth program
 - An objective assessment of each youth registrant:
 - The objective assessment will be linked to the fourteen required youth elements and local area needs.
 - Development of an individual employment plan for each youth registrant:
 - Individual employment plans will be developed to address all areas, identified in the assessment, which require WIOA funding or linkage to one of the system partners.
 - Preparation for postsecondary educational opportunities, linkages between academic and occupational learning, preparation for employment, and effective connections to intermediary organizations that provide strong links to the job market and employers:
 - LWA 14 already has strong ties to economic development agencies and business associations such as local Chambers of Commerce. Program designs requiring linkage between education and the employer will continue to be a priority under WIOA. Employer needs analyses will be used to establish criteria for evaluation of programs to be funded.

The WIB has formed a Youth Committee which will assist in providing guidance in developing the fourteen (14) elements. These elements will be provided in coordination with community agencies that have been identified through three LWA-wide youth forums. The Youth Committee will develop a matrix that identifies gaps and linkages in the provision of these elements:

- Tutoring study skills training, and instruction leading to secondary school completion, including dropout prevention strategies
- Alternative secondary school offerings
- Paid work experiences, including internships and job shadowing
- Occupational skills training
- Leadership development opportunities (community service, peer-centered activities)
- Supportive services
- Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation
- Follow-up services for at least twelve (12) months after program completion
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling
- Integrated education and training for a specific occupation or cluster
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market information about in-demand industry sectors and occupations
- Postsecondary preparation and transition activities

Successful providers of youth activities will be identified through the following criteria: demonstration of a successful track record; experience in working with youth populations (particularly with the dropout segment); experience with employment and training programs that incorporate comprehensive and

intensive program design elements; and demonstration of creative approaches to youth programs with comprehension of performance measurement. Other factors that will be considered include cost and a provider's association with continuous improvement initiatives.

Mechanisms for coordinating the youth program include:

- Foster care programs:
Services will be coordinated with the Department of Children and Family Services and subcontractors such as Catholic Social Services.
- Education:
Services will be coordinated with local middle and senior high schools, career and technical education systems, Regional Offices of Education, Community Colleges and other local training providers. The WIB has approved funding dual credit programs for disadvantaged youth. This initiative will be targeted to students who are in their junior or senior year. Students who meet the eligibility guidelines may qualify for funds to pay for their tuition, books, and fees when enrolled in dual credit class or classes. Programs will include any academic program approved by the school district and offered by the community college. Programs currently funded by school districts or any other sources of funds will not be covered by WIOA.
- Public assistance programs:
Services will be coordinated with Department of Human Services Local Offices
- Other youth programs:
Services will be coordinated with other youth serving agencies, entities, and individuals throughout the LWIA. A partial listing of these include the Career Technical Systems, Carl Sandburg College, Chaddock, Counseling Center of Pike County, Delabar Vocational System, IDES, DHS-DRS, Housing Authorities, Jamieson Community Center, Job Corps, John Wood Community College, Ninth Judicial Circuit Court Service Department, Recovery Resources, Park Districts, Spoon River College, Transitional Living Program, Transitions of Western Illinois, and University of Illinois Extension Services. Other entities will be invited to participate in and coordinate with the delivery of youth services in the LWA.

Transition services are available for all secondary students with disabilities through the Illinois DHS- Division of Rehabilitation Services (DRS). Services facilitate and support the movement of high school students into adult life activities, primarily and ultimately employment. DRS will link students with community services provided by other agencies. Transition is a dynamic process involving a partnership with individuals, school services, post school services and local communities that results in maximum levels of employment, integration and community participation. As part of its continuum of coordinated transition services for youth with disabilities, DRS offers a wide range of services to students at local high schools through the Secondary Transitional Experience Program (STEP). STEP is a training/placement program that helps students with disabilities prepare to transition to employment and community participation during and after high school.

To assist in meeting the 75% requirement of out-of-school youth, the Youth Committee will assist in identifying youth serving agencies and developing outreach and recruitment plans. Partnerships with alternative schools and promotional materials (flyers, brochures, etc.) and social media will also be used for recruitment purposes.

Services to Priority Populations

Eligible customers identified as belonging to the priority populations designated below will be provided career and training services. The extent of those services will be identified in the individual employment plan. Planned service levels to the populations listed will be construed as goals rather than required minimum service levels. However, these populations are considered as members of a group or groups who face certain inequities in and access to the workforce and their participation in WIOA will be emphasized. A committee of the WIB will review services to the following groups and appropriate modifications to the plan will be affected as particular needs are identified.

- **Dislocated workers:**
Dislocated workers will be provided career and training services. Supportive services will be provided, but only to enable participation.
- **Displaced homemakers:**
Displaced homemakers, who have been dependent on the income of another family member but is no longer supported by that income, is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment, may receive assistance with funds allocated for the dislocated worker program. Displaced homemakers will be provided career and training services. Supportive services will be provided, but only to enable participation.
- **Low-income individuals:**
Low-income individuals will require a complete menu of services. Supportive services will be provided to address transportation and access to technology issues associated with this group. Low-income individuals requiring additional assistance to enter or complete an educational program or secure or hold employment (this includes someone who is or from a single-parent home, has limited work experience, lacks transportation or difficulty obtaining childcare / elder-care, or is a member of a family in crisis or experiencing other personal difficulties). These individuals will require a complete menu of services. Supportive services will be provided to address transportation and access to technology issues associated with this group.
- **Public assistance recipients:**
Services to this group are currently coordinated with the Department of Human Services Division of Human Capital Development. Services developed under WIOA for this population will continue implementation of the multi-agency strategy of service to public assistance recipients.
- **Minorities:**
In larger communities where these groups experience higher than average unemployment rates special effort will be taken to increase the level of service in proportion to need.
- **Individuals training for nontraditional employment:**
Both female and male customers will be counseled to consider areas of nontraditional employment if appropriate. Career information will be available to help individuals make informed career choices.
- **Veterans:**
Veterans will be given Priority of Service and provided with a complete menu of services. Their participation will be coordinated with the IDES Veterans Representatives located at the one-stop center. Veterans will be afforded access to services in accordance with the

Jobs for Veterans Act, enacted into Public Law 107-288 on November 7, 2002 and DCEO PY'10 WIA Policy Letter No. 10-PL-59.

- Individuals with multiple barriers to employment:
Customers with multiple barriers to employment will be given the highest priority for participation in the program. It is anticipated that this population will require comprehensive services, long-term participation, and high levels of supportive services.
- Older workers (55 years and older):
Older workers will be provided with the complete menu of services. Their participation will be coordinated with local Area Agencies on Aging and Experience Works, Inc. Emphasis will be placed on training programs that provide or upgrade the technical skills needed for employment in the current labor market.
- Basic Skills Deficient individuals:
These individuals will require a complete menu of services. Supportive services will be provided to address transportation and access to technology issues associated with this group.

The Executive Committee, on behalf of the WIB, will take recommendations from the staff in determining priority populations and how best to serve them, along with any other state requirements.

Description of Training Policies and Activities

In accordance with the provisions outlined in WIA Policy Letter No. 07-PL-40 Change 1, dated July 26, 2011, the Chief Elected Officials and WIB have approved a plan that complies with the 40% minimum expenditure of Adult and Dislocated Worker formula-allocated funds on allowable direct training costs. An expenditures tracking mechanism will be utilized with monthly reports generated on a monthly basis to assure compliance in meeting this requirement.

Work-based learning activities will help individuals with minimal work history to establish some degree of work history and better enable them to secure unsubsidized employment that will meet their needs. Work experience will be provided to individuals to help develop work habits and build a resume. LWA 14 will use a public sector database to help identify Work Experience opportunities and develop outreach and recruitment plans.

Internships within the private sector will provide work-based learning for those in training. LWIA 14 will use a business engagement task force to help identify Internship opportunities and develop outreach and recruitment plans.

Local ITA policy

LWA 14 has set \$15,000 maximum plus mileage for the Individual Training Account (ITA) effective July 1, 2016. WIOA will be the last source of funding for classroom training programs.

Training Provider Approval Policy

LWA 14 will be following the Illinois Department of Commerce and Economic Opportunity WIOA Policy 15-WIOA-5.3 and WIA Policy Letter No. 09-PL-57, Change 1, pertaining to Training Provider and Training Program eligibility and certification.

WIB Assurances Training Providers are Meeting the Needs of Employers

The Executive Committee of the WIB reviews the growth occupations data from various LMI sources, including the data provided by DCEO and collects real time data from area employers to determine the programs included on the training provider list.

Strategies to Transfer Funds

There are no proposed transfer of funds between adult and dislocated worker funding streams at this time. No more than 15% of adult and dislocated worker funds will be used for Incumbent Worker training. No more than 5% of the adult funds will be set aside for Transitional Employment. No Pay for Performance contracts are planned at this time.

CHAPTER 5: Performance Goals and Evaluation

Projected Local Service Levels

Projected local service levels are not available at this time.

Local Levels of Performance Negotiated with the Governor and Chief Elected Official

The WIOA Common Measures and additional State Measures will be developed after the publication of the WIOA rules and regulations.

CHAPTER 6: Technical Requirements and Assurances

Fiscal Management

Western Illinois Works, Inc. is the entity for the disbursement of grants *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).*

Procurement Policies and Procedures

See Attachment A

Physical Accessibility

Section 188 of the Workforce Innovative and Opportunity Act (WIOA) of 2014, Title 29 CFR Part 38, Nondiscrimination and Equal Opportunity (EO) Regulations is fulfilled through policies and procedures established by the United States Department of Labor and Illinois Department of Commerce and Economic Opportunity. The LWA 14 designated EO Officer is responsible for local monitoring and assurance of compliance with WIOA Section 188 Non-discrimination and Equal Opportunity Regulations. Equal Opportunity policies and procedures are in place to help LWA 14 staff to be knowledgeable and efficient with their delivery of services as they assist and address the needs of

individuals with disabilities. Regular communication, collaboration, and cooperation between the Workforce Partners helps to form a secure basis that enables LWA 14 to fulfill our obligations under WIOA Section 188 Regulations. Workforce Partners will work with customers, including those with disabilities, to overcome any barriers to employment and self-sufficiency. Cross training of front-line staff is part of the one-stop plan for PY 2017 so that Workforce Partners will have awareness of each other's basic services and can provide accurate information and guidance to all customers.

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.

Not Applicable

Plan Development and Public Comment

The draft plan was posted on the WIB's Facebook page. In addition, public hearings were also scheduled. The public hearing schedule is listed below:

Quincy	May 11, 2016	7:30 A.M.; 11:30 A.M.; 5:00 P.M.
Galesburg	May 18, 2016	7:30 A.M.; 11:30 A.M.; 5:00 P.M.
Macomb	May 24, 2016	7:30 A.M.; 11:30 A.M.; 5:00 P.M.

Public Comments

No public comments were received.

Local Plan Modification Procedures

Modifications to the Plan will comply with state guidance. All changes to the content of the Regional and Local Plan will be posted for 30 days for public comment.