North Central Economic Development Region 3
Local Workforce Innovation Area 15

Workforce Innovation and Opportunity Act

Regional/Local Plan

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Executive Summary

The Workforce Innovation and Opportunity Act (WIOA) requires that Local Workforce Development Areas complete a Regional Planning Process. In Illinois the Governor has designated the following counties; DeWitt, Fulton, Livingston, Marshall, Mason, McLean, Peoria, Stark, Tazewell and Woodford counties as the North Central Economic Development Region 3 (NCEDR). In consultation with the State of Illinois and Local Workforce Innovation Boards for areas 11 and 19 for WIOA Regional planning purposes, the counties of DeWitt and Livingston will be included in Economic Development Regions 1 and 4 respectively.

Vision Statement: The NCEDR is adopting the State of Illinois' vision which is to:

> "Promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state's economy."

In practical terms, the Workforce Innovation Board of Area 15 and the regional workforce system partners will work together to enhance the productivity and competitiveness of our communities by linking employers and individuals to the employment and training services that they need.

Background: The Workforce Innovation and Opportunity Act envisions a workforce system that better aligns workforce, education and economic development partners. Regional collaboration involving these partners is taking place across the country. The regional workforce efforts of Peoria, East Peoria, Pekin, Bloomington and Normal as well as the rural counties and towns in Stark, Marshall, Woodford, Mason and Fulton stand to benefit greatly from a unified workforce team that can act quickly to address workforce needs. Within our region we plan to build on proven practices such as sector strategies, career pathways, regional economic approaches and work based learning models. Our goal is to provide opportunities in education, training and support services to individuals, especially those with barriers to employment. The delivery of these services will be guided by program models that best meet the needs of employers for a skilled workforce. Working together as system partners we plan to meet the workforce needs of both of these key constituents of the system.

Plan Development: The North Central Economic Development Regional Plan has been developed in accordance with WIOA and State of Illinois Regional Planning guidelines. The NCEDR will undertake the processes and strategies outlined in this plan over the next four years.

The Regional Planning Process will include:

- The establishment of regional service strategies, including use of cooperative service delivery agreements;
- The development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region;

- The collection and analysis of regional labor market data (in conjunction with the state) which must include the local planning requirements at § 679.560(a)(1)(i) and (ii);
- The coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate;
- The coordination of transportation and other supportive services as appropriate;
- The coordination of services with regional economic development services and providers; and
- The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA Sec. 116(c) for local areas or the planning region.

The Local Planning Strategies included:

- Direct investments in economic, education and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills to compete in the job market and that employers have a ready supply of skilled workers;
- Applying job-driven strategies in the one-stop system;
- Enable economic, education and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training and education programs; and
- Incorporate the local plan into the regional plan per 20 CFR 679.540.

Regional System Partners: In accordance with the Governor's vision for the State Workforce System, the NCEDR's regional planning team included representatives from the following core and required partners:

- Bloomington-Normal Economic Development Council
- Career Link – United Workforce Development Board
- City of Pekin Economic Development Council
- Department of Aging – Senior Community Service Employment Program
- Department of Employment Security
- Department of Human Services – Division of Family and Community Service
- Department of Human Services – Division of Rehabilitation
- Greater Peoria Economic Development Council
- Heartland Community College
- Illinois Central College
- Illinois Migrant Council
- Peoria Citizens Committee for Economic Opportunity, Inc.
- Peoria Educational Region for Employment and Career Training
- Spoon River College
- Spoon River Partnership for Economic Development

Chapter 1 – Economic and Workforce Analysis

Labor Market Analytics

As part of the planning process for the NCEDR, labor market information was collected and analyzed. Regional team members analyzed the following;

- Economic conditions including existing and emerging in-demand industry sectors and occupations;
- Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations; and
- An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

The planning process began in December of 2015. Representatives from the four core partners – Adult Education and Literacy, Wagner-Peyser, Office of Rehabilitation and Title 1B – attended the Regional Planning Summit at Illinois State University on December 10, 2015. In addition to the core partners, other regional attendees included, Illinois Learning Exchange, Illinois Migrant Council, PCCEO, P.E.R.F.E.C.T, Greater Peoria EDC, and the Bloomington-Normal- McLean County EDC.

During the Summit, this group analyzed the North Central Regional Data provided by the State and decided by a consensus vote to target three industry sectors – Transportation, Distribution and Logistics (TDL), Healthcare and Manufacturing. These three sectors have also been identified by two of the major EDC plans within the region. In addition, at a partner meeting on January 26, 2016, the partners, including the four core partners, approved by consensus adding Information Technology (IT) as a sub-category to each of the industry sectors listed above. In developing further labor market information, the group decided to target as secondary industries Finance and Business Management. The region intends to develop a greater understanding of the educational needs required for employment in these two sectors.

Four of the eight counties in the region experienced increases in poverty rates between 2010 and 2014. During this same reference period median household income increased for all of the counties in the region, although the percent increase varied substantially across counties. Tazewell County had the highest percentage gain in median household income and Woodford County had the greatest reduction in its poverty rate. Tables 1 and 2 below list the changes in poverty rates and median income for the eight counties that make up the NCEDR.

Table 1. Poverty Rates

County	2014	2010	% Change
Fulton	16.5%	14.5%	2.0%
McLean	14.3%	11.7%	2.6%
Marshall	10.7%	11.4%	-0.7%
Mason	14.8%	15.0%	-0.2%
Peoria	16.7%	14.3%	2.4%
Stark	11.9%	10.6%	1.3%
Tazewell	9.1%	9.9%	-0.8%
Woodford	6.3%	7.5%	-1.2%

Table 2. Median Household Income

County	2014	2010	Increase	% Increase
Fulton	$44,435	$40,749	$3,686	9.0%
McLean	$60,460	$59,719	$741	1.2%
Marshall	$53,732	$48,647	$5,085	10.5%
Mason	$46,878	$42,529	$4,349	10.2%
Peoria	$52,448	$50,166	$2,282	4.5%
Stark	$50,219	$49,280	$939	1.9%
Tazewell	$60,490	$50,737	$9,753	19.2%
Woodford	$70,127	$65,931	$4,196	6.4%

The region has experienced changes in overall population, labor force and age of population all of which impact the labor supply. The tables below illustrate changes in the labor supply for the region.

Changes in Labor supply include:
The overall population of the region has increased by 3,513 individuals between 2010 and 2014. The bulk of the growth was in McLean County which added 4,489 individuals to their population. The counties of Peoria, Tazewell and Woodford also added to their populations. The counties of Fulton, Marshall, Mason and Stark all lost population between 2010 and 2014. Overall the region did achieve a slight growth in population. Table 3 below contains the specific changes in population for the region.

Table 3.
Annual Estimates of the Population for Counties of Illinois:
April 1, 2010 to July 1, 2014
Source; U.S. Census Bureau (March 2015)

County	July 2014	April 2010	% Change
Fulton	36,007	37,069	-2.9%
McLean	174,061	169,572	2.6%
Marshall	12,014	12,640	-5.0%
Mason	13,898	14,666	-5.2%
Peoria	187,319	186,494	0.4%
Stark	5,813	5,994	-3.0%
Tazewell	135,707	135,394	0.2%
Woodford	39,187	38,664	1.4%
Region	**604,006**	**600,493**	**0.6%**

Although the region has experienced a slight increase in population the region's labor force experienced a decrease between 2010 and 2014 of 17,668 individuals, or minus 5.5 percent. Total employment in the region has declined by a lesser amount (8,625, minus 3 percent), allowing the overall unemployment rate to fall from 9.2 percent to 6.8 percent. Table 4 below shows the changes in the labor force, employment and the unemployment rate for the five-year period of 2010 to 2014.

Table 4.
Labor Force, Employment and Unemployment Trends for LWA 15
Labor Force Compared Over 5 Years
Not seasonally adjusted Labor Force, Employment and
Unemployment data in LWA 15 between 2010 and 2014

Time Period	Labor Force	Employed	Unemployed	Unemployment Rate	Preliminary
2014	300,987	280,566	20,421	6.8%	No
2013	306,671	280,646	26,025	8.5%	No
2012	315,344	291,517	23,827	7.6%	No
2011	317,662	291,694	25,968	8.2%	No
2010	318,655	289,191	29,464	9.2%	No

Source: Illinois Department of Employment Security, Local Area Unemployment Statistics

The reduction in the total labor force is due in part to the long-term demographic shift to an older population in the region. The population in the 20 to 54 age group decreased from 48.2% in 1990 to 46.6% in 2014. During that same time period the population over age 54 increased from 22.6% to 27.2%. Table 5 illustrates the change in population by age from 1990 to 2014.

Table 5.
Changes in Age Demographics 1990 to 2014

Age	1990	2000	2010	2014	1990	2000	2010	2014
Under 5	40,910	40,112	41,427	40,631	6.8%	6.4%	6.3%	6.2%
5-19	132,677	133,956	133,071	130,494	22.1%	21.3%	20.2%	19.8%
20-34	141,225	131,443	134,595	136,856	23.5%	20.9%	20.5%	20.7%
35-54	148,503	180,438	175,186	170,866	24.7%	28.6%	26.6%	25.9%
55-64	52,679	54,916	79,492	82,920	8.8%	8.7%	12.1%	12.6%
Over 64	83,252	87,231	92,233	96,324	13.8%	13.8%	14.0%	14.6%
	601,236	630,096	658,014	660,105				

In addition to the decline in the working age population, overall labor force participation rates in the region have declined substantially in the past few years, from 66.2% in 2010 to 61.8% in 2014.

Occupational demand for the targeted occupations in the region is projected to experience the following change:

- Occupations in the Finance sector are expected to have a 62.2 % employment change adding 12,022 jobs between 2012 and 2022.
- Occupations in the Business Management sector are expected to have a 42.7% employment change adding 14,406 jobs between 2012 and 2022.
- Occupations in the Information Technology sector are expected to have a 36.3% employment change adding 847 jobs between 2012 and 2022.
- Occupations in the Transportation, Distribution & Logistics sector are expected to have a 23.0 % employment change adding 4,829 jobs between 2012 and 2022.
- Occupations in the Healthcare sector are expected to have a 12.3% employment change adding 5,162 jobs between 2012 and 2022.

The policy and service implications of the current and projected labor market information indicate that the current skills gap between the needs of business management, finance, information technology, manufacturing, healthcare and transportation employers and the skills of the available workforce will continue to increase. Workforce development partners have identified a number of initiatives designed to close the skills gap. These include:

1. Identify the most critical career needs in the region and the appropriate learning pathways and talent pipelines for those jobs.
2. Create policies and processes that support the use of multiple approaches for each targeted sector.
3. Continue to support the development of learning exchanges for manufacturing, healthcare, and transportation/distribution/logistics, as well as information technology, finance and business management.

4. Develop marketing campaigns that promote targeted manufacturing, healthcare, transportation/distribution/logistics, information technology, finance and business management careers to job seekers.

Information on special populations in the region is in Table 6. The table also contains the estimate of need for these targeted populations. The policy implications for service to these targeted individuals will require the region to identify and promote existing services. The region will also create additional initiatives that enable individuals from these populations to pursue the higher education required for jobs in our targeted industries.

Table 6
North Central Region: Target Population Characteristics

Total civilian noninstitutionalized population: 2014 Estimate	658,193
Persons Below Poverty Level	88,455
Public Aid Recipients	135,723
Adult Public Aid Recipients	74, 412
TANF Recipients: 2014 Monthly Average	5,731
SNAP Recipients: 2014 Monthly Average	89,872
Total Population with a Disability (Estimate)	63,346
Youth with Disabilities (<18 yrs.) (Estimate)	5,411
Adults with Disabilities (18 + yrs.) (Estimate)	57,935
Adult Parolee Population: June 30, 2014	1,302
Language other than English spoken at home, age 5+	33,385
Average Monthly Unemployed	22,076
Older Individuals (Age 65+)	99,959

The following sectors/industries/occupations had favorable location quotients for Region 3.

Table 7

NORTH CENTRAL REGION (by Location Quotient) EMPLOYMENT BY INDUSTRY/OCCUPATIONAL CLUSTER					
Cluster	**2012 Employment**	**2022 Employment**	**Net Employment Change**	**Percent Employment Change**	**Concentration (Location Quotient)**
Manufacturing	**33,676**	**33,781**	**105**	**0.3%**	**3.48**
Agriculture	6,871	6,861	10	-0.1%	2.34
Finance	19,331	31,353	12,022	62.2%	2.06
Business Management	33,773	48,179	14,406	42.7%	1.46
Transportation, Distribution & Logistics	**20,956**	**25,785**	**4,829**	**23.0%**	**1.07**
Healthcare	**41,832**	**46,994**	**5,162**	**12.3%**	**0.98**
Education and Training	28,045	29,989	1,944	6.9%	0.98
Information Technology	**2,334**	**3,181**	**847**	**36.3%**	**0.57**

The following sectors/industries/occupations have favorable demand projections based on growth.

Table 8

NORTH CENTRAL REGION (demand based on growth) EMPLOYMENT BY INDUSTRY/OCCUPATIONAL CLUSTER					
Cluster	**2012 Employment**	**2022 Employment**	**Net Employment Change**	**Percent Employment Change**	**Concentration (Location Quotient)**
Finance	19,331	31,353	12,022	62.2%	2.06
Business Management	33,773	48,179	14,406	42.7%	1.46
Information Technology	**2,334**	**3,181**	**847**	**36.3%**	**0.57**
Transportation Distribution & Logistics	**20,956**	**25,785**	**4,829**	**23.0%**	**1.07**
Healthcare	**41,832**	**46,994**	**5,162**	**12.3%**	**0.98**
Law and Public Safety	34,437	38,534	4,097	11.9%	0.84
Construction	13,114	14,661	1,547	11.8%	0.78
Hospitality and Tourism	73,877	81,544	7,667	10.4%	0.73
Research and Development	2,555	2,817	262	10.3%	0.78
Marketing and Sales	91,039	98,050	7,011	7.7%	0.86
Education and Training	28,045	29,989	1,944	6.9%	0.98
Manufacturing	**33,676**	**33,781**	**105**	**0.3%**	**3.48**
Agriculture	6,871	6,861	10	-0.1%	2.34

The following occupations have favorable demand projections based on replacement.

Table 9

		Average Annual Job Openings Due to		
SOC Code	**SOC Title**	**Growth**	**Replacement**	**Total**
11-1021	General and Operations Managers	92	81	173
11-2022	Sales Managers	37	23	60
11-3031	Financial Managers	63	27	90
13-1031	Claims Adjusters/Examiners/Investigators	127	35	162
13-2011	Accountants & Auditors	73	64	137
13-2053	Insurance Underwriters	46	20	66
15-1131	Computer Programmers	17	21	38
29-1141	Registered Nurses	63	136	199
29-2041	Emergency Medical Techs and Paramedics	20	26	46
29-2061	Licensed Practical & Vocational Nurses	21	33	54
31-1011	Home Health Aides	56	29	85
31-1014	Nursing Assistant	33	70	103
31-9092	Medical Assistant	27	20	47
43-5052	Postal Service Mail Carriers	0	22	22
43-5071	Shipping, Receiving & Traffic Clerks	13	39	52
43-5081	Stock Clerks & Order Fillers	1	103	104
51-1011	1st Line Supervisors/Managers Production	4	20	24
51-2092	Team Assembler	33	71	104
51-4041	Machinist	23	49	72
51-4121	Welders, Cutters, Solderers & Brazers	4	26	30
51-9061	Inspector/Testers/Sorters/Samplers	7	22	29
53-1000	Supervisors, Trans/Material Moving Workers	12	20	32
53-3032	Truck Drivers, Heavy & Tractor-Trailer	78	59	137
53-3033	Truck Drivers, Light or Delivery Services	25	31	56
53-7051	Industrial Truck & Tractor Operators	4	28	32
53-7061	Cleaners of Vehicles & Equipment	7	25	32
53-7062	Laborers/Freight/Stock & Material Movers	112	176	288
53-7064	Packers & Packagers, Hand	23	46	69

The following sectors/industries/occupations are considered mature but still important to the economy.

Table 10

Maturing Industries in the North Central Region

Sector	Maturing Industry
Manufacturing	• Printing and Related Support Activities • Print Metal Manufacturing
Agriculture	• No specific data available

The following sectors/industries/occupations are considered emerging in the regional economy.

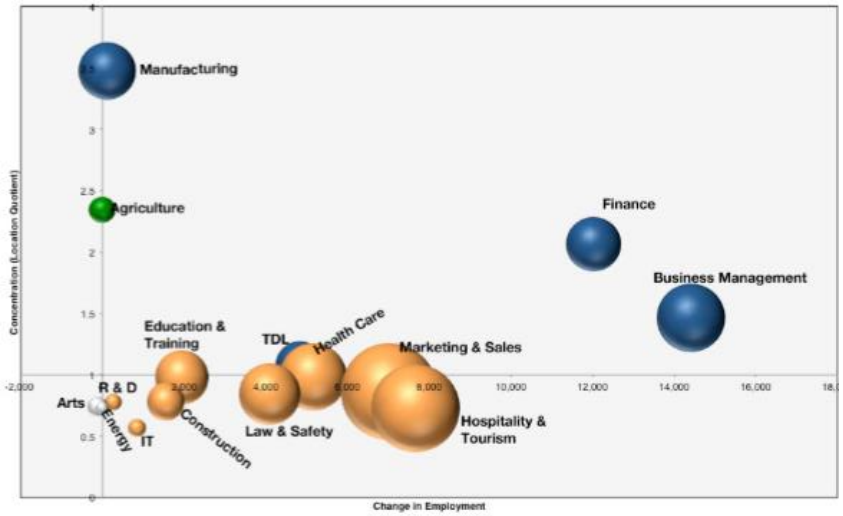
Table 11

Emerging Industries in the North Central Region

Sector	Emerging Industry
Business Management	• Administrative and Support Services • Waste Management and Remediation Services
Finance	• Securities, Commodity Contracts and Other Financial Investments • Accounting, Tax Prep and Payroll Services
TDL	• Merchant and Wholesalers, Durable Goods • Merchant Wholesalers, Nondurable Goods • Air Transportation • Transit and Ground Passenger Transportation • Couriers and Messengers
Healthcare	• Ambulatory Health Care Services • Social Assistance
Manufacturing	• Food Manufacturing • Textile Mills • Wood Product Manufacturing • Nonmetallic Mineral Product Manufacturing • Electrical Equipment, Appliance, and Component Manufacturing • Transportation Equipment Manufacturing • Furniture and Related Product Manufacturing • Miscellaneous Manufacturing
Information Technology	• No Specific Information Available

Table 12

MAJOR INDUSTRY CLUSTERS IN THE NORTH CENTRAL REGION



Based on labor market information (LMI) that was gathered from Table 12 NCEDR has determined that Manufacturing, Transportation/Distribution/Logistics (TDL) and Healthcare are the three primary industries that will be targeted in the region. The basis for this decision stems from the relative size and steady positive change in employment projected in the latter two industries (TDL is expected to increase 23% by 2022, and healthcare is expected to grow 12.3%) and because the manufacturing industry has a significantly above average location quotient in this region and is a widespread source of employment. We hope to strengthen and grow these industries into the future.

We also recognize as a region that the Finance, Business Management and Information Technology sectors are strong contributors to our economy. These three sectors have strong demand projections between 2012 and 2022. The growth projections for these three industries are the largest in the region – finance at 62.2%, business management at 42.7 % and information technology at 36.3%. In addition, finance and business management have the second and third highest location quotients in the region. Major employers such as State Farm Insurance, Country Financial and Caterpillar offer significant employment opportunities in occupations associated with these sectors. These employers offer employment opportunities for individuals throughout the region. Because of their high growth projections and significant location quotients we are identifying these as secondary targets of opportunity for the region.

Table 13

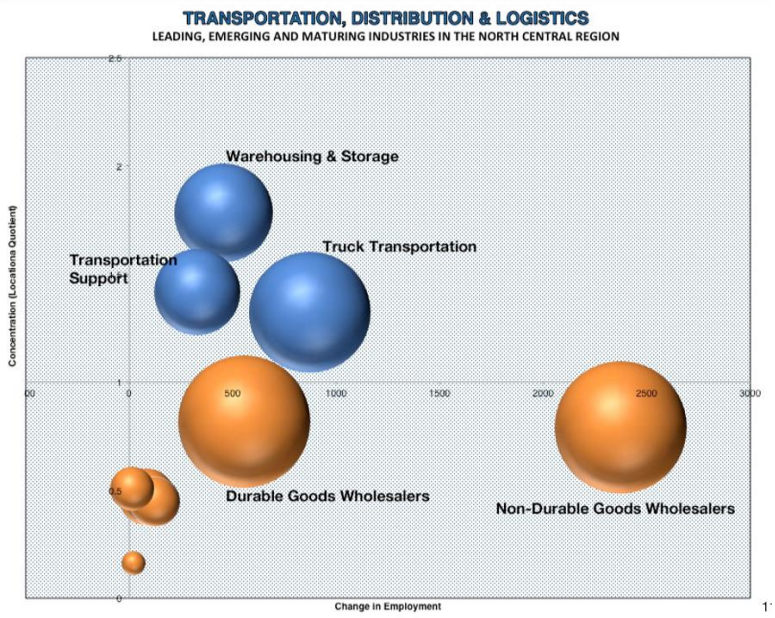

TRANSPORTATION, DISTRIBUTION & LOGISTICS
LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION
Warehousing & Storage
Truck Transportation
Transportation Support
Durable Goods Wholesalers
Non-Durable Goods Wholesalers
Concentration (Location Quotient)
Change in Employment
2.5
2
1
0
-500
0
500
1000
1500
2000
2500
3000

Table 14

TRANSPORTATION, DISTRIBUTION & LOGISTICS

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

NAICS	DESCRIPTION	2012 Employment	2022 Employment	Employment Change 2012-22	Growth Rate	LQ	Industry Class
423	Merchant Wholesalers, Durable Goods	5,470	6,025	555	10.1%	0.82	Emerging
424	Merchant Wholesalers, Nondurable Goods	3,666	6,041	2,375	64.8%	0.79	Emerging
425	Wholesale Electronic Markets and Agents and Brokers	975	1,061	86	8.8%	0.47	Emerging
481	Air Transportation	176	196	20	11.4%	0.16	Emerging
483	Water Transportation	-	-	-	0.0%	-	
484	Truck Transportation	4,216	5,088	872	20.7%	1.32	Leading
485	Transit and Ground Passenger Transportation	722	845	123	17.0%	0.45	Emerging
486	Pipeline Transportation	-	-	-	0.0%	-	
487	Scenic and Sightseeing Transportation	-	-	-	0.0%	-	
488	Support Activities for Transportation	2,199	2,526	327	14.9%	1.42	Leading
492	Couriers and Messengers	633	648	15	2.4%	0.51	Emerging
493	Warehousing and Storage	2,899	3,355	456	15.7%	1.78	Leading

Tables 13 and 14 provide LMI on the Transportation, Distribution and Logistics industry in the region. TDL is a growth industry for the region because of the rail, highway and waterway product transportation systems that connect here. Employment opportunities in this industry remain in high demand. Occupations most in demand for transportation include CDL drivers and First Line Supervisors. Those in demand for logistics include Distribution Workers, Managers and Logistics Managers. There are over 250 manufacturers, warehousing, shipping and logistics companies located within the region. Employment by industry LMI data points to a 23% employment change through 2022. The location quotient shows warehousing/storage, truck transportation and support as leading and emerging industries in the North Central region compared to the national average.

Table 15

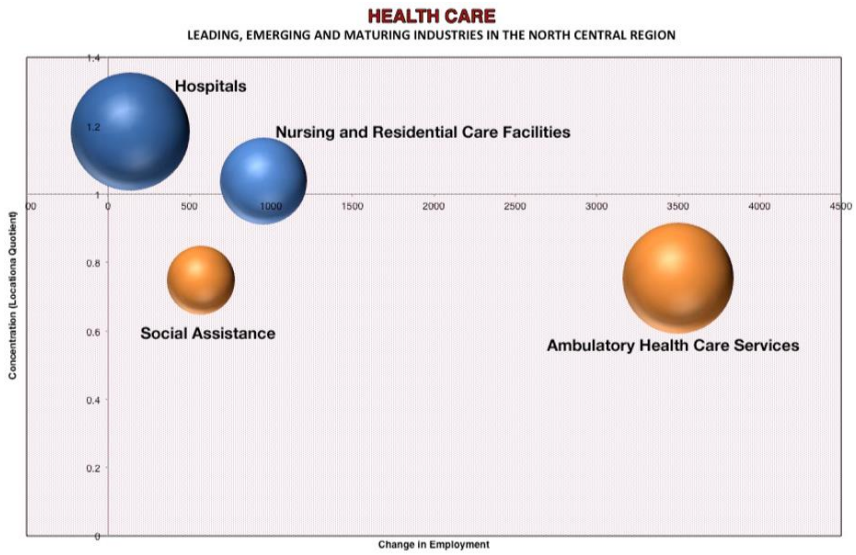


Table 16

HEALTH CARE

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

NAICS	DESCRIPTION	2012 Employment	2022 Employment	Employment Change 2012-22	% Change 2012-22	2014 LQ	Class
621	Ambulatory Health Care Services	11,491	14,993	3,502	30.5%	0.75	Emerging
622	Hospitals	16,955	17,091	136	0.8%	1.18	Leading
623	Nursing and Residential Care Facilities	8,380	9,334	954	11.4%	1.04	Leading
624	Social Assistance	5,006	5,576	570	11.4%	0.75	Emerging

The Labor Market Information in tables 15 and 16 contain regional information for the healthcare sector. The healthcare industry continues to be a leading industry as it is in most areas across the United States. Beginning with Register Nurses, the Healthcare field offers many

rapidly growing and well-paying jobs in the region. It also includes several low paying occupations such as nurse's aides, medical coders, pharmacy techs and medical assistants. Demand occupations that are considered self-sufficient wage earners include Registered Nurse, Licensed Practical Nurses, Respiratory Therapists, Physical Therapists, Physical Therapists Assistants, Clinical Lab Technicians and Radiographers.

Employment by industry LMI data points to a 12.3% employment change through 2022. The location quotient shows Hospitals, Nursing and Residential Care Facilities as leading and Ambulatory Health Care Services and Social Assistance as emerging industries in the North Central region.

Table 17

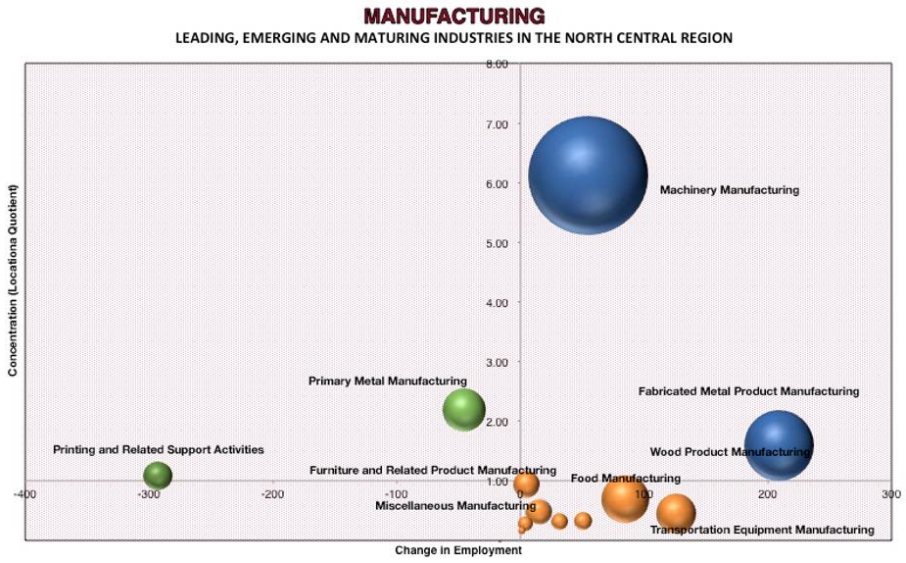


Table 18

MANUFACTURING

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

NAICS	DESCRIPTION	2012 Employment	2022 Employment	Employment Change 2012-22	% Change 2012-22	2014 LQ	Class
311	**Food Manufacturing**	2,394	2,479	85	3.6%	0.69	Emerging
312	Beverage and Tobacco Product Manufacturing	255	233	(22)	-8.6%	0.56	
313	**Textile Mills**	47	48	1	2.1%	0.17	Emerging
314	Textile Product Mills	86	86	-	0.0%	0.31	
315	Apparel Manufacturing	-	-	-	0.0%	-	
316	Leather and Allied Product Manufacturing	-	-	-	0.0%	-	
321	**Wood Product Manufacturing**	254	286	32	12.6%	0.31	Emerging
322	Paper Manufacturing	246	223	(23)	-9.3%	0.27	
323	**Printing and Related Support Activities**	1,185	892	(293)	-24.7%	1.08	Maturing
324	Petroleum and Coal Products Manufacturing	10	10	-	0.0%	0.04	
325	Chemical Manufacturing	1,254	1,217	(37)	-3.0%	0.67	
326	Plastics and Rubber Products Manufacturing	682	675	(7)	-1.0%	0.45	
327	**Nonmetallic Mineral Product Manufacturing**	279	330	51	18.3%	0.32	Emerging
331	**Primary Metal Manufacturing**	2,083	2,038	(45)	-2.2%	2.19	Maturing
332	**Fabricated Metal Product Manufacturing**	5,315	5,524	209	3.9%	1.59	Leading
333	**Machinery Manufacturing**	15,958	16,013	55	0.3%	6.12	Leading
334	Computer and Electronic Product Manufacturing	339	288	(51)	-15.0%	0.13	
335	**Electrical Equipment, Appliance, and Component Manufacturing**	246	250	4	1.6%	0.28	Emerging
336	**Transportation Equipment Manufacturing**	1,594	1,720	126	7.9%	0.45	Emerging
337	**Furniture and Related Product Manufacturing**	780	785	5	0.6%	0.94	Emerging
339	**Miscellaneous Manufacturing**	669	684	15	2.2%	0.49	Emerging

Tables 17 and 18 provide LMI on the manufacturing industry. They do not reflect that manufacturing in the region over the past year has taken some hard hits. Due to the downturn in the mining industry, Caterpillar has laid off both white and blue collar employees. Mitsubishi in Bloomington-Normal has decided to close, impacting approximately 1200 jobs in the community.

Over the years manufacturing has taken the hits and come back providing strong wage earning jobs throughout the region. Presently, Bloomington-Normal is looking for a replacement for the Mitsubishi plant and is optimistic about finding a buyer. Caterpillar in Peoria always seems to correct itself financially to stay the course and recover strong. When the machinery and metal manufacturing industry turns around a skilled and trainable workforce will be needed. Due to attrition our skilled workforce presently working will need to be replaced. Manufacturing has become high-tech competing on a global scale. There are many opportunities to train for high

skilled jobs in the manufacturing industry. Occupations within the industry that are in demand include; numerical control operators, maintenance (mechatronics) engineers, industrial technology engineers, machinists, welders, production managers, production process development and many support positions. Employment by industry LMI data points to a .3% employment change through 2022. The location quotient shows fabricated metal product, machinery, food, textile mills, wood product, nonmetallic mineral product, electrical equipment, appliance and component, transportation equipment and furniture related manufacturing as leading and emerging industries in the North Central region.

Table 19

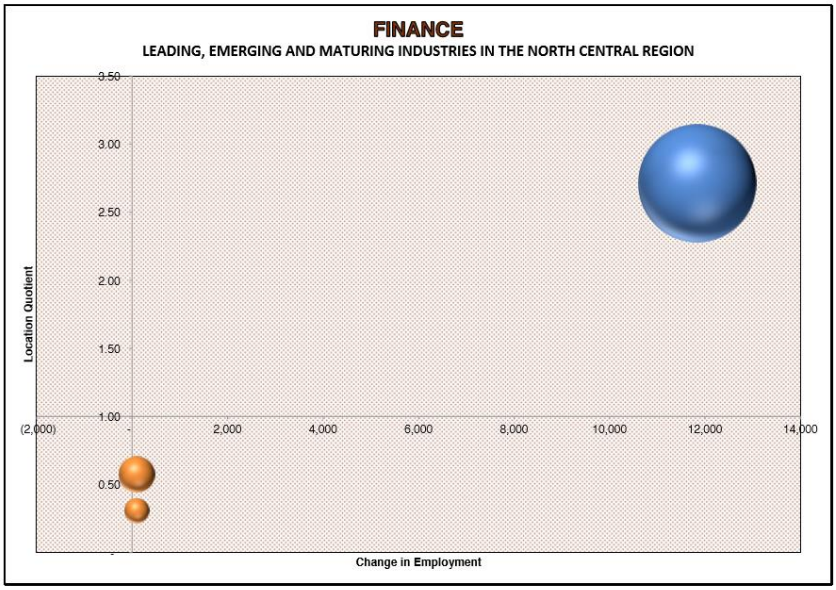


Table 20

FINANCE

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

NAICS	DESCRIPTION	2012 Employment	2022 Employment	Employment Change 2012-22	% Change 2012-22	2014 LQ	Class
522	Credit Intermediation and Related Activities	4,099	4,092	(7)	-0.2%	0.67	
523	Securities, Commodity Contracts, and Other Financial Investments and R	597	694	97	16.2%	0.31	Emerging
524	Insurance Carriers and Related Activities	13,379	25,215	11,836	88.5%	2.71	Leading
525	Funds, Trusts, and Other Financial Vehicles	-	-	-	0.0%	-	
5412	Accounting, Tax Prep and Payroll Services	1,256	1,352	96	7.6%	0.57	Emerging

Tables 19 and 20 provide LMI on the Finance industry in the economy. Anchored by State Farm Insurance and Country Financial in Bloomington-Normal and Illinois Mutual Life Insurance Company and CEFCU in Peoria this sector provides abundant employment opportunities throughout the region. Insurance is the leading industry in this sector, while accounting and securities, commodity contracts, and other financial investments are listed as emerging. This sector has the highest projected growth over the next 10 years at 62.2%.

Table 21

BUSINESS MANAGEMENT

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

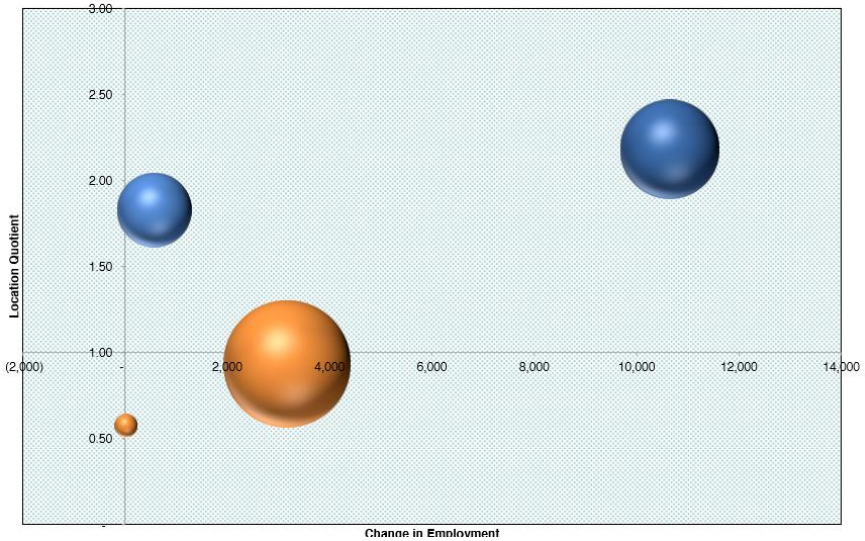


Table 22

BUSINESS MANAGEMENT

LEADING, EMERGING AND MATURING INDUSTRIES IN THE NORTH CENTRAL REGION

NAICS	DESCRIPTION	2012 Employment	2022 Employment	Employment Change 2012-22	% Change 2012-22	2014 LQ	Class
551	Management of Companies and Enterprises	10,378	21,024	10,646	102.6%	2.18	Leading
561	Administrative and Support Services	17,006	20,173	3,167	18.6%	0.93	Emerging
562	Waste Management and Remediation Services	553	572	19	3.4%	0.58	Emerging
813	Religious, Grantmaking, Civic, Professional, and Similar Organizations	5,836	6,410	574	9.8%	1.83	Leading

The Business Management sector is expected to grow by 42.7% in the next 10 years. As illustrated in Tables 21 and 22 the leading industries include management of companies and enterprises and religious, grant making, civic, professional and similar organizations.

Administrative and Support services as well as waste management and remediation services are emerging industries in the region. Regional data from the Virtual Labor Market website states that "The 2012-2022 long term projected employment for the Sector (2 digit) Management of Companies and Enterprises industry in LWA 15 was 21,024 with a total percentage change of 102.6%. "

Table 23

Information Technology					
Industry for Principle Occupations in the North Central Region					
SOC Title	Average Openings	NAICS	Description	Annual Openings	2022 % of Occupations
Computer Systems Analyst	75	5415	Computer Systems Design and Related Services	22	28.9%
Computer Programs	38	5415	Computer Systems Design and Related Services	15	40.6%
Software Developers, Applications	62	5415	Computer Systems Design and Related Services	24	38.9%
Software Developers, Systems Software	35	5415	Computer Systems Design and Related Services	35	37.8%
Computer User Support Specialist	54	5415	Computer Systems Design and Related Services	13	24.6

There was not specific industry LMI for the Information Technology sector. Table 23 does show that there are sufficient job openings in this sector for the region. The IT sector has a 36.3 % growth projection over the next 10 years. In addition, this sector has been targeted by economic development organization in the region for expansion and growth. Regional partners feel that employment opportunities within this industry exist throughout the other primary sectors that have been targeted including healthcare, TDL, manufacturing and finance.

Regional Industry Sector Priorities

The NCEDR has chosen as its primary focus the manufacturing, healthcare, and TDL industry sectors. This was based on the growth projections, location quotient and review of the maturing, growing and emerging industries. The education required to obtain employment for the positions within these fields was also considered. Most jobs in these three sectors require a certificate or associate degree. The data associated with all of these factors led the group to choose these three industry sectors as the primary area of focus.
The three secondary industry sector targets of opportunity were information technology, finance and business management. This was based on the growth projections, location quotient and review of the maturing, growing and emerging industries. The education required for most of the positions within these fields was also considered. Most jobs in these three sectors require a bachelor's degree to obtain employment. Once again, the data associated with all of these factors led the group to choose these three industry sectors as secondary targets of opportunity.
There are numerous business-led sector-based partnerships that exist in the region. They include:

- Healthcare Learning Exchange
  The greater Peoria EDC's Healthcare Learning Exchange links healthcare

professionals with area educators to identify critical workforce needs in our healthcare fields and promote opportunities to regional students. This group plans a variety of activities and events including an annual Healthcare Expo for high school students.

- Strategic Manufacturing Group
  In an effort to develop our region's future workforce, GPEDC's Strategic Manufacturing Group connects area manufacturers with educators to plan events and activities that inspire and prepare students for manufacturing careers. During our annual Discover Manufacturing Career Expo, approximately 800 students from over 20 area schools are introduced to manufacturing career pathways each year.
- Discover Manufacturing
  Is designed to bring awareness to youth about the quality of today's manufacturing jobs and to promote opportunities within the industry. Technology is changing like never before. Tomorrow's manufacturing will look different from today's. Modern manufacturing requires people who value creativity, problem-solving, and innovation. At the Discover Manufacturing Career Expo, the student is immersed in a hands-on experience featuring a variety of manufacturing careers. They learn what employers are really looking for; honesty, optimism, hard work ethic, communication, teamwork, judgement and adaptability.
- Peoria Pathways to Prosperity
  Peoria Pathways to Prosperity is a new and innovative State of Illinois-led STEM education initiative designed to support college and career readiness for all students. Supported by a partnership between the State of Illinois and a group of local organizations Peoria Pathways to Prosperity supports local programs that empower students to explore their academic and career interests while also supporting new statewide, public-private partnerships known as Learning Exchanges that better coordinate investments, resources and planning for those programs.
- BN STEM Initiative
  The BN STEM initiative is community driven by the local business community to support and invest in the workforce of tomorrow. BN STEM supports local programs, curricular development and internship opportunities for students interested in the STEM fields.

Individuals that serve on these groups are also involved in the Regional planning process. Their work within these sector partnerships helps inform the work that is being done on the regional plan. There are several ways in which these groups will be incorporated into the WIOA regional planning efforts. In particular, we will:

- Leverage their existing employer outreach efforts to better understand the skill needs of employer within their respective sectors.
- Coordinate WIOA Regional strategies with economic development plans.
- Leverage their expertise in development of program models such as Career Pathways, Talent Pipelines and Earn and Learn Models.

The other public-private partnerships that exist in the region that could support sector strategies include:

- Workforce Alliance – The Greater Peoria's Workforce Alliance is a monthly gathering of business professionals and educators, creating connections to align public and private sector resources across the region for the benefit of developing a qualified workforce for Greater Peoria.
- Manufacturing Greater Peoria – Greater Peoria has an extensive history in heavy metal manufacturing. This five county region represents a population of 408,266. Over 15% of our workforce is employed in the manufacturing industry which is 50% higher than the national average.
- Manufacturing Workforce – In Greater Peoria over 27,000 individuals are engaged in exciting careers in manufacturing. That represents 15% of our regional workforce. To support the workforce needs of our regional economy, Greater Peoria residents hold over 64,000 college degrees with 30% of the population over the age of 25 holding a degree; 8% higher than the national rate.
- BN Advantage Partnership – created to sustain the local economy and grow it going forward. This strategic economic development plan brings together business, community and education leaders to address local workforce needs as well as targeted industries.
- McLean County Chamber of Commerce as part of the BN Advantage partnership will lead the region on workforce development planning that will put forth regional strategies for workforce development initiatives that will benefit businesses, workers and potential workers in the region. Initiatives will be based on current and potential employer needs, inventory of existing programs, comprehensive and strategic use of area agencies and organizations.

There are numerous neutral conveners within the region with the capacity to help establish sector partnerships. They include:

- The Workforce Investment Board of Local Area 15.
- Peoria NEXT Innovation Center – is the home to researchers, investors, and entrepreneurs that are transforming new technologies and innovations into commercial enterprises. The 48,000 square foot center opened its doors in 2007 and can house up to 27 companies. Companies in the fields of medical devices, mechanical engineering, molecular studies, bio-fuels and information technology are currently tenants. River City Labs is a local Makerspace with a membership of 40 paying local innovators and 100+ non-paying members. The lab is located in the Peoria Warehouse District and is currently seeking to expand to support its growing membership.
- Startup Peoria – is a grassroots movement to enable a community of thinkers, doers and innovators in Greater Peoria. They are developing talent in all essential areas necessary to sprout startups, including designers, developers, entrepreneurs and intrapreneurs, the business savvy and investors. Their training and mentoring programs include One Million Cups, Start with a "Why", The Nest Co-Working Space, and Rocket Science.
- Operational Improvement – over 80% of the top 41 Tier 1 manufacturers in the Greater Peoria area are ISO 9001 and most have sophisticated inventory management systems, lean manufacturing programs, and current technology. Our strongest regional ally in the support of manufacturing is IMEC. Greater Peoria has

27,004 jobs in the Manufacturing Cluster. That is 68% above the national average. (16,074)

- The Illinois Manufacturing Excellence Center (IMEC) – works with manufacturing firms throughout the State to link long-term plans with on-site implementation services by identifying performance gaps, solving these gaps, and building a culture to support sustained improvements. IMEC helps these organizations optimize operating capacity, implement advanced product and process innovations, increase sales, enter new markets and improve profitability.

- **Heartland Community College Workforce development center**
  Collaborates with area employers to help build the skills of 21st century workers. Heartland offers training, degrees and certificates in many fields that are in high demand, including: Computer networking & technology, Nursing, Construction, Maintenance, and Manufacturing

- **BN Grows**
  Business Retention and Expansion Program. This EDC sponsored program is a proactive approach designed to retain and/or expand the businesses in our community. This program focuses on your company, your industry and your relationship to the community. As part of the program, the Bloomington-Normal Retention Committee, comprised of EDC members/partners, will visit with local businesses, both large and small. The purpose of these visits is to gather comprehensive information regarding opportunities and challenges that exist for local business owners. The EDC will help to identify and address local business concerns that pertain to the local economy and correct those that negatively impact the business climate by putting you in contact with the right resources. A major focus of the survey is what types of skills are the employers looking for, are they having problems recruiting these skills, and other questions about workforce issues. This approach allows us to collect trend data on workforce issues by industry at the local level, but also identify specific needs of companies and address them immediately.

- **EDC**
  The economic development council serves as a convener and planner of the business climate of the region to identify the needs of both the workforce needs of the community from a business perspective and a worker perspective in order to bridge the two now and into the future. This is an ongoing and ever changing pursuit. It is partly the EDC's responsibility to keep this dialogue ongoing and focused.

- **IWU Center for Action Research** -ARC works with not-for-profit organizations, faith-based groups, businesses, civic groups, local government, neighborhood groups, and many others. ARC facilitates collaborative relationships that leverage the strengths of all parties to produce a successful project outcome. ARC has a close working relationship with large employers, has internship programs and has the capacity to provide data proven contributions to workforce issues.

- **Mclean County Community COMPACT**- the mission of this organization is to pursue and enhance active partnerships with business, education, community, and government for the purpose of impacting and fostering college and career readiness. With a 15-

member volunteer board made up of public-private members and a larger paying membership this group leverages existing community groups to achieve the mission as set out above.

- **McLean county United Way-Cradle to Career**-the Mclean County United Way has applied a collective impact model to their 2014 needs assessment and identified increasing the graduation rate as the priority goal. In order to achieve that goal, many factors should be addressed from "cradle to career" to make an individual successful i.e. graduate and be prepared to enter the workforce or college. This approach involves many agencies across many disciplines including healthcare. While the United Way is the lead agency on this, they are involving many other agencies and organizations.

- **BN Advantage Entrepreneurship Task Force**

To build a strong entrepreneurial culture and ecosystem the BN Advantage has created an entrepreneurial task force dedicated to the following: galvanizing the region's leadership to harness the spirit and resources of the region's entrepreneurs, organizations and actors who are engaged in or have ownership of existing or planned entrepreneurship program, and to champion and promote the existing entrepreneurship programs that are working well.

- **1 Million Cups**

Every week, entrepreneurs present their startup companies to their communities and learn how their community can help support their business to flourish.

- **Small Business Development Center**

The Illinois Small Business Development Center at Illinois State University (SBDC) was established in March 2005 to help entrepreneurs start a new business or expand or improve existing business. The Illinois SBDC offers one-on-one confidential counseling for all phases of business activities

- **Illinois Business Intelligence (ISU)**

Illinois Business Intelligence offers small businesses and entrepreneurs on-call and online market research, data mining and high-quality referrals to service providers throughout the state. Market research is vital for business decisions and we make it accessible and easy to understand.

The State in its Unified Plan included recent work on Skills Gap Analysis from the three major industries that have been targeted statewide. All indicated that there was a disconnect between the skills that the individuals possessed and the skills needed by the employer.

- Manufacturing
  - Chicago Metropolitan Agency on Planning's (CMAP) Policy Update
  - Economic Modeling Specialists International (EMSI) Date

- Healthcare

- Illinois Workforce Innovation Board Healthcare Task Force Report (2014)
- Transportation/Distribution/Logistics
  - J.P. Morgan Chase – Growing Skills for and Growing Chicago (2015)

The studies featured in the State's plan were mainly focused on the Chicago area or Statewide. It is hard to determine how well the skills of the existing job seekers match the demands of local businesses. Part of the work that needs to be done on the regional level is to engage businesses in providing information on their needs for our targeted industry sectors.

We do have some information on the education levels for the region. Table 24 contains the educational attainment rates for our eight counties. As illustrated in the chart over half of the counties in the region have a high school graduation rate over 90%. There is more variance across the counties for those with Bachelor's degrees and higher, ranging from 13.3% in Mason county to 43.4% for McLean County.

Table 24

United States Census

County	High School Graduate or Higher, percent of persons age 25 years +, 2010-2014	Bachelor's Degree of Higher, percent of persons 25 years + 2010-2014
McLean	94.7%	43.4%
Woodford	93.5%	27.9%
Tazewell	92.5%	24.6%
Marshall	91.3%	17.7%
Peoria	90.1%	29.3%
Stark	87.7%	17.6%
Fulton	87.5%	15.5%
Mason	86.5%	13.3%

The region is rich in educational institutions that offer training for occupations in the industry sectors that we are targeting. Universities and Colleges in the region offering four year degrees include:

- Illinois State University – Public Institution
- Bradley University – Private Non-Profit Institution
- Eureka College – Private Non-Profit Institution
- Wesleyan University – Private Non-Profit Institution
- Midstate College – Private For-Profit Institution

The region also has three Community Colleges that offer both certificate and associate degree programs in the sectors of focus. These institutions include:

- Heartland Community College
- Illinois Central College
- Spoon River College

In addition, the region has four colleges focused on Nursing and Health Sciences. These include:

- Graham Hospital School of Nursing
- Methodist College
- OSF St. Francis Medical Center
- St. Francis Medical Center College of Nursing
- Illinois Wesleyan School of Nursing
- Mennonite School of Nursing – Illinois State University

The region also has numerous private business schools with programs with focuses on industry sectors such as welding, law enforcement/security, emergency management services and cosmetology.

When taken together these institutions have the potential to meet the needs of business for skilled workers in the region. The NCEDR plans to more fully understand the programs of study offered through these schools and work with business to improve upon their effectiveness in meeting the skills that are in demand in our regional economy.

Required revision for compliance in PY17: The regional plan acknowledges a disconnect between the skills individuals possess and the skills needed by employers, but the regional plan should identify the specific skills and knowledge levels needed for each industry and jobs available in these areas.

The Regional population needs to gain knowledge and skills through education as well as a required set of soft skills to be seen as good candidates for jobs in the industries of Manufacturing, Healthcare, Transportation/Distribution/Logistics, and Information Technology. Most in demand occupations in these four industry sectors are classified as Job Zone 3 or Job Zone 4, meaning job seekers typically need a certificate, Associate degree, or a Bachelor's degree. Most Healthcare occupations will also need to pass a state or national licensing exam. On–Job-Training, Internships, and other work-based learning opportunities require job seekers to bring a strong set of soft skills to demonstrate to the employers that they have a solid work ethic, are reliable, responsible, and flexible. For in demand occupations see **Attachment 8.**

Chapter 2: Integration of Strategies and Services

Workforce Development Analysis

The Region has identified strong collaboration between workforce and education, targeted focus on training for demand occupations, and a broad range of services for employers and job seekers as strengths. Weakness identified for the Region included; lack of a skilled workforce, the need to share programmatic performance data, stronger marketing of the system.

The NCEDR has an abundance of training providers and programs available to address the education and skill needs of the workforce. As discussed earlier we have five universities, community colleges and numerous proprietary schools in the region. The extent to which the programs of study at these institutions are preparing their students to enter and retain employment with regional business will need further analysis. The data in Table 25 does illustrate the volume of graduates that our community colleges have for the primary and secondary sectors in the region. Primary sectors are highlighted in yellow

Table 25

North Central Economic Development Region – Illinois Community College System
Fiscal Year 2014 Summary of Graduates by Career Cluster

College	Health Science	Manufacturing	TDL	Information Technology	Finance	Business Management
Heartland Community College	44	18	0	16	0	15
Illinois Central College	547	71	48	84	6	63
Spoon River College	134	13	35	2	0	0
Region Total	725	102	83	102	6	78
State Total	18,294	2,799	5,964	2,396	27	3,098
% of State Total	4.0%	3.6%	1.4%	4.3%	22.2%	2.5%

* Career Cluster graduates limited to three credentials within fiscal year 2014. Thus, Career Cluster graduate totals may be slightly less than previous graduate table totals.

The region plans to use data to better understand how the programs of study at our educational institutions are designed to meet employer needs. One of our Colleges, Illinois Central College, was able to produce the data in Table 26 which is a subset for health related programs of study. It provides more specificity around program graduates by occupation. This is the type of data the region plans to develop to better meet the needs of employers.

Table 26

Illinoi Central Collage Unduplicated Graduate Count

		Graduated Count						
		2010	2011	2012	2013	2014	2015	Sub-Total All Terms *
HEALTH CAREERS	Occupational Therapy Assistant (HCSV0080)	12	15	18	15	15	15	88
	Physical Therapist Assistant (HCSV0021)	23	24	18	19	20	16	120
	Registered Nurse (HCSV0019)	80	70	72	69	62	68	407
	Sub-Total Assoc in Applied Science (APPSC) *	115	109	108	103	97	99	615
	Licensed Practical Nurse (HCSV0035)	33	28	31	20	26	28	157
	Medical Assistant (HCSV0248)	8	8	13	14	9	10	55
	Sub-Total Certificate (CERT) *	41	36	44	33	35	38	209
	Nursing Assistant (HCSV0155)	18	13	14	18	25	8	94
	Sub-Total Certificate NFA (CTNFA) *	18	13	14	18	25	8	94
	Sub-Total All Plans *	170	153	161	152	157	142	895

Graduated Count by Term (Term) on columns; and Plan Owner (Plan Owner) and Plan (Plan) on rows sub-setted by Current Snapshot, Enrolled Anytime During Term and combined elements of Plan by Degree

Although no Return on Investment information was available that spoke to service delivery strategies, the region has taken into consideration the impact that a college education can have on future earnings. As reported in U.S. News & World Report "research shows that college graduates make $1 million more in their lifetime than those without a college education." (1) In

addition, a May 11th report from the Center on Education and Workforce at Georgetown University found that full-time workers with a bachelor's degree earn, on average, 84 percent more over their lifetime than those with only a high school diploma.

The NCEDR's service strategy development will take into consideration the impact that the value of a specific educational pathway can have on an individual's career choice. Information will be made available to our customers that includes projected wages for careers that they are considering. We will provide information on cost of training as it relates to future earnings for occupations associated with the targeted sectors in our regional economy. We will also complete an inventory of training programs in the region and the occupations with which they are associated. Cost of training as it relates to future earnings will be developed for these occupations as well.

Based on the information developed on specific occupations within the targeted industries, the region will develop career pathway and talent pipeline solutions. The partner organizations will make the information on the pathways and pipelines widely available to both job seekers and employers in the region. We will also complete an inventory of training programs in the region and the occupations with which they are associated. Cost of training as it relates to future earnings will be developed for these occupations as well.

This plan is the product of the regional process described in Strategy 1 of the States Unified Plan. As required by WIOA, our plan includes the development and implementation of sector initiative for our primary and secondary industry sectors.

The NCEDR used the regional industry and occupational projections provided by IDES in determining our targeted industry sectors. Regional partners participated in State sponsored workgroups and summits for regional planning. During these sessions partner agencies reviewed IDES data including indicators of business growth. We also used data provided by the Illinois Community College Board on individuals with post-secondary degrees. As we move forward with plan implementation we will use state systems and products developed to assist us in our endeavors.

Career Link has been focused on demand driven training for over 20 years. This focus is also present in the State's Sector Partnerships. Our regional plan is built upon this concept as well. It is the intent within the region to build strong partnerships with business such as the one that exists with manufacturing.

The region will utilize our community and technical colleges in thinking about our approaches to engaging employers in sector initiatives. The partners will work in coordination with our economic development organizations to strengthen our relationships with employers in our primary and secondary targeted industry sectors.

Workforce, Economic Development and Educational partners will work in tandem to implement regional programs with area employers. As required by WIOA, the Local Workforce Innovation Board in the NCEDR will support Sector Partnership. In accordance with the states Framework our program development will include stronger roles and integration with economic development. Programs will be aligned with educational career pathways.

We will develop sector partnerships that are based on industry priorities. This will be determined by working through our regional economic development organizations, including Chambers of Commerce to engage a broad array of regional employers within each targeted industry sector. The partners within the region will work in a collaborative manner to use their respective programs and resources to create solutions that meet the industry and job seeker needs and are right-sized for regional demand. As envisioned in the Sector Framework our regional employers will "benefit from solutions that address their shared needs and will result in the right industry-driven solutions at the right scale at the right time." Based on these coordinated efforts the region will develop integrated business services for the core programs. We will avail ourselves on guides, tools and professional training that may be provided by the State.

Led by our educational partners the region will promote leading career pathway models such as those in career and technical education. We will integrate sector and career cluster education throughout curriculum for both English as a Second Language (ESL) and High School Equivalency (HSE) programs. Our sector initiatives will provide the foundation for sector-based career pathways. We will work to identify and evaluate the current pathways that exist in the region with a focus on those that are targeted on our primary and secondary industry sectors. Based on this evaluation we will identify best practices and build upon those models.

The region's partners will use technical guides and materials provided by the State to assist in the development of our pathways. We will also use data developed by IDES to influence curriculum development based on workforce outcomes for education and training graduates.

Regional partners will work to identify existing bridge programs and determine if any of them are focused on our targeted industry sectors. We will work to expand access to sector-based bridge programs for low skilled and low literate youth and adults. For instance, Heartland Community College has a Drop Out Recovery grant program that we could work to expand to cover those older than 24 years of age. This program combines High School Equivalency preparation with job placement at no cost to the employer. Students get valuable job experience for their resume while being mentored by instructor to be dedicated employees. Mentoring programs could also be developed to continue to engage students after completion of the program and entrance into the workplace. In accordance with the State plan we will promote innovation in Career Pathway Solutions for targeted populations including out-of-school youth.

The NCEDR will promote the use of apprenticeships as part of our earn and learn models. Our Employer Apprenticeship Program is designed to provide resources to employers that are training new and existing employees through a dual education training model. A dual education

apprenticeship is an "earn and learn" opportunity that provides a unique combination of structured learning with on-the-job training. Local Workforce Innovation Board 15 has issued policy on apprenticeship programs and plans to work with employer, education and economic development partners to implement them.

In support of the States' strategies and goals around alignment and integration, the NCEDR will undertake the following activities to coordinate and enhance career service and case management.

- Staff will use enhanced information from the Career Information System to help customers evaluate their career choices.
- Frontline staff will take part in training provided by the State in the use of case management data from the states integrated case management system.
- The region will participate in initiatives developed by the State that promote continuous improvement in career services
- Staff will use materials developed by the State that incorporate services of the comprehensive one-stop partners into case management and career services materials. This will include information on business services, career services, training services and support services.

The NCEDR will utilize any new tools developed by the State in furtherance of their strategic goal to expand access to labor market information. We will encourage regional employers to communicate their forecasted demand for workers, including short-term, using State developed systems. The regional plans to fully explore the development of talent pipeline solutions based on the U.S. Chamber of Commerce Initiative.

Regional partners will formally incorporate the use of the Career Information System (CIS) and O*NET into their career services. They will encourage the use of the improved workNet website to employers and job seekers. In addition, we will use the Illinois Virtual Labor Market and Illinois JobLink (IJL) websites to access labor market and workforce system information.

The region will utilize data and information produced under strategy 6 of the States Unified Plan. Through enhanced labor market information on the Career Information System (CIS) partner programs will provide job seekers with career service information. We will also encourage regional employers to use State systems to report real time data on labor force needs.

The core and required partners in the region will develop cooperative procedures to align and coordinate delivery of services. The region will identify a group such as the Workforce Alliance to lead the discussion among the partner agencies on coordination efforts. The region will focus on the following areas for coordination:

- Coordinated messaging for frontline staff on all of the partners and their services.
- Standardize Career Information System utilization such as CIS, O*NET, Illinois workNet, etc.

- Engage educators, training providers, economic developers, private sector partners and workforce boards in program planning.
- Expand NCRC work-Ready community promotion
- Develop common outreach strategies that target individuals with multiple barriers to employment.
- Improve on current template for Rapid Response Services

Supportive Service Coordination

The NCEDR has numerous resources that can provide assistance to individuals that help support their success in pursuing education and training. The following organizations in the region provide assistance with supportive services such as transportation, childcare and work physicals:

Transportation Assistance

Career Link
Provides Transportation Assistance to WIOA Training participants. Provides Childcare Assistance to WIOA Training participants. Pays for physicals when required for WIOA Training participants. To qualify for WIOA Childcare Assistance, the participant must first apply for other available childcare assistance programs in the vicinity. In Peoria, Childcare Connections is another provider. If the participant qualifies for Childcare Connections' assistance, then he/she cannot receive assistance from WIOA. If the participant does not qualify for Childcare Connections' assistance, then he/she will be provided WIOA Childcare Assistance during training.

Dunlap Prospect United Methodist Church
Dunlap Prospect United Methodist Church serves as a Salvation Army service extension. This program provides money or vouchers to purchase gasoline, most frequently for individuals who need their automobile for necessary local or out-of-town travel but cannot afford to run their vehicle without assistance, but occasionally for people driving through the local area who have become stranded.

Logan Mason Public Transportation-Mason County
Logan Mason Public Transportation (LMPT) is the result of Community Action Partnership of Central Illinois, Logan and Mason Counties and Area Agency on Aging of Lincoln land coming together to recognize a need for public transportation within the counties and developing a program to meet those needs. LMPT provides low cost transportation. (http://www.capcil.org/transportation.htm)

Minier Christian Church
This program provides money or vouchers to purchase gasoline, most frequently for individuals who need their automobile for necessary local or out-of-town travel but cannot afford to run their vehicle without assistance, but occasionally for people driving through the local area who have become stranded.

Salvation Army-Lacon (through Family Discount Drugs)

Family Discount Drugs in Lacon serves as a Salvation Army outpost for those in need of food or gas money in Marshall County. This program provides money or vouchers to purchase gasoline, most frequently for individuals who need their automobile for necessary local or out-of-town travel but cannot afford to run their vehicle without assistance, but occasionally for people driving through the local area who have become stranded.

Salvation Army-Pekin

This program provides money or vouchers to purchase gasoline, most frequently for individuals who need their automobile for necessary local or out-of-town travel but cannot afford to run their vehicle without assistance, but occasionally for people driving through the local area who have become stranded. Programs that issue passes for students, older adults, people with disabilities or other groups which enable them to utilize mass transit services at no cost. Programs that provide cash or tokens for individuals who have no personal means of transportation and are unable to use public transportation (or a taxi service) for necessary local travel without assistance with the fare. Also included are programs that provide bus fare for people who need to travel out of town (e.g., for a funeral) but do not have the means to do so.

Salvation Army-Stark County

Programs that provide money or vouchers to purchase gasoline, most frequently for individuals who need their automobile for necessary local or out-of-town travel but cannot afford to run their vehicle without assistance, but occasionally for people driving through the local area who have become stranded.

Woodford County Heartline

Woodford County Heartline exists to provide financial aid and essential basics for residents of Woodford County who find themselves in a short-term crisis. Programs that provide immediate cash, bus tokens, loans, loan/insurance payment support or other forms of financial assistance for people who otherwise have no means of transportation. Transportation expense assistance programs may have age, income, disability, need or other eligibility requirements. Woodford County Heartline might be able to assist with gas money for individuals starting a new job.

DHS-Division of Rehabilitation Services (DRS)

DRS is able to provide financial assistance for financially eligible customers towards the cost of transportation who are in vocational and academic training at the post-secondary level in support of their education. DRS is also able to assist financially eligible customers with transportation costs for employment up to the time of the customer's receipt of their first paycheck. DRS is also able to assist with the cost of vehicle modifications necessary to enable a customer to safely drive a vehicle independently.

Showbus

Serves McLean, Dewitt, and Livingston Counties (and others outside of EDR3). Offers both fixed schedule and door to door options in rural areas. Fees are assessed based on type of service, and whether service is within or outside of county. Persons with disabilities are allowed to bring along an aid at no additional cost.

Connect Transit

Fixed route bus system serving Bloomington and Normal. Standard fee is $1. Persons with disabilities may ride for 50 cents. Seniors over 65 ride for free. Monthly pass is $29. All buses

have kneelers and are handicap accessible. All Heartland Community College students with a student ID, including Adult Education students, ride the bus for free.

Connect Mobility

Door to door by appointment. Must fall within the area covered by Connect Transit. Fully accessible. Monthly bus pass is $51.

City Link

Fixed route bus system serving greater Peoria area and Pekin. Fully accessible.

Childcare Assistance

Child Care Connection

The primary focus is on helping parents locate child care which meets the parents' needs, determining whether a family qualifies for assistance in paying for child care, providing training for those who work with young children, recruiting additional child care providers, and providing consultation on health issues in child care programs.

Families seeking child care may also call the toll-free referral number, (800) 421-4371, and speak to an experienced child care specialist who will offer comprehensive education about:

- Child Care options
- Child development information
- Licensing regulations
- Quality indicators
- Financial assistance

Families receive referrals, not recommendations, to child care providers that may meet their identified needs. Un-biased referrals to providers are done by computer selections that meet the needs of parents. SAL Child Care Connection is NOT a monitoring agency and does not endorse or recommend one provider over another. A listing with SAL Child Care Connection is not a guarantee of quality. Referral lists are available by email or mail, but you may always pick up your referral list at our office if you prefer.

During an initial intake conversation, a Child Care Advisor can help answer questions concerning indicators of quality care, average costs of care, and can help develop an action plan for finding the type of child care that meets a family's needs. Information gathered for each family during the intake process is kept on file and is completely confidential.

Programs that cover all or part of the cost of child care in public and licensed private child care centers or private family child care homes, usually for low-income families or families which include children with disabilities in situations where parents are working, in school or in a training program. Also included are programs that pay the costs of in-home or out-of-home child care when the parent is receiving diagnostic tests, undergoing medical treatment, is hospitalized or needs to be out of the house for other reasons; and those that provide financial assistance to families with young children to help cover some of the costs of a parent staying home to care for their child.

Child Care Resource and Referral Network

Serving with referral and child care subsidies for McLean, Livingston, DeWitt and Ford Counties.

Child Care Assistance Program (CCAP)

The State of Illinois has one of the best subsidized child care programs in the country. Eligibility guidelines are based on criteria such as income, family size, etc. Parents are required to make a monthly co-payment to the provider to help in the cost of care.

Referral Services for Help Finding Child Care

The Child Care Resource and Referral Network maintains a database of quality child care providers in McLean, Livingston, DeWitt and Ford Counties in Central Illinois.
The Child Care Resource & Referral Network (CCRRN) now offers a free online child care search. The Quality Counts Online Child Care Search offers families an easy way to find a list of child care providers in your area. However, families need to have confidence in their child care arrangements. Finding quality, convenient and affordable child care is not an easy job.

Work Ready Apparel

Career Link
Provides uniforms and footwear required to complete WIOA training programs or enter employment.

Division of Rehabilitation Services
DRS may assist with the costs of uniforms, footwear, and tools necessary to complete Vocational Rehab approved training programs and enable customers to enter employment.
Dress for Success
Programs that provide interview suits and other professional attire for low income individuals (frequently women) who need this type of wardrobe to secure and/or retain gainful employment.
Liberty United Love Ministries-Helping Hand Resource Center
Provides Work Clothing
Mission Mart
A retailer of secondhand clothing and footwear for job seekers. The revenue supports the Southside Mission in Peoria.
Goodwill
A retailer of secondhand clothing and footwear for job seekers. The revenue generated goes to train adults for employment, prepare young people for life and work, and help veterans readjust to civilian life.

The region will identify gaps in coordinated services. Currently there is little formal coordination of supportive service in the NCEDR. The level of service varies among the WIOA partners. While referrals are made among WIOA partners and to other community agencies, there is little real coordination of services. It is our opinion that many WIOA partners are not fully aware of the supportive services available in the community.

The NCEDR will pursue strategies that enhance collaboration among WIOA partners and lead to better integration of supportive service delivery to customers. The region will facilitate a learning exchange where WIOA partners and other key support service providers can share

ideas, make connections and hear updates on programs from one another. A document will be created and maintained that lists available supportive services in the region. This document will be accessed electronically and available for download on the WIOA One-Stop Operator's website. It will serve as a resource for WIOA partners and customers.

Most of the NCEDR is served by two 2-1-1 hotline systems. Both 2-1-1 hotlines identify supportive service providers and maintain information on how to access these resources. Heart of Illinois 2-1-1 serves Peoria, Tazewell, Woodford, Marshal and Stark counties. Illinois 2-1-1 serves McLean County. The region will explore the possibility of assisting the 2-1-1 system to expand to serve Fulton and Mason counties. The hotline will continue to serve as the information system for training supportive services in the NCEDR. In addition, A Directory of all social service agencies in McLean, DeWitt and Livingston Counties is maintained by PATH – Providing Access to Help. This includes references to mental health, housing, transportation, medical, vocational and educational services.

Economic Development – Coordination of Services

The following economic development organizations were involved in the regional planning process: Bloomington-Normal Economic Development Council; City of Pekin Economic Development Council; Greater Peoria Economic Development Council and Spoon River Partnership for Economic Development. All invited economic development organizations agreed to participate in the WIOA planning process.

These organizations provide strong leadership within their respective geographic areas of service to meet the needs of business and grow their local economies. Each of the representatives on the committee is involved in economic development activities that helped inform the plan development process so that we can respond as a region to business needs. A brief overview of these organizations is provided below:

- BN Advantage
    - To sustain the local economy going forward, Bloomington-Normal-McLean County region is dedicated to continue to invest in creating a broader range of jobs for residents to diversify beyond our major employers. We are committed to focus on creating the environments that business and talent expect and demand in today's world which attracts the best and most advanced employment and earnings opportunities in the short and long term. Six organizations have joined together to drive this initiative: McLean County Planning Commission; McLean County Chamber of Commerce; Bloomington-Normal Economic Development Council; Bloomington-Normal Area Convention and Visitors Bureau; Connect Transit and the Central Illinois Regional Airport. With a clear mandate to sustain, strengthen and grow the region's economy, these six partner organizations are providing strong and focused leadership in this critical endeavor. This strategic economic plan is intended to strengthen and grow the

following targeted industry sectors within the region to achieve its mission: of advancing the Bloomington-Normal Metro Region's community and economic growth and vitality by sustaining the region's superior quality of life and diversifying its economy.

- Advanced Business Services
  - Finance and Insurance
  - Shared Services and Back Office Centers
- Information and Communication Technologies
- Entrepreneurship
- Agribusiness/Food Processing
- Transportation and Logistics

- Bloomington-Normal EDC
  - The Bloomington-Normal Economic Development Council helps businesses succeed in Central Illinois – from start-ups and small businesses to large corporations. Our area boasts one of the youngest, most educated and talented workforces in the Midwest. Centrally located and rich in resources, Bloomington-Normal has been voted "one of the best" for families, singles and businesses. The EDC of Bloomington-Normal has many programs and services to help businesses thrive. Our services include; site location assistance, resources for entrepreneurs, financial assistance and research assistance.
- Greater Peoria EDC
  - The five counties of Logan, Mason, Peoria, Tazewell, and Woodford are collectively a designated Economic Development District (EDD) by the Economic Development Administration (EDA). The Greater Peoria EDC is the organization that manages that designation. Every five years, the Greater Peoria EDC develops and submits a Comprehensive Economic Development Strategy (CEDS) to the EDA. We provide annual updates showcasing the progress of our region on the implementation of that strategy. The CEDS document is important, not only because it guides the regional economic development strategies of our organization and many of our partners, but it also can provide access to funding opportunities through the EDA. Strategies and projects included in our CEDS are more likely to successfully receive EDA grants. Our current CEDS is called Focus Forward and was developed in 2012-2013 through a collaboration of public and private partners in Greater Peoria led by an economic development consulting firm, Vital Economy.

- Spoon River Partnership for Economic Development
  - Spoon River Partnership for Economic Development is the lead agency in the Canton area to focus on business and economic development and actively works with the City of Canton, Chamber of Commerce, Canton Main Street, Spoon River College, Fulton County and other local and regional stakeholders to promote economic development within the Canton area. These activities focus on business attraction, entrepreneur and small business development, retention

and expansion of existing businesses, and other community and economic development activities.

- City of Pekin Economic Development
  - Ideally located about halfway between Chicago and St. Louis; easy access to highways, river ways and air travel; an abundant and skilled work force; a vibrant local economy; an exceptional quality of life - these are just a few of the reasons why so many businesses thrive in Pekin. The City of Pekin offers many different economic incentives and tools to new and expanding businesses. These include a Pekin Area Enterprise Zone, one Tax Increment Financing district (TIF), Build Illinois Loan Program, EDFAP Loans, and Riverway Business Park.

All members representing the above mentioned economic development organizations actively participated in the regional planning process. Through their participation in State sponsored work session and summit meetings they participated in analysis of information on industry and occupational growth for the region. Based on their work in economic development they provided input on key industry sectors in the economy. Their input helped build upon the data driven focus of the regional plan development.

Information provided by economic development partners on industry selection was included in the plan. Key sectors such as manufacturing, healthcare and transportation/distribution/logistics have been the focus on the economic development activities in the region. The NCEDR plan is also building on efforts identified by the economic development partners. Initiatives such as:

- The Greater Peoria EDC's Workforce Alliance
- BN Advantage
- The Strategic Manufacturing Group
- Central Illinois SCORE
- The Greater Peoria EDC's Strategic Healthcare Group

Coordination of Costs

The North Central Region partners have entered into negotiations of the administrative and other costs for the One-Stop Center infrastructure and shared system costs, following the Governor's Guidelines to State and Local Program Partners Negotiating costs and Services Under the Workforce Innovation and Opportunity Act of 2014, and the Supplemental Guidance for Program Year 2016 only (State FY 2017). A draft budget has been prepared and presented to partners, along with a proposed cost allocation using the cost allocation process recommended by the state. Discussions among the partners are ongoing with a view toward reaching agreement on an equitable interim arrangement for allocation of shared costs. Under the revised guidelines, this draft budget is due to DCEO on April 30, and the outcome report on the MOU negotiation is due on May 31, with the fully executed MOU in place by July 15. The North Central Region partners expect to meet these deadlines. The partners will work together during the coming year to

implement the cost coordination agreements, and will monitor the costs of the One-Stop Center infrastructure and other shared system costs, to set the stage for full implementation of the WIOA cost sharing requirements beginning in PY 2017, as provided for in the revised guidance.

Chapter 3: Vision, Goals and Strategies

Strategic Vision

The Local Workforce Innovation Board (LWIB) 15 of the North Central Economic Development Region – 3 has adopted the State's strategic vision to support regional economic growth.

Vision: Promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals and communities with the opportunity to prosper and contribute to growing the State's economy.

The LWIB envisions a regional system that:

- Is employer-centric and built upon common efforts of our economic development partners with strong industry partnerships in place.
- Is holistically focused on the industry sectors that are being targeted.
- Uses regional labor market data to have an up-to-date understanding of both the supply and demand sides of our regional economy, including the talent needs and qualifications of employers and our education and training systems effectiveness in meeting them.
- Builds upon educational efforts throughout the region to identify and create job relevant career pathways for all on-ramps within a given industry sector and their associated occupations.
- Advances opportunities for all job seekers including low skilled adults, youth, individuals with disabilities, veterans and other individuals with multiple barriers to employment.
- Creates a system of workforce, education and economic development partners that provide excellence in meeting the needs of businesses and individuals thus growing a vibrant and robust regional economy.

Goals for Preparing an Educated and Skilled Workforce

The NCEDR will prepare an educated and skilled workforce by aligning and integrating partner programs and services. This alignment will include programs that focus on employer needs for a skilled workforce. When possible, we will leverage funds across programs to better serve employers. The region will work to improve access to sector-based education and training services to those facing multiple barriers to employment.

The region will use a diverse array of training models to achieve our goals including:

- Development of Career Pathways – that will focus on our primary targeted industry sectors of healthcare, TDL and manufacturing. We will also explore pathway creation for our secondary targeted industry sectors of information technology, finance and business management. These pathways will contain multiple entry and exit points. This will allow individuals of varying abilities to have access to realistic pathways.
- Earn and Learn Opportunities - will be created by leveraging the linkages that economic development partners have to employers in our targeted industry sectors. Integrated business services will be developed so that employers will have an understanding of training resources from all partners.
- Talent Pipeline Solutions – reengineer the concept of education and training design. This model places the employer at the center of skill acquisition and training. The region will develop programs based on the concepts outlined in a talent pipeline approach. This includes the concept that each partner adds incremental value to the supply chain of a trained workforce.

Each partner program under WIOA will look at its own program design to see how they align with the goal of preparing an educated and skilled workforce. For programs under Title 1 and Title IV this may mean a review of the current curriculum that they fund within our targeted industry sectors. Programs under adult education may want to expand contextualization of curriculum around workforce and academic readiness. As a region partner programs will review current assessment processes and tools and develop, to the extent possible, common assessment practices that address the needs of our industry sectors of focus.

Core partners will work towards consistent program design that enables them to meet the WIOA performance measures of:

1. Percent Employed 2nd Quarter after exit (Adult Programs)
    a. Placement in Employment/Education 2nd Quarter after Exit (Youth Programs)
2. Percent Employed 4th Quarter after exit (Adult Programs)
    a. Placement in Employment/Education 4th Quarter after Exit (Youth Programs)
3. Median Earnings 2nd Quarter after Exit (All Programs)
4. Credential Attainment (up to 1 year after exit)
5. Measurable Skill Gains (All Programs except Wagner-Peyser)
6. Effectiveness in Serving Employers (All Programs)

Required revision for compliance in PY17, pending issuance of procedures for negotiating performance levels: The regional plan must include establishing an agreement of how the region will collectively negotiate and reach agreement with the Governor on local levels of performance for the performance accountability measures (as described in WIOA Sec. 116(c)) to comply with § 679.510 (a)(1)(viii).

Each year the Local Board, and the Chief Elected Officials shall negotiate and reach agreement on local levels of performance based on the state adjusted levels of performance established under Section 116 (b)(3)(a). The local levels of performance were successfully negotiated for PY16. See **Attachment 9**

Regional Strategies to Achieve Vision and Goals

The NCEDR plans to undertake the following efforts to engage employers in workforce development programs:

1. Work with the region's economic development organizations to identify employers throughout the region from the identified sectors of:
    a. Manufacturing
    b. Healthcare
    c. Transportation/Distribution/Logistics
    d. Information Technology
    e. Finance
    f. Business Management
2. Develop a partnership with existing efforts in the area to create learning exchanges such as the Strategic Manufacturing Group (SMG) and the Healthcare Exchange. These groups connect employers, area educators and workforce professionals in an effort to identify workforce need in our community and promote those opportunities to job seekers and students. A specific effort will be made to include small employers from our targeted sectors in these groups.
3. Based on the results of activities 1 and 2- establish opportunities for employers to participate in functional teams designed to:
    a. Identify existing career pathways in the identified industry sectors.
    b. Explore development of career pathways in those industry sectors that do not currently have one.
    c. Explore the establishment of talent pipelines in the regions identified growth sectors.
4. Partners from education, workforce development and economic development will create a common message to market these initiatives to targeted employers and seek their participation in these efforts.
5. Through a collaborative effort, partner agencies will investigate the viability of developing employer-led initiatives to create apprenticeship programs in the manufacturing, healthcare and transportation sectors.

To support a local workforce development system that meets the needs of businesses in the local area the region's partners will take the following steps.

1. Coordinate business services among the partners to improve on our existing models and expand on existing EDC retention models.
    a. Meet with businesses to address barriers to growth.
    b. Leverage regional resources to help businesses launch or accelerate international trade programs.
    c. Identify technology transfer opportunities within the public and private sectors that can be leveraged for growth.
    d. Share information on regional, state and federal financial tools for business development on the EDC website.
2. Work with regional partners and economic development councils to foster a shared understanding of the needs of business and in particular the skill needs of businesses in our targeted sectors.
3. Improve outreach and recruitment of potential employee candidates by leveraging existing federal, state and regional career guidance tools and expanding their use throughout the region. Examples of these tools include:
    a. O*NET My Next Move
    b. IDES Career Information System (CIS)
    c. Make Yourself Greater Peoria
    d. Illinois Job Link
4. Improve skills assessment of job-seeker customers by expanding use of the National Career Readiness Certificate (NCRC) and related tools.

    The ACT NCRC is based on ACT WorkKeys research-based work skills assessment. To earn an ACT NCRC, an examinee must successfully complete three ACT WorkKeys assessments; Applied Mathematics, Locating Information and Reading for Information. These assessments measure a range of essential skills including the ability to:

    - Perform basic mathematic operations relevant to the workplace
    - Read and understand documents commonly found in the workplace
    - Find information presented in common workplace graphics
    - Set up and solve complex work-related math problems
    - Determine the relevance of written information to work-related tasks
    - Apply information derived from graphics to work-related problems.

    The region is interested in pursuing the Work Readiness Community Status for all of our eight counties. Area employers have been slow to participate and accept NCRC certificates in our area. Studies show that some states and communities who are designated as "work ready" still encounter problems bringing employers on board. However, the North Central Region will support efforts towards NCRC accreditation for customers as an option to enhance their employability. Business teams will continue to engage and promote the use and acceptance of NCRC credentials throughout the region.

    An NCRC committee was formed during the past year to bring awareness and initiate the overall acceptance by regional employers, community colleges, and the local workforce

agency. Leigh Ann Brown – Pekin, IL EDC Director, has led a committee to move first towards Pekin becoming a Work ready community. In order to become fully certified Tazewell County will need to accept this designation. It is a first step towards expanding this initiative across the region with the goal in mind to claim an NCRC work ready region.

WorkKeys shows job readiness. Across the region employers state the same problem they face when hiring new employees – soft skills. Steps are being taken to teach and develop soft skills in the high school curriculum, but there are many who have graduated who still lack the necessary soft skills to encourage an employer to hire. A WorkKeys assessment helps students better identify their skills so they can market themselves to companies. In addition, some companies create specialized versions of the test and require all potential employees to take it as part of the application process. Both types of tests measure skills such as math, reading, and an individual's ability to locate information through graphs, tables, or similar tools.

Cook Manufacturing uses WorkKeys in its application process with a modified version to identify specific skills necessary for the type of skilled work they are seeking. The company's system was developed where its headquarters is located in Indiana, a Work ready state.

Employers and potential employers who may consider our communities within our region want to know about our workforce. When companies look at the role workforce plays in decision-making regarding where to expand or locate there is a common theme – a well - trained workforce is critical to successful economic development and a region's ability to compete for jobs and investment. Companies need to know that the workforce is skilled, knowledgeable, trainable, and ready to go to work.
There are necessary steps underway towards a Work Ready North Central region as mentioned before. McLean County was designated at one time as a Work Ready Community. Heartland College had a lead role towards that distinction. The task force will also strive to bring employers from all of the targeted sectors to embrace the use and acceptance of NCRC credentials. The goal is for the EDCs, Chambers, Community Colleges, and the Local Workforce Board to collaborate on this initiative within the next two years. Illinois Central College and the Greater Peoria EDC have led the movement. Career Link has offered NCRC credential testing and study to current and future participants.

It is our hope that by participating in the ACT Work Ready Communities [WRC] initiative, our counties can identify skill gaps and quantify the skill level of our workforce. This helps educators build career pathways aligned to the needs of business and industry -- and it also helps a community stand out and be recognized for its workforce development efforts. A strong workforce is a tremendous economic development advantage.

To better coordinate workforce program and economic development, the region will work to coordinate policy and program design. The states vision is to provide communities with the opportunity to prosper. Policy and program coordination between economic development, whose goal is economic growth and workforce development, the goal of which is training a skilled workforce, should help the state achieve that goal.

The region will also utilize higher education institutions to coordinate Workforce Summits. These summits will be held annually. The purpose of the summits will be to hear directly from employers about skills and talents needed for respective industries. The attendance of the summit will include Faculty of programs relating to healthcare, manufacturing, transportation/distribution/logistics, information technology, business management and finance. In addition, students of the programs will be invited to hear from employers about workforce expectations and provide insight into generational expectations and feedback from a student's perspective.

These summits will include forecasting of the business climate and allow economic development professionals to help enhance the talent pipeline from workforce education to business development and expansion.

Linkages between the one-stop delivery system and unemployment insurance programs will be strengthened through the enhanced career services offered through the one-stop. Enhanced career services include reemployment workshops, referrals to training and education providers and direct referral to jobs.

Those receiving unemployment insurance are primary customers of the one-stop system. Through co-location and direct linkages those receiving unemployment insurance will be able to connect to all partner services in the region. They are required to register on Illinois Job Link which assists them in their job search. Partner programs can also reach out to them through their Job Link account to inform them of programs in which they may be interested.

Regional strategies to promote entrepreneurial skills training will include:

1. A more coordinated effort between economic development agencies to cross promote each other's efforts in the region through regional links on their websites.
2. Explore regional incentives to attract and retain entrepreneurs.
3. Partners have identified the following initiatives that will help the region expand entrepreneurial and microenterprise services:
    a. The Canton Area Chamber of Commerce has a leadership academy for high school sophomores through its Young Professionals group.
    b. 1 Million Cups* is a free weekly national program designed to educate, engage, and connect entrepreneurs. Developed by the Kauffman Foundation, 1MC is based on the notion that entrepreneurs discover solutions and network over a million cups of coffee. Presenters are allowed six minutes to tell their story,

present their business model, share some obstacles they've had to overcome, or even some they haven't yet.

c. The George R. and Martha Means Center for Entrepreneurial Studies at Illinois State University serves as a research and consulting resource for local businesses. It is devoted to creating and implementing entrepreneur support programs for Illinois State University students, local high school students and members of the Bloomington/Normal community.
d. KeyStart is an idea submission and pitch competition which will award a $5,000 investment to one new business idea per bimonthly program cycle. The purpose of this program is to provide entrepreneurs with fast access to capital in order to turn ideas into real companies.
e. The Turner Center for Entrepreneurship is a not-for-profit program located at Bradley University. It provides business counseling, technical assistance, training, and educational activities for individuals interested in owning their own businesses.
f. Illinois Wesleyan Design, Technology and Entrepreneurship Program. This is a new program being offered for the first time in the fall of 2016. This unique interdisciplinary program incorporates creative and technical skills, material science, and finance and management. Students will make product prototypes, create business plans, and develop electronic portfolios of their finished products. Faculty and resources for the program will come from physics and other disciplines within the natural sciences, the College of Fine Arts, business administration, marketing and accounting.
g. The Illinois Small Business Development Center at Illinois State University (SBDC) was established in March 2005 to help entrepreneurs start a new business or expand or improve an existing business. The Center offers one-on-one confidential counseling for all phases of business activities.
h. Spoon River College and the Spoon River Partnership for Economic Development jointly sponsor the Small Business and Entrepreneurship Resource Expo. The Expo informs local small business owners about potential resources that can help their business prosper
i. Slingshot CoWork is a co-working space dedicated to the startup community in Bloomington Normal. Created to be a call to the community that the entrepreneurial spirit is alive and well. This space is dedicated to creating jobs for people right here in Bloomington Normal.
j. The Nest is a co-working space that provides a shared work environment that combines the flexibility independent professionals have with the connectedness they need. Co-working is a sustainable alternative to isolation and distraction from home offices and cafes.
k. The Illinois Small Business Development Center at Bradley University provides free business counseling and low-cost training programs for existing and startup businesses in Central Illinois.

l. Startup Peoria is a program of the Greater Peoria Economic Development Council. It exists to develop an ecosystem, for entrepreneurs and innovators, to launch successful ventures that contribute to the growth and sustainability of Greater Peoria.
m. Peoria NEXT Innovation Center is the home of researchers, inventors and entrepreneurs that are transforming new technologies and innovations into commercial enterprises.
n. Central Illinois Angels is an investment organization focused on providing equity to opportunities that show a promise of significant return to its members.
o. Innovative Entrepreneurs – is a high school program from Unit 5 school district in McLean County. This program connects students with local business owners so they can see day-to-day operations and hear their startup stories.

4. The region will use the above listed initiatives to help focus investments on the key sectors that have been identified for the region.

To implement initiatives designed to meet the needs of regional employers such as:

- Incumbent worker, on-the-job and customized training programs;
- Industry and Sector Strategies;
- Career Pathway Initiatives;
- Utilization of Effective Business Intermediaries; and
- Other Business Services

The North Central Economic Development Region – 3 will undertake the following strategies:

1. Work Based Learning – Earn and Learn Models
   To increase the utilization of work based learning in the region we will work through existing initiatives such as the Strategic Manufacturing Group, Healthcare Exchange and Bloomington/Normal Workforce Development/Stem strategies addressing our target industry sectors to promote these programs to regional employers. We will also work with our business service teams to standardize the promotion of these programs when meeting with employers.

2. Sector Strategies
   The region plans to use both Career Pathway and Talent Pipeline approaches to support our sector strategies. We will inventory the current information on Career Pathways in the region and evaluate how complete they are. It is our plan to create pathways with multiple entry and exit points, so that participants with varied levels of educational attainment can enter a career pathway at an appropriate entry point to obtain the skills and credentials that they need. These career pathways will also enable participants to exit into employment that is relevant for the skills and credentials they have obtained, or continue in further education and training to prepare for better-paying jobs that require more advanced skills. Talent Pipeline is a newer concept that puts the employer as the primary consumer of the program. The region will explore these models and work to develop training programs using this approach.

3. Coordinated Business Services
   Partners in the region will provide cross training on the programs and services that they offer to employers. The Economic Development Partners in the region will take the lead in developing common messaging and marketing of business services. The partners will develop strategies that go beyond program silos to promote their employer services.

Steps to Be Taken in Support of State Goals

As discussed throughout the plan, the region will take the following steps to foster the improvement and expansion of employer-driven regional sector partnerships.

1. Identify existing economic development efforts throughout the region by industry sector.
2. Identify existing employers within the region by industry sector, both those that are currently "system engaged" and those that are not.
3. Inventory the current sector-partnerships and career pathways by industry sectors.
4. Prioritize occupations within the targeted industry sectors.
5. Inventory existing Career Pathways and evaluate how complete they are. Conceptualize new Career Pathways where none exist.
6. Develop Talent Pipeline Solutions for targeted industry sectors.

The region will take the following steps to expand career pathways:

1. Create employer driven models to recruit and place individuals in earn and learn opportunities on the pathway that are based on the skills requirements of the job.
2. In response to employer input, identify and/or design assessment tools that best identify the skills gap of individuals referred to employers for earn and learn training.
3. Develop Registered Apprenticeships with employers in our targeted industry sectors.
4. Develop dual credit transfer courses and dual credit work-based learning for high school students.
5. Develop strategies and structured industry-informed pathways that are regionally aligned so that high school students can more seamlessly transition to community college career technical education (CTE) certificates and/or transfer degrees.
6. Develop Adult Education programs that allow the student to earn a High School Equivalency Certificate while earning and industry-recognized credential in a short-term certificate program as a first step on a pathway to other careers.

The region has numerous initiatives designed to expand career services and opportunities for populations facing multiple barriers to help them close the gap in educational attainment. These include:

1. **Disabled:** The State VR program honors customer informed choice. This methodology includes an interactive process between DHS-DRS and the customer that provides sufficient, objective information and options that are designed to empower the customer in selecting services, providers and outcomes. The VR Counselor provides Career Counseling and Vocational Guidance which includes utilization of information from The Career Index, Career Information Systems, or O*Net, as well as counselor knowledge of the local labor market and current employment activity. The planned employment goal should be consistent with the customer's unique strengths, priorities, concerns, abilities, capabilities, career interests and informed choice. The employment outcome chosen by the customer should be supported by the counselor unless the assessment clearly contraindicates the customer's choice.

   The concept of customer informed choice does not necessarily mean that the customer will use information to choose an employment goal in a growth sector. The VR counselor will discuss the issues in finding employment that will occur as a result of choosing a vocational goal in a low growth sector, but unless there are limitations or concerns that specifically contradict the vocational choice by the customer the customer's informed choice should be honored.

2. **Offenders:** The Re-entry Employment Service Program (RESP) consists of IDES Employment Service Reps working with ex-offenders who may be on parole and/or living in an Adult Transition Center (ATC), which may be known as a half-way house. The workshops are offered on a weekly basis to the ex-offenders and help them in the areas of creating targeted resumes, dressing for success and being prepared for interviews, informing them of programs that are available to employers (Fidelity Bonding, Work Opportunity Tax Credit, and Illinois State Tax Credit for hiring ex-offenders are several examples) that should be mentioned when the ex-offender is interviewing for a job.

3. **Veterans:** IDES provides assistance to military veterans in several ways. For veterans who have barriers (e.g. physical, psychological, educational, resume filled with military jargon, etc.), a Veterans' Rep will help them work to overcome those barriers. Another level of Veterans' Rep works with employers in the area encouraging them to hire veterans for their job openings. When a veteran is declared to be job ready, he/she is referred to employers who have openings in the fields for which the veteran has experience/training.

4. **Youth:** IDES' Hire the Future program is geared to young adults aged 16-24 and is designed to facilitate the transition into the workplace.

   Career Link is incorporating Sector based Career Pathways for Out of School Youth which provides workshops relating to career exploration in high growth occupational

fields along with job readiness training. They also oversee 6 GED Drop-out Recovery Programs.

5. **National Farm Workers:** The National Farmworker Jobs Program (NFJP) is a nationally-directed program of services for chronically underemployed and unemployed migrant and seasonal farmworkers (MSFWs) which is administered by the Illinois Migrant Council in Illinois. NFJP goals are to strengthen the ability of MSFWs and their dependents to obtain or retain unsubsidized employment or stabilize their unsubsidized employment in agriculture; offer a customer-focused case management approach to achieve each participant's employment goals; deliver career services, training, and related assistance to eligible MSFW including youth; provide access to career services for MSFW through the One-Stop services delivery system including educational, workforce development and other partners; and coordinate services with the State Workforce Agency (Illinois Department of Commerce) and the State's Monitor Advocate System, Migrant and Seasonal Farmworker Program (Illinois Department of Employment Security). NFJP is a required One-Stop Partner in Local Workforce Innovation Areas where it operates.

6. **Long Term Unemployed:** Career Link's current initiatives involve the incorporation of Sector based Career Pathways for potential Long Term Unemployed population, including but not limited to the Mitsubishi and Caterpillar layoffs. Tailor made workshops relating to career exploration in high growth occupational fields along with job readiness training and activities are customized for the aforementioned populations. They have also contracted with two community colleges to provide Work Readiness Training for affected laid off workers.

7. **Low Skilled Adults and Youth:** Another initiative involves creating additional Bridge Program opportunities for participants enrolled in GED Recovery Programs. Currently, one of our colleges offers a CNA dual enrollment opportunity. Ideally, our intent is to seek advice from Career and Technical Education Advisors regarding logistics, etc. involved in developing avenues to additional career sector pathways.

8. **General:** An expansion of workshops, including more focused content related to preparing individuals for entry into these sector based career opportunities will include: Basic Skills Remediation for the Out of School Youth and the Long Term Unemployed populations in order to prepare them for initial entry and competency requirements necessary for successful completion of selected career pathways. A College Preparatory component will also be infused into the existing workshop curricula. Based on current feedback from participants, the newer "electronic based form" of teaching is a tremendous barrier to those re-entering the educational field. Hopefully, the advanced overview of today's classroom/expectations will deflate customer anxiety and the potential of "dropping out" of a program. Additionally, incorporation of the Veteran's population into these workshops serves as a high priority for our LWIA. The learning

curve for this population seems to resemble that of a long-term unemployed individual entering post-secondary education.

In addition to these initiatives, regional partners will work to address how to fully mainstream targeted populations into sector-based career pathways. We will develop data on these populations to determine the extent to which they are already involved in existing career pathways. We will also utilize technical assistance provided by the State to help us achieve this goal.

The NCEDR supports the State's goal of expanding information for employers and job-seekers to access services by improving the Illinois public-private data infrastructure to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways. Although we lack the ability at the regional level to impact the development of such systems, if they are created we will encourage our local employers and job seekers to use them. The regional partners welcome any opportunity to provide input into the design of the systems that make up the data infrastructure that is under development.

Chapter 4: Operating Systems and Policies – Local Component

A. **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);**

- **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**
- **Explain how the comprehensive one-stop center provides <u>on demand access</u> to the required**
- **career services in the most inclusive and appropriate setting and accommodations.**

Required revision for compliance in PY 17

The one-stop delivery system will house two main contributors to the one stop: IDES/ Wagner-Peyser and Career Link. All other partners will provide services through direct linkage in compliance with the Governor's Guidelines Revision 2 Appendix Item 4:

(1) Having a program staff member physically present at the one-stop center;

(2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or

(3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

(i) A "direct linkage" means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
(ii) A "direct linkage" cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The one stop Location will be at: Peoria County - 406 Elm St. Peoria, IL 61605 – Career Link, IDES and Job Corps are located at this address. Partners on site will be IDES, Wagner Peyser, Veterans, Title 1B – Career Link Title 1B, and Job Corps. A TAA coordinator employed by DCEO will also be located at the one stop.

Required Revision for Compliance in PY 17

WIOA mandates that the required career services available through the One Stop will be provided in the most inclusive and appropriate setting and accommodations for individuals with disabilities are provided to ensure both physical and programmatic accessibility.

Physical accessibility standards are established both by the Illinois Accessibility Code and the Federal American's with Disabilities Act. The Department of Central Management Services must ensure that all State buildings meet these standards prior to entering into any lease agreement. To ensure continued physical accessibility standards periodic evaluation of the site should occur to verify that added furniture, receptacles, etc. do not infringe upon these standards.

Programmatic accessibility is often the more difficult standard to monitor as it varies by each individual's need based on disability. Examples of programmatic accessibility could include use of a sign language interpreter or telephone voice relay service for an individual who is deaf (interpreters can be sought via IDHHC—Illinois Deaf and Hard of Hearing Commission's interpreter referral services) to large print for an individual with sight limitations to Braille and OCR print to speech for an individual who is blind. Both the Division of Rehabilitation Services and the Advocates for Access (AFA) Center for Independent Living may be consulted regarding accommodation questions. Additional consultation regarding adaptive equipment can be made via the Illinois Assistive Technology Program (iltech.org) or UIC-Assistive Technology Unit (ghedman@uic.edu).

Affiliated Workforce Centers are:
Tazewell County – 2956 Court St (Sunset Plaza) Pekin, IL.
McLean County – 705 East Lincoln Normal, IL 61761
Mason County – 230 W. Main St Havana, IL 62644
Fulton County – 111 N. Main St (Fulton Square) Canton, IL 61520
Marshall County – 509 Front St. Henry, IL 61537
Woodford County – 1950 S. Main St Eureka, IL 61530
Stark County – 106 E. Williams St Wyoming, IL 61491

The Partners will develop coordinated delivery of service. Partners have indicated on the service matrix what services will be provided physically on-site as well as services to be provided on-demand through technology linkage. The service matrixes included in the Governor's Guidelines were used as a starting

point for development of a local service matrix which is attached to and incorporated in the MOU. (Attachment 1). Career Services: Career services include self-help services, services requiring minimal staff assistance and services requiring more staff involvement, generally provided to individuals unable to find employment through basic career services, and deemed to be in need of more concentrated services to obtain employment; or who are employed but deemed to be in need of more concentrated services to obtain or retain employment that allows for self-sufficiency.
Services provide in the one-stop on-site or through direct linkage are listed below:

1. Eligibility Determination: This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.

2. Outreach, Intake, and Orientation: Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals.

3. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Career Center, affiliate, or self-service location.

4. Initial Assessment: For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.

5. Job Search, Placement Assistance, and Career Counseling: Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, placement services, job finding clubs, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests.

6. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new or a better job for the individual. Employment Statistics-Labor Market Information: Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers; see Eligible Provider Performance and Program Cost Information: Collect and provide information on:
   A. Eligible training service providers (described in WIOA Section 122).
   B. Eligible youth activity providers (described in WIOA Section 123).
   C. Eligible adult education providers (described in WIOA Title II).
   D. Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 2301).
7. Eligible vocational rehabilitation program activities (described Title I of the Rehabilitation Act of filing claims for state benefit payments that Claims may be filed on-line or via telephone.

8. Local Performance Information: Collect and provide information on the local area's recent

performance measure outcomes.

9. Supportive Services' Information: Collect and provide information on services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.

10. Unemployment Compensation: Collect and provide information on protect individuals from economic insecurity while they look for work.

11. Eligibility Assistance: Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.

12. Follow-Up Services: Services provided to participants who are placed in unsubsidized employment, for not less than l2 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.

13. Comprehensive and Specialized Assessments: A closer look at the skills levels and service needs that may include:
    A. Diagnostic Testing and use of other assessment tools; and
    B. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
14. Individual Employment Plan Development: Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.

15. Group Counseling

16. Individual Counseling and Career Planning

17. Case Management: For participants who receive training services under WIOA Section 134(dX4).

18. Short-Term Prevocational Services: Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Training Services: Services offered through a training provider to help individuals upgrade their skills, earn degrees and certifications, or otherwise enhance their employability through learning and education. Types of training services include:

l. Occupational Skills Training: An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.

2. On-the-Job Training (OJT): Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance
of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wages.

3. Workplace and cooperative education: Programs that combine workplace training with related instruction which may include cooperative education programs.

Adult Education and Literacy (ABLE) programs: Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
Customized training: Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays for a portion of the cost of training.
Employer Services: One Stop services offered to employers include:

1. Employer needs assessment: Evaluation of employer needs, particularly future hiring and talent needs.
2. Job posting: Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
3. Applicant pre-screening: Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
4. Recruitment assistance: Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.
5. Training assistance: Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.
6. Labor Market Information: Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
7. Employer information and referral: Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, apprenticeship Programs.
8. Rapid Response and Layoff Aversion: Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor management
Committees, peer counseling, etc.

- **Provide information regarding the One-Stop Operator and describe the methods for coordinated service delivery between operator and partners.**
  - **Name of the procured one-stop operator**
  - **Describe the functions and scope of work of the one-stop operator**
- **Describe how the One-Stop Operator was procured.**
- **Describe the local operator's role and responsibility for coordinating referral among required 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.

- ***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.***

Methods for coordinated service delivery will be determined through process mapping. Meetings are currently being held to provide some insight as to how the frontline customer service model will function. ~~The One-Stop Operator has yet to be procured.~~ Consistent with the state plan the LWIB for LWDA 15 with the agreement of the chief elected officials ~~will~~ the ~~procure a~~ a One –Stop Operator has been procured by LWIB 15 before July 1st, 2017. An RFP w~~ill~~ was ~~be~~ released on behalf of the LWIB and the County Consortium Board.

The One Stops role and responsibility will be carried out in accordance with WIOA Section 121(1) (A) (B)
(i-iv).

The implementation of an integrated technology-enabled intake and case management information system for programs carried out under WIOA is to be determined. Currently there are a number of systems in place: Illinois Workforce Development System, Illinois Job Link, and Illinois WorkNet.

Services provided by the one-stop delivery system to remote areas will have been in place since the merge. Physical office locations have been established in all of the counties represented by LWDA 15. Rural counties including Marshall, Stark, Woodford, Mason, and Fulton counties each have an affiliate office. Partner service access will be provided to individuals through an electronically or technologically linked access point.

B. Provide information regarding the local coordination of services including:

- ***How the Local Board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.***

Required revision for compliance in PY 17

Presently there is no **integrated**, technology-enabled intake and case management information for programs carried out under WIOA (679.560(b)(20) and by one-stop partners. ~~Once a One stop operator has been chosen by the board it will be the role and responsibility of the operator for coordinating referrals among required partners.~~ The Workforce Innovation Board of WIOA Region 15 procured through a competitive process and approved a consortium of four organizations to be the One Stop Operators: United Workforce Development Board Aka Career Link, Illinois Department of Employment Security, Department of Human Services/Division of Rehabilitation Services, Adult Education and literacy/Illinois Central College. In forming the Consortium, the partners agreed to a division of duties as outlined below:

1. Career Link
    a. Coordinate the of delivery of services among the partners

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b. Ensure that customer calls to the one-stop center are handled timely and in accordance with procedures established for the center
c. Coordinate services to businesses
d. Coordinate services to individuals
e. Ensure effective referral processes are in place for all partner services
f. Assist in the coordination of affiliate sites
g. Address and resolve issues related to one-stop delivery systems
h. Promote the services available throughout the one-stop delivery system
i. Coordinate staffing approaches that promote service integration
j. Facilitate cross-training among one-stop partner staff
k. Ensure meaningful access to all required programs in the center

2. Illinois Department of Employment Security
   a. Facilitate the resolution of issues related to space usage, facility location, customer flow
   b. Oversee the maintenance of the facility such as provision of and payment for utilities, furnishings, janitorial, security and grounds
   c. Coordinate the center calendar to schedule facility usage
   d. Take the lead in coordinating signage procurement identifying the one-stop center
3. Adult Education and Literacy
   a. Develop a customer satisfaction measurement system
   b. Oversee and collect data
   c. Prepare reports on customer satisfaction based on the data collected
4. Vocational Rehabilitation
   a. Survey the one-stop center for physical accessibility
   b. Analyze programmatic accessibility
   c. Make corrective action suggestions for accessibility
   d. Provide recommendations for accessibility software and physical modifications as needed

Career Link has designated an experienced staff person to a newly created position of "One-Stop Operator Manager". The position will be part-time and will allow for hours to be adjusted weekly to accommodate the workload. By creating a designated position, it will assure that the full attention of the staff will be committed to one-stop operator issues. The position will report directly to the Executive Committee of the Workforce Innovation Board of LWIA 15. The Executive Committee will provide direction to the OSOM, verify timesheets, and evaluate the employee. The position will be part-time. The employer of record for the OSOM is the corporate entitiy, United Workforce Development Board Aka Career Link.

To coordinate the delivery of services among the partners the One-Stop Manager will first become familiar with the services that each partner provides. This will provide information necessary to make a judgment on what and how different services can be integrated and to also avoid unnecessary duplication.

The Manager will assure that calls to the one-stop center are handled in a timely and professional manner and will be determined by interaction with the staff and from customer satisfaction surveys. Remedial action will depend on the frequency and nature of the problem.

Coordination of services to businesses will involve assuring that the existing business service teams are meeting and fulfilling their mission.

Coordination of services to individuals (clients and applicants) goes back to the previously stated coordination of service delivery.

The partners have developed a universal referral form. Referrals will be handled within a 24-hour period by phone, email, and skype when available. Contact persons have been designated by each partner agency. The contact information can be provided by the One Stop staff or accessed online at the Career Link – America's Job Center website (presently under construction). It will be the responsibility of the One-Stop Manager to assist in the development of the referral system and then to monitor it for compliance with the procedure.

To coordinate the affiliate and satellite sites, the One-Stop Manager will visit each site once a year. The One-Stop Manager will assist in assuring that uniform polices are being provided in all locations.

To address and resolve unforeseen issues, the One-Stop Manager may contact partners individually or call a meeting of all four operator partners.

The promotion of services or marketing will be directed by the One-Stop Manager. The WIB has yet to decide if they wish to create a marketing committee. In any event, the marketing plan will be presented to the full Board. It will be up to the One-Stop Manager to institute the plan.

To promote and coordinate service integration, the process mapping activity will be completed. Based on the result, an analysis will be made as to what can be done for service integration.

The One-Stop Manager will be responsible for contacting other partner agencies to arrange cross-training and schedule said training. The One-Stop Manager will determine if the training is adequate and if not, will schedule further training.

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As referred to in the Regional Plan on pages 19-28.

There are several ways in which the groups listed in the Regional Plan will be incorporated into the WIOA regional planning efforts. In particular, we will:

- Leverage their existing employer outreach efforts to better understand the skill needs of employer within their respective sectors.
- Coordinate WIOA Regional strategies with economic development plans.
- Leverage their expertise in development of program models such as Career Pathways, Talent Pipelines and Earn and Learn Models.

- Career Link has been focused on demand driven training for over 20 years. This focus is also present in the States Sector Partnerships. Our regional plan is built upon this concept as well. It is the intent within the region to build strong partnerships with business such as the one that exists with manufacturing.

- The region will utilize our community and technical colleges in thinking about our approaches to engaging employers in sector initiatives. The partners will work in coordination with our economic development organizations to strengthen our relationships with employers in our primary and secondary targeted industry sectors.

- Workforce, Economic Development and Educational partners will work in tandem to implement regional programs with area employers. As required by WIOA, the Local Workforce Innovation Board in the NCEDR will support Sector Partnership. In accordance with the states Framework our program development will include stronger roles and integration with economic development. Programs will be aligned with educational career pathways.

- We will develop sector partnerships that are based on industry priorities. This will be determined by working through our regional economic development organizations, including Chambers of Commerce to engage a broad array of regional employers within each targeted industry sector. The partners within the region will work in a collaborative manner to use their respective programs and resources to create solutions that meet the industry and job seeker needs and are right-sized for regional demand. As envisioned in the Sector Framework our regional employers will "benefit from solutions that address their shared needs and will result in the right industry-driven solutions at the right scale at the right time." Based on these coordinated efforts the region will develop integrated business services for the core programs. We will avail ourselves on guides, tools and professional training that may be provided by the state.

- ***How the Local Board will maximize coordination, improve service delivery, and avoid duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the one-stop delivery system;***

  Wagner-Peyser staff provides the following services to business and individuals:

  - IllioisJobLink.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 Veteran's 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)

Those needing a referral to a partner service are provided contact information for the agency to which they are being referred. The referral is entered on to IJL as a service. Follow-up with referred customers is done when the customer is a Veteran who is enrolled in Case Management and receiving and intensive service.

- ***How the Local Board will coordinate WIOA title I workforce investment activities with 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 WIOA secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232;***

The Local Board will review applications submitted under Title II of WIOA based on additional guidance that is going to be released by ICCB. The Area Planning Council will address how to avoid duplication of services.
Services provided by programs – preparation classes for high school equivalency (HSE) exams (GED, HiSET, TASC) and Foreign Language GED exam, English as a Second language classes, integrated career pathways programs (ICAPS-prepare for HSE and complete college certificate program), evidence-based reading classes, technology skills classes, career bridge classes, career foundations, transition to postsecondary education and training, accommodations for individuals with disabilities.

- **How the local board will coordinate WIOA title I workforce investment activities with vocational rehabilitation service activities under WIOA title IV.**

The Division of Rehabilitation Services Vocational Rehabilitation program is a mandatory member of the Local Workforce Innovation Board. The area served by EDR3 serves a geographical area that includes part of the catchment areas of the local DRS offices in Bloomington, Pekin and Peoria (plus one county served by the Galesburg local DRS office). The Vocational Rehabilitation representatives to the board will be supervisor from one of the local offices that is appointed to a two-year position. The Vocational Rehabilitation representative to the WIOA board will serve as a conduit sharing information regarding changes to the VR program with the board and conversely provide information regarding WIOA Title 1 workforce investment activities with all Division of Rehabilitation Services offices serving the EDR3 geographic area.

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

Secondary and post-secondary education programs and activities in the local area include:

- Activities - secondary and post-secondary
  1. Curricular alignment, secondary to post-secondary, through Programs of Study (POS) and Pathways to Results (PTR)
  2. Dual credit (secondary and post-secondary) classes
  3. Work-based learning
  4. Career expos and fairs
- Services for students
  1. Career exploration and development (also for community members)
  2. Job search assistance
  3. Workshops – resume writing, interviewing skills, mock interviews
  4. Academic advisement
  5. Personal counseling
  6. Placement testing
  7. Transfer and Career & Technical Education degree and certificate credit programs

8. Financial assistance – grants, loan applications, scholarships
9. Accommodations for students with disabilities
10. Learning labs for academic assistance
11. Perkins CTE grant - academic and financial assistance for students enrolled in CTE programs, equipment for CTE programs, professional development for CTE faculty, career services

- Activities/services with employers and Title I
  1. Customized training for incumbent workers and dislocated workers
  2. Rapid response for dislocation events
- Referral process with one-stop partners
  1. Individuals referred by one-stop partners through direct linkage to community college – college provides placement testing, orientation, assistance with enrollment and application for financial assistance, and services listed above
  2. Students enrolled in programs referred through direct linkage and from information provided by partners to other one-stop partners for services not provided by/available at college

- **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.***

Required revision for compliance in PY17

Supportive Services may be provided to adults and dislocated workers who are eligible and registered in Career Services to youth registered and participating in Youth Programs. These Supportive Services will only be provided when they are necessary to enable individuals to participate in Title I activities. Case management staff must determine the availability of such services through other sources first and attempt to secure funding from those sources before authorizing expenditure of WIA funds. When other sources of funding are identified, career planning staff will refer the individual to the source of that funding to obtain the needed services. Documentation of the referral as well as the response will be placed in the individual's file. When a needed service is not available or the individual does not meet the eligibility for that service, Career Link will provide funding in accordance with the following guidelines **(All attempts of obtaining funding from other sources will be noted on the IWDS System).**

Attachment 2 contains the supportive service policies for Career Link. Also refer to the Regional Plan pages 28-33 for a list of supportive services within the region.

- **Describe the local referral process (see MOU Part IX).**
  - **Identify the entities between who the referrals occur Explain the method(s) that will be used to refer participants between programs**
  - **Define the roles related to referrals**
  - **Identify the method of tracking referrals**
  - **Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.**

The primary principle of the referral system is to provide integrated and seamless delivery of services to both job seekers and employers.

1. The partners agree to familiarize themselves with the requirements for participation in each of the required partner's programs.

2. To the extent possible, the partners agree to develop materials summarizing their program requirements and to make this accessible to all partners in the comprehensive one-stop center.
3. To the extent possible, the partners agree to develop and utilize common intake forms.
4. The partners agree to refer clients eligible for each other's services to one another for services.
5. The partners agree to evaluate ways to improve the referral process.
6. The partners commit to robust and ongoing communication required for an effective referral process.
7. The partners commit to actively follow-up on the results of referrals and to assure that resources of the partners are being leveraged at an optimal level.

C. 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.***

All of the programs that are available to Adults and Dislocated Workers in EDR 3 are eligible in compliance with the Demand Occupation List issued by the state. Program availability is also assessed using current labor market information, as well as current hiring practices of employers in our region and throughout the state. The LWIB as always adjusted to the changing climate of demand occupations within the area as well as addressing the needs of employers. Certification programs, Associate degree programs, and the final two years of a bachelor's degree are offered. Area educational institutions with eligible programs are: Illinois Central College, Spoon River College, Heartland Community College, Illinois State University, Bradley University, Illinois Wesleyan, Midwest Technical Institute, 160 Driving Academy, St. Francis Nursing School, Methodist Nursing School, and Blackhawk College.
In addition to classroom training, on the job training is also offered for eligible individuals. The EDR Business team will seek to expand relationships to address the needs of employers as well as individuals seeking assistance with our programs.

Customized training, internships, and other work based learning opportunities will continually be explored with our EDC and educational partners in the region. A business service team will work in partnership to engage area employers to participate in the region's initiatives. The goal will be to open up more short –term opportunities designed to expedite the placement of an individual in a job leading to self-sufficiency.

Currently Career Link, Illinois State University, the Energy Learning Exchange, and the Energy Workforce Consortium have partnered on a proposal for a Rapid Response Illinois Talent Pipeline Grant. This grant will provide opportunities and training in home performance, weatherization, and other initiatives.

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

The Local Board will continue to ensure the Local Workforce Area (LWA) coordinates a Rapid Response Team of representatives from WIOA partners and community organizations. The LWA is the lead agency for coordinating Rapid Response activity in the region and includes LWA staff, IDES staff, community college staff and other partners. The regional Rapid Response Team partners with

Department of Commerce Rapid Response staff as appropriate. The Team coordinates efforts to make impacted workers and businesses aware of available services, eligibility requirements and how to apply. LWA 15's regional Rapid Response Teams includes Career Link, IDES, Heartland Community College, Illinois Central College or Spoon River College, Navicore Solutions, Chestnut Credit Counseling and Illinois OCHI (Office of Consumer Health Insurance). The regional Rapid Response Team recently coordinated services for dislocated workers from Caterpillar, Mitsubishi and other layoff events. Rapid Response is a business-focused and flexible strategy designed for two major purposes. First, to help growing companies access an available pool of skilled workers from other companies that are downsizing or who have been trained in the skills your company needs to be competitive. Also, Rapid Response responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.

The Rapid Response Team works with employers and any employee representative(s) to quickly maximize public and private resources to minimize the disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response provides customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

Providing Rapid Response services to affected workers during layoffs or plant closings will results in multiple benefits to employers. The more quickly the Rapid Response strategy is implemented, the better off employers and dislocated workers will be.

- Higher productivity and worker morale and lower absenteeism during layoff event due to reduced stress.
- Lower unemployment insurance costs as workers are re-employed more quickly when services are begun prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. Rapid Response Teams understand the often confidential nature of layoffs, and will work with the company to ensure confidentiality at all times
- Better public relations for an employer. Rapid Response Teams can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.

Benefits to Workers

Rapid Response Teams can provide dislocated workers with information and services, including:

- Career counseling and job search assistance
- Resume preparation and interviewing skills workshops
- Information on the local labor market
- Unemployment insurance
- Information about education and training opportunities
- Information on health benefits and pensions

D. 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.***

Career Link currently has 5 in-school programs serving juniors and seniors identified as at-risk students. These programs combine career research in high demand occupations, soft skills training, job search assistance, and tutoring. Many go on to attend post-secondary education.
There are 5 out of school youth drop-out recovery programs. These programs provide GED assistance, work experience, career research, and opportunities to continue on to post-secondary education.

Career Link has recently reached out to fund a pilot program with the help of our EDC partners at Greater Peoria EDC and Illinois Central College; we were able to contract with Medusa Consulting to start the first Manufacturing Careers Internship Program. This program serves 18-24 yr. old youth with hard to serve barriers including some with felonies. The participants attended a 4-week boot camp that consisted of soft-skills training, NCRC testing, employer facility tours, and a 12-week internship for those who were chosen. 7 out of 9 completed and were placed in internships. The plan is to continue post-secondary education or more work-based learning opportunities with them if they are not hired.

It is our focus to develop programs using the Career Pathways model and the Talent Pipeline model. It is our focus to meet with our partners in the EDCs and community colleges to begin development and exploration on how we may achieve our goals assisting youth from junior high to out of school youth. We will seek the use of braided funding opportunities to maximize our potential to reach the goals we would like to achieve. Work-based learning opportunities such as Apprenticeship models, On-the-Job training and other initiatives are key to creating sustainable career pathways. Through our area groups such as the Workforce Alliance, Healthcare Learning Exchange, Pathways to Prosperity, Strategic Manufacturing Groups we have a good nucleus that can provide open discussion and action on meeting our initiatives.
The local region will work to address the disparity through better service alignment between Career Link and the Division of Rehabilitation Services. We will work to build the capacity of the one stop center to address disability initiatives throughout the region through better collaboration with our partners.

E. Provide a description of how the local area will provide services to Special Populations.

- ***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 134(c)(3)(E). Attachment 3 contains*** Career Link's priority of service policy

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

Outlined in attachment 3 is the policy for priority of service that was in place in former Region 16 when it merged with former Region 15. The Policy needs to be updated to reflect the merger of the two regions. It also needs to be updated to be compliant with WIOA. The local Board will be responsible for reviewing an updated Priority of Service with guidance provided by the staff. As one can see from the Policy, Veterans Priority was given the highest priority in accordance with the Jobs

for Veterans Act. One category that will need to be added to the priority of service is "individuals who are basic skills deficient". There are other categories of individuals for whom a priority of service might be given including, but not limited to: race, sex, recipients of public assistance, and limited English. In considering adding a priority for any group, the Board will be given data on the incidence of the group in the general population as compared with the level of service received in the local region. If there is a disparity that indicates a particular group is being underserved, the Board should consider whether to make that group a priority and how high a priority. Because an assessment is such an important part of the decision to enroll someone, the Board will be cautioned that priority of service does not override the decision as to whether the individual can reasonably be expected to successfully complete a program and find employment.

F. 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 grant application process begins by developing an overhead budget and estimating what portion of this budget will be chargeable to Adults and to Dislocated Workers. This amount must fall below the 40% threshold in each funding stream. Career Link will plan for an amount that is at least 3% below the threshold or, 37%. As the year progresses, the Fiscal Department monitors expenditures for 40% compliance. Approximately every two months the Fiscal Department will publish a report on meeting the 40% requirement and the 80% requirement to the Management staff. If it appears that any funding stream is close to the threshold, a discussion will take place as to the severity of the problem and possible remedies. Follow-up monitoring will occur to determine if the corrective action plan is working and if it is not, a further discussion among Management staff will take place to discuss further steps.

- **How the 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:**

See pages 43-44 of the Regional Plan. Career Link will undertake the following strategies:

1. Work Based Learning – Earn and Learn Models
   To increase the utilization of work based learning in the region we will work through existing initiatives such as the Strategic Manufacturing Group, Healthcare Exchange and Bloomington/Normal Workforce Development/Stem strategies addressing our target industry sectors to promote these programs to regional employers. We will also work with our business service teams to standardize the promotion of these programs when meeting with employers.

2. Sector Strategies
   The region plans to use both Career Pathway and Talent Pipeline approaches to support our sector strategies. We will inventory the current information on Career Pathways in the region and evaluate how complete they are. It is our plan to create pathways with multiple entry and exit points, so that participants with varied levels of educational attainment can enter a career pathway at an appropriate entry point to obtain the skills and credentials that they need. These career pathways will also enable participants to exit into employment that is relevant for the skills and credentials they have obtained, or continue in further education and training to prepare for better-paying jobs that require more advanced skills. Talent Pipeline is a newer concept that puts the

employer as the primary consumer of the program. The region will explore these models and work to develop training programs using this approach.

3. Coordinated Business Services
   Partners in the region will provide cross training on the programs and services that they offer to employers. The Economic Development Partners in the region will take the lead in developing common messaging and marketing of business services. The partners will develop strategies that go beyond program silos to promote their employer services.

Incumbent worker, Apprenticeships, internships, work experience, and on the job training opportunities will be offered to employers and participants as components in the Talent Pipeline process. The proposed outcomes needed will be directed towards employment in high demand occupations earning a living wage that allows for self-sufficiency, earning industry recognized and/or stackable credentials, and job retention.

- **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;**

See Attachment 4 Individual Training Account Policy: Training services will be provided that maximizes consumer choice. An individual who is eligible, in consultation with a Career Planner may choose from an eligible list of providers that have been approved by the Local Workforce Innovation Board. Training Providers located outside of the LWIA 15 region will be assessed according to the same standards outlined in the Training Provider Eligibility Policy. Training services may be provided by contract for such services as on the job training, customized training, incumbent worker and possibly registered apprenticeships. Contract services may also be utilized if there is a training services program that is effective in the local area administered by a community based organization or private organization to serve individuals with barriers to employment. Contracted learning activities may sometimes be coordinated with an ITA when Provider offered classes are coordinated with work-based learning activities.

- **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 provides will meet the employment needs of local employers, workers and jobseekers.**

See Attachment 5 Training Provider Policy
Policies and guidelines will reflect the State's Training Providers Procedures. The LWIB will ensure continuous improvement by granting approval of new programs that meet eligibility and Demand Occupation requirements with the assistance of a Provider/Program Committee consisting of LWIA 15 Management staff and seasoned Career Planners. This process ensures that Board's ability to react in an expedient manner thus ensuring continuous improvement of eligible provider services through the system. Business Services Teams will establish relationships with local employers assessing their needs for new programs to be added.

G. 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.**
- **To use funds for incumbent worker training as outlined in WIOA Section 134(d)(4)(A)(i).**
- **To use funds for transitional jobs as outlined in WIOA Section 134(d)(5).**
- **To use funds for pay for performance contracts as outlined in WIOA Section 133(b)(2-3).**

In regard to transferring funds between Adult and Dislocated Worker funding streams, the primary strategy utilized by Career Link, the Title IB administrator of workforce funds, is to allocate resources to the funding stream that has demand for funds and services that can't be met by the original allocation. The amount of the transfer is determined by the volume of demand and the average cost per participant. The maximum dollar amount that could be transferred under WIOA is 100%. But as a practical matter, it would probably never exceed 50%. Recent history indicates that transfers would most likely occur from Dislocated Workers to Adults.

Funds set aside for incumbent worker training will be determined by past demand, any anticipated new company participation and a reserve to meet unanticipated demand.
The strategy used to determine the funding for transitional jobs, up to the 10% maximum, will be to analyze past need and examine expectations for future participation.
In the three circumstances described, above, Career Link will continually monitor expenditures and future demand and if the need arises and if funds are available, will modify its grant to shift funds to the needed category.
Career Link does not intend to use performance contracts.

Chapter 5: Performance Goals and Evaluation – Local Component

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)).

A. **Provide information regarding the projected local service levels.** [Note the details regarding this requirement will be developed in the Spring of 2016]

LWIB 15 and Career Link have a long history of exceeding performance measures. The LWIB will continue to take steps to ensure performance outcomes that meet or exceed the measures outlined under WIOA. Training provider eligibility requirements and sector based strategies will be aligned with all of the performance measures.

B. 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 1 subtitle B, and the one-stop delivery system in the local area.

Required revision for compliance in PY 17, pending the negotiation of local performance goals:

The performance goals regarding the local levels of performance LWIA 15 were negotiated with the Governor and chief elected officials consistent with WIOA Sec. 116(c) to be used when measuring the performance of the local fiscal agent, eligible providers under Title 1B and the one stop delivery system to comply with 679.560(b)(16) (see Attachment 9).

Chapter 6: Technical Requirements and Assurances – Local Component

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

A. 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).**

United Workforce Development Board (UWDB) is the grantee for WIOA funds. Steven Martin, Executive Director, is the authorized designee.

- **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 1 activities. See Attachment 6**

B. 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. See Attachment 7**

As the lead agency in Illinois for provision of services for individuals with disabilities, the Illinois Department of Human Services- Division of Rehabilitation Services (IDHS-DRS) will work the One Stop partners to ensure that access to program services will be available for persons with disabilities. The One Stop must be determined to be physically accessible during leasing arrangement completed by Central Management Services. Program accessibility is a little more difficult to monitor and maintain as sensory and cognitive impairments may make computers, software, written materials, and telecommunication devices inaccessible. Vocational rehabilitation staff will be available to review accessibility issues for customers at the One Stop, affiliates, and partner programs, as well as provide accessibility information and recommendations on projected job sites. IDHS-DRS may assist with the purchase of adaptive equipment at the One Stop to ensure program accessibility. This may include equipment such as CCTV and large screen monitors, software such as Dragon Dictate, JAWS and Zoomtext, as well as telecommunication devices such as the Sorenson Video Relay. Equipment purchase will be subject to demonstrated need, administrative approval, and appropriation approval. Technical assistance may also be available from the local Centers for Independent Living (LIFE CIL-Bloomington, Advocates for

Access-Peoria Heights), and from the Illinois Technology Assistance Program and the IDHS-DRS Rehab Tech Unit.

Entities within the One-Stop delivery system will work with our Vocational Rehabilitation partner to assure compliance with WIOA Sec. 188 and applicable provisions of the Americans with Disabilities Act. We plan to review and develop an enhanced referral process between all partners. Vocational Rehabilitation staff will be available through direct linkage with the One-Stop Center. All staff will receive cross training on effective methods for providing services to individuals with disabilities. Business Service Staff will work with Rehabilitation Services staff to learn how to effectively work with employers to provide employment opportunities to those with disabilities.

- **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.]

Cooperative agreements will be developed as needed between partners to facilitate how local programs will be integrated and made accessible to those with disabilities.

C. 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.***

  A legal notice will be placed in the two largest newspapers in Region 15/EDR 3. This legal notice will provide a brief description of the action that is contemplated. The notice will also contain the phone number and email contact so that an interested party may ask questions, request a copy of the action and where to file a written comment. Comments may also be presented to the Workforce Innovation Board and such comments will be considered by the Board and the Board will determine what steps, if any, will be taken as a result of the written and oral comments. A summary of comments will be included with any submission of a Grant or other similar action, to the Department of Commerce. Such comments will be taken during the 30-day comment period.

  Should comments be received the summary will be prepared and the response of the CEO and the Workforce Innovation Board will be noted.

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

  No public comments were received on the Local Plan content.
  One public comment was received on the Regional Plan from Tammy Truitt – Director of Adult Education – Heartland Community College. It is listed below:

> "**My main concern is that if we put certain wording in our plan regarding becoming a Work Ready Community, we will be held accountable to doing so. It has been our experience after over 5 years of working toward becoming a Work Ready community that this goal is remarkably difficult to achieve and requires a tremendous amount of time and resources. Jill Blair worked toward this end enthusiastically for many years with relatively low success. When she left the Adult Ed arena, she suggested that I let the project drop completely. Our college no longer offers the tests. We will also not be renewing our subscription to the Career Ready 101 curriculum unless required to do so by our WIOA regional plan. When we conduct the Workkeys exams to our Adult Ed students, we found they experienced test fatigue. Please understand that I am not suggesting we take NCRC completely out of our plan, but perhaps we could word it in such a way that it could be an option for our various areas without it being a goal of the plan. "**

This comment was discussed at the May meeting of the LWIA 15 Board meeting. It was agreed to at the meeting that the content on this section of the plan would be amended to address the comment.

Language was amended on pages 40, 41 and 44 of the Regional Plan in response to this comment.

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

  The local plan modification process follows the same steps as that of an original grant submission. The need for a modification may be dependent on actions by the Dept. of Commerce or by local circumstances.

Attachment 1 Service Matrix

CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Skills and supportive service needs assessment	Labor exchange services	Program coordination and referral	Labor market information	Training provider performance and cost information	Performance info for the local area as a whole	Info on the availability of supportive services and referrals	Info and Assistance with UI claims	Assistance establishing eligibility for financial aid	Employment retention services	Follow-up services for Title IB customers
Title IB	☒	☒	☒	☒	☒	□	☒	☒	☒	□	☒	☒	☒
Adult Education and Family Literacy	□	☒	☒	□	☒	□	☒	☒	□	□	☒	□	□
Employment Programs under Wagner-Peyser	□	☒	□	☒	☒	☒	□	☒	☒	□	□	□	□
Vocational Rehabilitation	□	☒	□	□	☒	☒	□	☒	☒	□	☒	☒	□
Post-secondary Career and Technical Education under Perkins	□	☒	☒	□	□	□	☒	□	☒	□	☒	□	□
Trade Adjustment Assistance (TAA)	□	☒	□	☒	☒	☒	□	☒	☒	□	□	□	□
Job Counseling, Training and Placement Services for Veterans	□	☒	□	☒	☒	☒	□	☒	☒	□	□	□	□
Community Services Block Grant	□	☒	□	□	☒	□	□	□	☒	□	□	□	□
Unemployment Insurance	□	☒	□	☒	☒	□	□	□	□	☒	□	□	□
Senior Community Services Employment Program (SCSEP)	□	☒	□	□	☒	□	□	□	☒	□	□	□	□
Trade Readjustment Assistance (TRA)	□	☒	□	☒	☒	□	□	□	□	☒	□	□	□
Second Chance	□	□	□	□	□	□	□	□	□	□	□	□	□
TANF	□	□	□	□	□	□	□	□	□	□	□	□	□
Housing and Urban Development Employment and Training Activities	□	□	□	□	□	□	□	□	□	□	□	□	□
Migrant and Seasonal Farmworkers	□	☒	☒	☒	☒	□	☒	☒	☒	□	□	☒	□
Job Corps	□	☒	□	□	☒	□	□	□	☒	□	□	□	□
National Farmworker Jobs Program	□	☒	☒	☒	☒	☒	☒	☒	☒	□	☒	☒	☒
YouthBuild	□	☒	□	□	☒	□	□	□	☒	□	□	□	□

OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title IB	Analysis and use of LMI to support economic development, business services, career counseling for Title IB clients, case management for Title IB clients, training services for Title IB clients.
Adult Education and Family Literacy	Adult education and literacy student intake, assessment, student support services, literacy instruction
Employment Programs under Wagner-Peyser	Labor exchange, Apprenticeship program, Re-entry employment services, Veterans assistance
Vocational Rehabilitation	Overview and orientation to vocational rehabilitation services, evaluation and assessment of eligibility for vocationa rehabilitation services, guidance and counseling, development of individualized plan for employment.
Post-secondary Career and Technical Education under Perkins	Postsecondary Perkings acdemic counseling and career advising
Trade Adjustment Assistance (TAA)	Case management and local delivery of TAA services
Job Counseling, Training and Placement Services for Veterans	Job preparation, employer outreach
Community Services Block Grant	CSBG employment and training services, linkages to other programs
Unemployment Insurance	Unemployment Insurance
Senior Community Services Employment Program (SCSEP)	None other than career services on prior page
Trade Readjustment Assistance (TRA)	TRA determination and benefits
Second Chance	NA
TANF	
Housing and Urban Development Employment and Training Activities	NA
Migrant and Seasonal Farmworkers	Migrant and seasonal farmworker services

Required Partner	Other Programs and Activities Provided
Job Corps	None other than career services on prior page
National Farmworker Jobs Program	Analysis and use of LMI, business services, case management, labort exchange, Apprenticeship, reentry employment services, veterans assistance, referrals to MSFP, referrals to UI, referrals to vocational rehabilitation, development of individualized plan, referrals to adult education.
YouthBuild	NA
Other (specify):	

SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	Service(s) to be Provided	Onsite Staff	Onsite Contractor	"Direct Linkage" Technology	Specify How Technology Meets "Direct Linkage" Requirement
Title IB	Eligibility for Title I-B Participants	☒	☐	☐	
	Outreach, intake and orientation	☒	☐	☒	Telephone interview available during regular business hours
	Skills and supportive service needs assessment	☒	☐	☒	Telephone interview available during regular business hours
	Labor exchange services	☐	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☒	☐	☒	Telephone interview available during regular business hours
Adult Education and Family Literacy	Outreach, intake and orientation	☐	☐	☒	Telephone interview available during regular business hours
	Skills and supportive service needs assessment	☐	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
	Information about the availability of supportive services and referral to these services	☐	☐	☒	Telephone interview available during regular business hours
	Assistance establishing eligibility for financial aid	☐	☐	☒	Telephone interview available during regular business hours
Employment Programs under Wagner-Peyser	Outreach, intake and orientation	☒	☐	☐	
	Labor exchange services	☒	☐	☐	
	Program coordination and referral	☒	☐	☐	
	Labor market information	☒	☐	☐	
	Information about the availability of supportive	☒	☐	☐	

Required Partner	Service(s) to be Provided	Onsite Staff	Onsite Contractor	"Direct Linkage" Technology	Specify How Technology Meets "Direct Linkage" Requirement
	services and referral to these services				
Vocational Rehabilitation	Outreach, intake and orientation	☐	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
	Information about the availability of supportive services and referral to these services	☐	☐	☒	Telephone interview available during regular business hours
	Assistance establishing eligibility for financial aid	☐	☐	☒	Telephone interview available during regular business hours
	Employment retention services	☐	☐	☒	Telephone interview available during regular business hours
Post-secondary Career and Technical Education under Perkins	Outreach, intake and orientation	☐	☐	☒	Telephone interview available during regular business hours
	Skills and supportive service needs assessment	☐	☐	☒	Telephone interview available during regular business hours
	Training provider and cost information	☐	☐	☒	Telephone interview available during regular business hours
	Information about the availability of supportive services and referral to these services	☐	☐	☒	Telephone interview available during regular business hours
	Assistance establishing eligibility for financial aid	☐	☐	☒	Telephone interview available during regular business hours
Trade Adjustment Assistance (TAA)	Outreach, intake and orientation	☒	☐	☐	
	Assistance establishing eligibility for financial aid	☒	☐	☐	
		☐	☐	☐	

Required Partner	Service(s) to be Provided	Onsite Staff	Onsite Contractor	"Direct Linkage" Technology	Specify How Technology Meets "Direct Linkage" Requirement
		☐	☐	☐	
		☐	☐	☐	
Job Counseling, Training and Placement Services for Veterans	Outreach, intake and orientation	☒	☐	☐	
	Program coordination and referral	☒	☐	☐	
	Information about the availability of supportive services and referral to these services	☒	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Community Services Block Grant	Outreach, intake and orientation	☐	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
	Information about the availability of supportive services and referral to these services	☐	☐	☒	Telephone interview available during regular business hours
		☐	☐	☐	
		☐	☐	☐	
Unemployment Insurance	Establishing eligibility for UI	☒	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Senior Community Services Employment Program (SCSEP)	Outreach, intake and orientation	☒	☐	☐	
	Program coordination and referral	☒	☐	☐	

Required Partner	Service(s) to be Provided	Onsite Staff	Onsite Contractor	"Direct Linkage" Technology	Specify How Technology Meets "Direct Linkage" Requirement
	Information about the availability of supportive services and referral to these services	☒	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Trade Readjustment Assistance (TRA)	Assistance in establishing eligibility for TRA	☒	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Second Chance	NA	☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
TANF	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Housing and Urban Development Employment and Training Activities	NA	☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	

Required Partner	Service(s) to be Provided	Onsite Staff	Onsite Contractor	"Direct Linkage" Technology	Specify How Technology Meets "Direct Linkage" Requirement
Migrant and Seasonal Farmworkers	Outreach, intake and orientation	☒	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☒	☐	☒	Telephone interview available during regular business hours
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
Job Corps	Program coordination and referral	☒	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
National Farmworker Jobs Program	Outreach, intake and orientation	☐	☐	☒	Telephone interview available during regular business hours
	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
	Information about the availability of supportive services and referral to these services	☐	☐	☒	Telephone interview available during regular business hours
	Assistance establishing eligibility for financial aid	☐	☐	☒	Telephone interview available during regular business hours
	Employment retention services	☐	☐	☒	Telephone interview available during regular business hours
YouthBuild	Program coordination and referral	☐	☐	☒	Telephone interview available during regular business hours
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	

Attachment 2 Supportive Service Policy

CAREER LINK

SUPPORTIVE SERVICES POLICY AND PROCEDURES

(9.27.2014 Transportation increase #1 –refer to attachment on back of this form)

Transportation increase #2 eff. 1/1/15 (current amounts in policy)

POLICY

Supportive Services may be provided to adults and dislocated workers who are registered and participating in Core, Intensive or Training Services and to youth registered and participating in Youth Programs. These Supportive Services will only be provided when they are necessary to enable individuals to participate in Title I activities. Case management staff must determine the availability of such services through other sources first and attempt to secure funding from those sources before authorizing expenditure of WIA funds. When other sources of funding are identified, case management staff will refer the individual to the source of that funding to obtain the needed services. Documentation of the referral as well as the response will be placed in the individual's file. When a needed service is not available or the individual does not meet the eligibility for that service, Career Link will provide funding in accordance with the following guidelines **(All attempts of obtaining funding from other sources will be noted on the IWDS System):**

TRANSPORTATION

In-School Youth – Transportation assistance will be provided only for off-campus Title I funded activities and at the rate listed below.

Out-of-School Youth, Adults and Dislocated Workers – Transportation assistance will be available for participants attending post-secondary training, Internships and GED/Career Preparation programs. Exceptions must be approved by the Assistant Director or Executive Director. The amount of assistance for gasoline is based on the documented round trip mileage between the student's home and the classroom training site and/or the Internship site (including the distance to the child care provider when appropriate) for days in attendance only. Round trip mileage will be documented by the Case Manager through use of a map finder website on the Internet (such as Rand McNally or MapQuest). Payment will be made directly to the student on a bi-weekly schedule upon receipt of an attendance record signed by the instructor(s)/supervisor and the student at the following "per day" rates:

Round Trip Miles	Rate Per Day
11 – 20	$6.48
21 – 30	$9.72
31 – 40	$12.96
41 – 50	$16.20
51 – 60	$19.44
61 – over	$19.44

Mileage reimbursement rates are based on 60% of the current IRS federal rate calculated at the top end of the mileage range. When a change in the rate occurs it will be applied beginning with the next full payroll period.

In those areas of LWDA #15 where public transportation is available to the participant and can be used as their source of transportation to their training site and child care provider, a bus pass can be purchased for their use. Bus passes are purchased for a monthly time period. The check will be made out to the Bus Transit organization. The client will be responsible for taking the check to the Bus Transit to purchase the pass. Clients will continue to turn in attendance Records in accordance with the CRT classroom training schedule.

AUTOMOBILE REPAIRS

Career Link will only provide assistance for car repairs when the participant is the legal owner of the vehicle and when the car is necessary for transportation to training and it would not be operable or safe without the repairs. Documentation of ownership must be sent to the Fiscal Dept. with the Payment Authorization and a copy placed in the participant's file. The vehicle must also be properly insured and the participant must have a valid driver's license. Documentation of these requirements must also be provided to the Fiscal Dept. and placed in the participant's file. Documentation of need, 3 bids to document reasonable cost and exhaustion of other sources of assistance must be provided to the Fiscal Dept. and placed in the client file. Case notes must be recorded on IWDS concerning all of the above requirements. See Attached Payment Authorization/CSA Classification.

Out-of-School Youth, In-School Youth (who are enrolled in a post-secondary level program) and (1A) Adults will be eligible to receive up to a total of $300 in **approved** car repairs (there is no longer a one-time limit). This total is effective during the time that the client is enrolled in their training program. This $300 is to be used for **emergencies only** and must be approved by the Case Manager. It cannot be used and will not be approved for preventive maintenance such as oil changes, tire rotations, etc.

Only those **Dislocated Workers** who also meet eligibility guidelines for Adult (1A) will be eligible to receive car repairs. If a Dislocated client requests car repairs, the Case Manager will be expected to document how the client meets 1A eligibility guidelines (proof of Link Card, etc.). This documentation must be placed in the client's file and a copy of it should be sent with the request to Fiscal. The remaining requirements for documentation and record keeping are the same as above.

CHILD CARE

In-School Youth – Available only for activities that are outside the normal school day and which are required for participation in a WIA funded activity.

Out-of-School Youth, Adults and Dislocated Workers – Individuals enrolled in vocational classroom training and/or work experience and who are in need of care for their children while participating in training and who do not have a family member in their home who is able to provide child care, are eligible for support. An effort must be made to obtain other sources of child care assistance prior to approval of any Career Link support. Any participant eligible for assistance shall be offered such assistance unless funds have been exhausted.

PRIORITIES FOR CHILD CARE ASSISTANCE

1. Family members at no cost to Career Link. Career Link will not pay child care assistance to a family member living in the same residence as the participant.
2. Child Care Resource & Referral Network – all participants seeking child care assistance **are required** to apply for CCRRN assistance. If a participant is eligible and receives CCRRN assistance, he/she **will not be eligible** to utilize Career Link monies for co-payments etc.
3. Assistance from DORS for Special Needs Child
4. Child Care provider with sliding fee scale
5. Provider who will accept Career Link fee limits
6. Participant will pay the difference between provider's charges and Career Link's limits

GUIDELINES:

Each childcare provider is required to complete the W-9 Form (Request for Taxpayer Identification Number and Certification). Childcare providers will be sent a 1099 for tax purposes. In addition, A Daycare Provider Acknowledgement Form must be completed. The Career Link Case Manager, Daycare Provider and Career Link Participant must sign this form.

Childcare checks will only be made out to the childcare provider.

Childcare will not be provided for Internet/On-line courses.

Childcare can't be provided for study time.

Once a participant's child reaches the age of 13, Career Link will no longer pay for childcare assistance. Participants with children who have documented disabilities may request continued

childcare services. At this time, a review of the situation will be conducted by the Case Manager and Senior Case Manager. All acquired information will be presented to the Program Manager. After review, a decision will then be provided to the participant.

Reimbursement is based on the following maximum per child:

	INFANT	TODDLER
Full-Time	$148.50/Week	$99/Week
	$38.50/Day	$33/Day
Part-Time	$4.40/Hour	$3.85/Hour

Three or more days per week @ 5 or more hours per day--authorize weekly rate (maximum or less)
Five or more hours per day for less than 3 days per week--authorize daily rate (maximum or less)

Less than 5 hours per day—authorize hourly rate (maximum or less)

Career Link will pay child care at the regular authorized rate for holidays and breaks no more than 10 days in length in order to hold the child's slot with the provider. We will not pay for extended breaks between semesters that are more than 10 days in length.

Since most breaks between semesters **do** exceed the 10-day limit, Career Link does not usually pay for these breaks. Participants can request consideration for an exception to the policy using the following procedure.

1. If the participant feels that payment of only 10 days or less during a break from school will greatly impact their childcare situation for the next semester, they must contact their Case Manager as soon as possible to discuss the problem.
2. The participant must get written verification from the childcare provider that the payment of 10+ days will hold their childcare slot(s).
3. The case Manager will base their decision for approval on issues such as the availability of funds, the participant's past record of promptness and cooperation in following childcare procedures, the guarantee from the provider that the payment will hold the child's slot, etc.
4. Approval must be granted ***prior*** to incurring the childcare expenses.

ASSISTANCE with RENT, MORTGAGE and HOMEOWNER'S INSURANCE

In-School Youth – No assistance for rent, mortgage payments or homeowner's insurance will be provided unless the youth is enrolled in a post-secondary level education program. (The participant's name must be on the rental lease, mortgage contract or homeowner's insurance.)

Out of School Youth, Adults and Dislocated Workers - The rental lease, mortgage contract and homeowner's insurance must have the participant's name on the documentation.

UTILITIES ASSISTANCE

Out-of-School Youth, In-school youth (who are currently enrolled in a post-secondary level education program) and Adults – A participant who has established residency as an individual family may receive assistance with payments for electricity, gas, water, telephone or rent. To be eligible the participant must have exhausted other sources of assistance first. ***See attached Payment Authorization/CSA Classification.***

Out-of-school Youth, In-School Youth (who are enrolled in a post-secondary level program) and (1A) Adults will be eligible for assistance with utilities. The utilities can total up to $300 during the time period that the client is enrolled in their training program. A "Plan of Action" must be written and added to the client's IWDS case notes describing how the client plans to pay for their utilities beginning the next month. It should be specific and not simply state that the client will be graduating in 6 months.

Dislocated workers are only eligible to receive these services if they also meet Adult (1A) eligibility. Documentation of the client's eligibility is the responsibility of the Case Manager. The documentation must be placed in the client's file and copies must be sent with the request for assistance to the Fiscal Dept. The remaining requirements for record keeping are the same as for other supportive services.

REFERRALS TO MEDICAL SERVICES

Referrals to medical services will be made as appropriate. Payment will be made for medical examinations, tests and shots when these are required for participation in a WIA sponsored activity. ***See attached Payment Authorization/CSA Classification.***

LINKAGES TO COMMUNITY SERVICES

Referrals will be made to other appropriate fee paid community services when no other funding is available. Career Link will reimburse the service providers 50% of the cost of services ***up to a limit of $500.***

TRAINING EXPENSES

Career Link will pay for the following Training Expenses:

1. Books **required** for courses in which the participant is enrolled. Courses must be specifically required in the curriculum or can be counted as an "elective".
2. $28 worth of necessary school supplies per semester.
3. Uniforms, equipment and materials required for participation in a curriculum. See "Payment Authorization/CSA Classification and Maximum Expenditure Limits" for maximum expenditures for specific items and/or categories. Expenses must be a requirement of the class/curriculum.

4. Review courses, licensing exams, and other tests and exams that are part of a credentialing process included in certain curriculums.

** Review Courses**

Participants may take one review course in an approved program that will be funded by Career Link. In order for the course to be funded by Career Link, the company's written
Policy on retakes/refunds must be obtained. In the event that a refund is possible, the following procedures must be used.

a. If participant pays for the course and requests a reimbursement, that reimbursement will only be made when documentation is provided that the participant will not receive a refund from the review course. If the refund is dependent upon passing a test, proof that the test has been passed will be sufficient documentation.
b. When Career Link pays the company directly for the review course, any refund must be payable to Career Link. The participant will provide documentation of attendance in the review course, as well as documentation of completing the tests and questions for the course. The test will be funded by Career Link only after that documentation is received.

5. **Expenses must be a requirement of the class/curriculum.**

Exception*National Career Readiness Certification testing fees and other related costs (licensing, etc.) are EXEMPT from the "Required Status" related to class/curriculum.*****

Effective 1/2011

Payment authorization /CSA Classification and Maximum Expenditure Limits

*Limit is the standard fee

DESCRIPTION	CATEGORY	LIMIT
Audiology testing	Emergency Needs	$275
Automobile insurance	Emergency Needs	$413
Automobile repairs	Emergency Needs	$300
Dental care	Emergency Needs	$300
Housing assistance (rent, mortgage)	Emergency Needs	$300
Interview clothing	Emergency Needs	$150
Non-safety eye glasses/exam	Emergency Needs	$300
Other (requires supervisor approval)	Emergency Needs	N/A
Utilities assistance	Emergency Needs	$300
Background checks, MVR record and/or fingerprinting	Training Related	$ 66
Books, textbooks, packets	Training Related	$800

Graduation fee, supplies, i.e., caps, gowns	Training Related	$600
Immunizations	Training Related	$500
Licensure or certification costs	Training Related	*
School supplies (per semester)	Training Related	$ 28
Non-medical supplies required by school	Training Related	$165
Other (requires supervisor approval)	Training Related	N/A
Other safety apparel or equipment	Training Related	$110
Prescription safety glasses (must be required)	Training Related	$440
Printer ink cartridge (one per semester)	Training Related	$ 25
Psychological testing	Training Related	$330
Required physicals/exams/drug screens	Training Related	*
Review courses for licensing exams	Training Related	$550
Safety shoes	Training Related	$ 80
School medical supplies except stethoscope	Training Related	$350
Stethoscope	Training Related	$110
Study carrels (per semester)	Training Related	$330
Testing fees	Training Related	*
Tools/devices required for training	Training Related	$1000
Uniforms	Training Related	$330
Bus Tokens/Passes	Training Related	$ 29 mth

Nursing Uniforms (maximum purchase): 3 tops, 3 bottoms, 1 lab coat and 1 pair of shoes in a 12-month period. For Graduation Ceremony, one top and one bottom may be purchased.

Hotel accommodations for NCLEX: Must be approved by the Program Manager

Basic calculators must be purchased using $28 supplies money. Only scientific or graphic calculator, etc. can be purchased if it is listed in the course syllabus as a requirement (not required to use $28 supplies money)

Expenditures in the "Other" category require the approval of the Program Manager.

Waivers to maximum amounts may be authorized only by the Executive Director.

In many situations alternative funding sources are available and these should be investigated and exhausted first.

LWIA 15 Board approved interim adoption of former LWIA 16 Supportive Services Policy on June 26, 2014. Merge of LWIA 15 and LWIA 16 occurred October 1, 2014. 1st transportation increase was effective: 9/27/14. This particular transportation page has been archived on the "G" Drive under Policies…for Monitors Refer to Executive WIB approval.

National Career Readiness Certification "Exception" approved by Executive WIB Board on 10/16/2015.

Attachment 3 Priority of Service

Veterans Priority Policy
for
Career Link

Background:

The Jobs for Veterans Act, enacted into Public Law 107-288 on November 7, 2002 contained a number of amendments to encourage veterans' access to services within an integrated one-stop service delivery system. The law established a priority of service requirement applicable to all DOL programs offering employment and training related services.

This policy has been prepared to be in compliance with the Act referenced above, WIA Policy Letter No. 03-(draft) and TEGL 05-03.

This policy applies to the following covered persons:

- a **veteran**, or
- the **spouse** of any of the following individuals
  - any veteran who died of a service-connected disability
  - any member of the Armed Forces serving on active duty who, at the time of application for assistance has been in one of the following categories for more than 90 days
    - missing in action
    - captured in line of duty by a hostile force or
    - detained or interned in line of duty by a foreign government or power
  - any veteran who has a total disability resulting from a service-connected disability or
  - any veteran who died while a disability so evaluated was in existence

Policy:

Individuals who fall within the definition outlined above will receive a priority of service over non-veterans if they meet program eligibility requirements. Priority means that veterans and eligible spouses will be given first opportunities for receipt of funding and services.

Career Link will insert language in all grants or contracts, explaining the requirements of Veterans' Preference and where feasible in memoranda of understanding.

Outreach, marketing and self-service tools, including websites and brochures will provide information on veterans' priority.

Procedures:

Career Link requires that each applicant for services complete a preliminary application. The pre-application will capture basic information about the applicant, but in particular, information to determine their status as a covered individual for veterans' priority.

When a pre- application is received, the date will be recorded in the box at the upper right-hand corner of the form and given to a Case Manager to do a preliminary eligibility review. That Case Manager may have to gather more information to determine Title Eligibility. Once that is completed, the appropriate Case Manager (dependent on title) will record the appropriate priority code in the Career Link box at the top of page one (see priority codes on next page). The pre-application will then be placed in a file by Title, separated by veteran and non-veteran status and in order of pre-application date. Each applicant will receive a brochure explaining veterans' priority and will be referred to the local LVER (McLean County office). The local LVER will provide information concerning the outcome of the meeting with the referring Case Manager. The applicant pool will be purged periodically of pre-applications which are dated more than six months prior to the current date. Applicants with Veteran's priority will be encouraged to reapply after the passing of 6 months. A new "Documentation of Receipt of Complaint Procedure" will need to be completed for each application an individual turns in.
When a case manager has available funds for enrollment Training Services, he or she will begin the processing of applicants starting with the highest priority (see chart below) first and in order of date of application. The case manager will determine if the applicant is still interested in services, determine if the applicant is still eligible and then conduct an assessment for appropriateness of enrollment.
Available financial resources will go to the highest priority group first and if funds remain, to the second priority group and so on. The signed "Documentation of Receipt of Complaint Procedure" will be placed in the official file of those applicants who are eventually registered in a Career Link Program.
Where a contractor or grantee has responsibility for selecting persons for Intensive or Training Services, the same basic policy for selection will apply.
All applicants who are eligible for services are limited to training options which have been placed on the Provider Eligibility System and all participants are subject to our local Individual Training Account (ITA) policy.
Data supporting the enrollment of veterans will be entered on the IWDS. The Career Planner will be responsible, on a semi-annual basis, to analyze the enrollment level of veterans as compared to the percentage of veterans that are in the eligible population. This information will be presented to the management team. If enrollment levels are less than expected by a statistically significant amount, the management team will investigate the causes and propose corrective actions. Increased scrutiny will take place and further corrective action will be considered until such time as the under service level has been corrected.

Priority Groups and Codes For Applicants

Priority Groups Adults	Priority Groups Youth	Priority Groups Dislocated Workers	Priority Groups I.S./National Emergency	Priority Groups TAS
Resident ED Veteran **1A**	Resident Veteran **1Y**	Resident Veteran **1D**	Resident Veteran **1S**	Resident Veteran **1T**
Resident ED Non-Veteran **2A**	Resident Non-Veteran **2Y**	Resident Non-Veteran **2D**	Resident Non-Veteran **2S**	Resident Non-Veteran **2T**
Resident Non-ED Veteran **3A**				
Resident Non-ED Non-Veteran **4A**				
Non-Resident ED Veteran **5A**	Non-Resident Veteran **3Y**	Non-Resident Veteran **3D**	Non-Resident Veteran **3S**	Non-Resident Veteran **3T**
Non-Resident ED Non-Veteran **6A**	Non-Resident Non-Veteran **4Y**	Non-Resident Non-Veteran **4D**	Non-Resident Non-Veteran **4S**	Non-Resident Non-Veteran **4T**
Non-Resident Non-ED Veteran **7A**				
Non-Resident Non-ED Non-Veteran **8A**				

The use of the word "Veteran" is used in place of the description as a "Covered Person". This chart applies to all persons who fall within the definition of a Covered Person.
A "Resident" is one whose permanent address is within one of the four counties that make up WIA Region 15. For Youth, the definition includes students who may reside outside of the four counties but who attend a high school that is located within the boundaries of the four counties.
Priority is assigned for each group (column) with the highest priority at the top. For Adults there are eight priority groups possible. For all other titles there are four priority rankings.

For Adults there are three qualifiers: Residency, ED Status and Veteran Status. For all other titles there are two qualifiers: Residency and Veteran Status. These qualifiers coincide with the ITA Policy which describes priority services based on Residency and ED status.
Revised and adopted by the Workforce Investment Board on September 19, 2012.

Attachment 4 – Individual Training Accounts

The Workforce Innovation Board of Region 15
INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

Revised June 26, 2014 (See explanation-last page of policy)

I. Background Information from the Workforce Innovation and Opportunity Act and Federal Rules

A. The "Individual Training Account" is an account established by the designated one-stop operator on behalf of an eligible participant: a dislocated worker, an adult, an older youth (age 19-21) or an out-of-school youth.

** B. In order to be referred for training services through an individual training account, the adults and dislocated workers must first receive core and intensive services under WIOA Title 1 from the one-stop operator designated by the Workforce Innovation Board to provide these services.

** C. Individuals must select a program of training services that is directly linked to the employment opportunities in the local area or in the area to which the individual is willing to relocate. It must be an occupation that has been determined to be in a sector of the economy in the applicant's local area that has a high potential for sustained demand or growth.

** D. The individual who seeks training services and who is eligible may, in consultation with the designated Career Planner, select an eligible program and training provider from the approved list. The guidance provided by the Career Planner will be done in a manner that maximizes consumer choice in the selection of the training provider and program.

** E. Eligible training providers are those entities determined to be eligible through procedures described in WIOA and established by the Governor and the local Workforce Innovation Board.

F. The Workforce Innovation Board may develop initial and subsequent eligibility standards beyond the state policy.

II. Policy: Initial and Subsequent Training Provider Eligibility

A. The Workforce Innovation Board will adhere to the Governor's Training Provider Eligibility Demand Occupation List for initial and subsequent eligibility.

B. In addition to the State's Demand Occupation List, all curriculums for which eligibility is being sought must meet the growth index established by the LWIB of Region 15. This

growth index represents occupations, which have been determined to lead to long-term, high-wage employment.

C. Training Providers located within the geographical boundaries of LWDA 15, will be certified through the Internet-based application and procedures developed by the state. Providers will be allowed to apply and to be certified on a continuous basis. Thus there will be no limitations on certification periods.

D. In accordance with current State Policy, Training Providers located outside of LWDA 15's geographical boundaries will need to apply for eligibility to the LWDA in which they are geographically located. To receive ITA funds from LWDA 15, these providers will need to complete the following process:
   1. Completion of an Individual Referral Agreement with LWDA 15.
   2. Submittal of a copy of the course catalog description associated with the curriculum for which funding is being sought.
   3. Submittal of Cost of Attendance Information for distribution of PELL Grants.

E. The Workforce Innovation Board and the one-stop operators designated to implement ITA policies and procedures, will widely disseminate information concerning the procedures for the Internet-based application for training providers.

F. The employees of the United Workforce Development Board will be authorized to verify the Training Provider Eligibility process on behalf of the Workforce Innovation Board and with the Training Provider.

G. Providers will be approved only following reference checks and verification of authenticity of the program of courses and the institution.

H. The Workforce Innovation Board reserves the right to deny eligibility of a training Provider and/or course of study based on the board's criteria or lack of suitable references or evidence of fraudulent business practices.

I. The LWIB will use the approved Training Provider list for all ITAs through WIOA Title I-B, and any other federal or state funded training resources. The WIB will attempt to assist these providers in applying to join the list of certified Training Providers.

J. Other one-stop partners will be encouraged to use the LWIB's Eligibility Training Provider list when approving courses of education and training for individuals through their funding sources.

III. Policy: Individual Training Accounts

A. Training must be in occupations identified by the local LWIB as growth occupations and with providers approved through the State's Training Provider Certification process.

B. The training course or program must be likely to result in employment in the geographic area in which the prospective trainee intends to reside upon training completion.

C. The training course or program, even though on the state list, must also meet the Workforce Innovation Board's performance standards and additional criteria.

D. The prospective trainee must have the skills and qualifications to succeed in the training program based on the development of an in-depth objective assessment and an individual service plan by the Career Link career planner.

E. Trainees should generally attend "full-time" (as defined by the training provider) and programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis. Written requests should include an explanation of the necessity for the exception and evidence that financial support is available during the extended training period.

F. Individuals seeking an ITA must have a specific occupational goal. The course of study must be occupation-specific and result in the attainment of a credential. No ITA funds shall be provided for general academic programs.

G. Individuals will be required to apply for other forms of financial aid. Career Link funds will not be withheld while the individual is awaiting determination of eligibility for other financial aid. The Career Link staff will use the training provider's "cost of attendance" to identify the total amount of resources needed. The total funds from financial aid will not exceed this cost of attendance. The individual may be allowed to use Pell grant funds to assist with living expenses while using other sources of financial aid and the ITA for tuition and fees. The Career Link Staff will be authorized to change this policy in the event of ITA fund shortages.

H. Individuals who are delinquent in repaying a student loan will not be automatically disqualified from being considered for an ITA but must develop and implement a repayment plan with the Career Link career planner.

I. The ITA funds of Workforce Region 15 will prioritize Adult services as follows:

1. Residents of Region 15 who are economically disadvantaged and Veterans
2. Residents of Region 15 who are economically disadvantaged and Non-Veterans.
3. Residents of Region 15 who are not economically disadvantaged but are Veterans
4. Residents of Region 15 who are not economically disadvantaged and are Non-Veterans
5. Non-Residents of Region 15 who are economically disadvantaged and Veterans
6. Non-Residents of Region 15 who are economically disadvantaged and

Non-Veterans
7. Non-Residents of Region 15 who are non-economically disadvantaged and are Veterans
8. Non-Residents of Region 15 who are non-economically disadvantaged and are Non-Veterans

At least 60% of the Adults who are registered must be economically disadvantaged.

The ITA funds of Workforce Region 15 will prioritize Older Youth services as follows:
1. Economically disadvantaged residents who are Veterans
2. Economically disadvantaged residents who are Non-Veterans
3. Economically disadvantaged Non-Residents who are Veterans
4. Economically disadvantaged Non-Residents who are Non-Veterans

The ITA funds of Workforce Region 15 will prioritize Dislocated Worker services as follows:
1. Residents who are Veterans
2. Residents who are Non-Veterans
3. Non-Residents who are Veterans
4. Non-Residents who are Non-Veterans

J. ITAs will be awarded per semester, quarter, or for uninterrupted training coursework. Subsequent to the issuance of the first ITA, additional ITAs (if needed) will be awarded only for continuing in the curriculum at the educational or training institution identified in the customer's plan, unless there is mutual agreement by the customer and the Career Link Career Planner that a different plan is justifiable. The maximum total amount of all ITAs per individual will be limited to $15,000. This dollar limitation will include tuition and published fees as outlined in the institution's course catalog and made available to the general public. It will, however, exclude required books, supplies and support services.

K. The Career Link Staff will be authorized to adjust the ITA amount if funding is available or for special grant funds. Approval is required by the Program Manager or Assistant Program Manager.

L. Career Link will only pay "in-district" tuition rates at Community Colleges. Individuals wishing to attend a Community College outside of their district will be responsible for applying to the Community College District of their residence for payment of the "out-of-district" portion of the tuition and fees. Exceptions to this policy may be approved on a case-by-case basis.

M. Support services may be provided during the period of an ITA per separate policy. Resources other than WIOA, such as funds available through the Illinois Department of Human Services, will be accessed for these support services as appropriate.

N. Adults who become employed but continue to earn wages that are determined not to meet the "self-sufficiency standard" may be eligible for an ITA if their Individual Service Plan indicates a training need or such need is subsequently identified by the individual and/or the employer. (See the LWIB's Self-sufficiency Standard) In the event of fund shortages, the Workforce Innovation Board may authorize the Staff to deny these ITAs.

O. Dislocated Workers who become employed may be eligible to receive an ITA if they are employed in an occupation that pays less than 80% of their previous earning prior to their layoff and if their Individual Service Plan indicates a training need or such need is subsequently identified by the individual and/or the employer. The look-back period for a Dislocated Worker is 4 years from the date of application. In the event of fund shortages, the Workforce Innovation Board may authorize the staff to deny ITAs for all Dislocated Workers who have been re-employed.

P. An ITA or voucher may be denied if any of the above requirements are not met. Additional reasons for denial are as follows:

- Training funds are limited or exhausted;
- The individual's ITA funding limit has been reached;
- The individual cannot demonstrate that he/she has the financial resources to complete the training;
- The Training Provider does not accept the trainee;
- The trainee attempts to make changes to the voucher without the signature of their UWDB case manager; or,

The Training Provider and/or the trainee refuses to comply with reasonable Career Link or, as managing agency, LWIB requirements and conditions.

IV. Changes and Additions to These Policies

A. This policy will remain in effect until it is revised or terminated.

B. The Career Link staff will be authorized to revise this policy or implement additional policies necessary for the timely and effective management of ITAs. If it is found that the Staff is required to make significant changes or additions, the Workforce Innovation Board will review and approve the revised ITA policy. Policy reviews will be done annually or as needed.

C. The Career Link Staff and the Workforce Innovation Board, as managing agency, will maintain suitable implementation procedures for effective ITA policy deployment.

*******ITA amount change effective on March 19, 2009*******
*******Four-year look back period approved by WIB Board on April 16, 2014*******

Former LWDA 15 approved the adoption of the former LWIA 16 ITA **Policy, Supportive Services Policy & Procedures and Follow-up Policy on an interim basis-refer to June 26, 2014 LWIB minutes.**
Former LWIA 15 and LWIA 16 merged as LWDA 15 on October 1, 2014.

Attachment 5 – Training Provider Policy

Initial and Subsequent Training Provider Eligibility

This revised policy will be considered for approval by the board in May 2016

A. The Workforce Innovation Board will adhere to the Governor's Training Provider Eligibility Standards for initial and subsequent eligibility.

B. In addition to the State's standards, all curriculums for which eligibility is being sought must meet the Demand Occupation List established by the Department of Commerce State of Illinois. This Demand Occupation List represents occupations which have been determined to lead to long-term, high-wage employment.

C. Training Providers located within the geographical boundaries of LWDA15, will be certified through the Internet-based application and procedures developed by the state. Providers will be allowed to apply and to be certified on a continuous basis. Thus there will be no limitations on certification periods.

D. In accordance with current State Policy, Training Providers located outside of LWDA 15's geographical boundaries will need to apply for certification to the LWDA in which they are geographically located. To receive ITA funds from LWIA 15, these providers will need to complete the following process:
   1. Completion of an Individual Referral Agreement with LWDA 15.
   2. Submittal of a copy of the course catalog description associated with the curriculum for which funding is being sought.
   3. Submittal of Cost of Attendance Information for distribution of PELL Grants.
   4. Submittal of Performance data collection by provider (PY 2017).

E. The Workforce Innovation Board and the one-stop operators designated to implement ITA policies and procedures, will widely disseminate information concerning the procedures for the Internet-based application for training providers.

F. The employees of the United Workforce Development Board aka Career Link will be authorized to verify the Training Provider Eligibility process on behalf of the Workforce Innovation Board and with the Training Provider.

G. Providers will be approved only following reference checks and verification of authenticity of the program of courses and the institution.

H. The Workforce Innovation Board reserves the right to deny eligibility of a Training Provider and/or course of study based on the board's criteria or lack of suitable references or evidence of fraudulent business practices.

I. The LWIB will use the approved Training Provider list for all ITAs through WIOA Title I-B,

and any other federal or state funded training resources. The LWIB will attempt to assist these providers in applying to join the list of Eligible Training Providers.

J. Other one-stop partners will be encouraged to use the LWIB's Eligible Training Provider list when approving courses of education and training for individuals through their funding sources.

K. Apprenticeships to be considered an eligible training provider must be registered with USDOL, Office of Apprenticeship.

L. Industry recognized training programs must meet industry standards for approval or accreditation.

Revised and approved by the Workforce Innovation Board of Region 15 on

_____

Attachment 6 – Procurement Policy

Revised Draft Policy: to be reviewed by the board and considered for approval May 2016

UNITED WORKFORCE DEVELOPMENT BOARD, INC. CAREER LINK

LOCAL WORKFORCE INVESTMENT BOARD 15

PROCUREMENT SYSTEM

Adopted June 25, 1991

Revised May, 1996

Revised January, 1997

Revised October 1, 2002

Revised July 1, 2011

Revised May 1, 2013

Revised July 1, 2015

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INTRODUCTION

The **United Workforce Development Board, Inc**., **Career Link,** acting as a trustee of public funds, has an obligation to grant opportunities for all interested parties to provide goods and services. It also has a responsibility to secure goods and services with the most quality at the lowest price.

This policy applies to the purchase of any item or service despite purpose, amount, or for whom, and will follow the requirements of the Workforce Innovations and Opportunities Act, implementing regulations, and the Uniform Guidance outlined at 2 CFR 200 and the US Department of Labor exceptions outlined at 2 CFR 200. All costs for goods or services purchased must meet the test of being "reasonable, necessary, and allocable" to WIOA.

When in this policy "his" or related pronouns appear, either as words or as parts of words, they have been used for literary purposes and are meant in their generic sense, which is to include all human kind.

CODE OF CONDUCT

All United Workforce Development Board, Inc. Members and UWDB staff shall abide the following code of conduct.

No Board member shall participate in the selection or in the award of a contract supported by grant funds if a conflict of interest, real or apparent, is involved. A board member has the responsibility to report when a potential conflict of interest exists. He or she may declare the conflict or ask the Chair to rule on the application of the Code of Conduct.
A conflict of interest exists when an organization submits a bid and a Board member or a family member, as defined below, is employed by that organization or has a financial interest in that organization. When such a conflict of interest exists, either real or apparent, the Board member shall be excused from the meeting and shall not take part in discussions, make a motion, second a motion, rate any proposal or vote on the selection of bidders. The chair shall rule on the application of the Code of Conduct.
Family members are defined as: father, mother, brother, sister, son, daughter, spouse, aunt, uncle, niece, nephew, step parent, stepchild, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
No Board member shall accept gratuities, favors, or anything of monetary value from current or potential providers or vendors.
Board members who violate the Code of Conduct can be removed from the Board in accordance with the Bylaws regarding removal from office.

All provisions also apply to staff. Staff members who have a conflict of interest cannot participate in the selection process, including staff discussions of subcontractors, review and rating of proposals, or negotiation of contracts.

UWDB-CAREER LINK PROCEDURES

The Fiscal Department and Technical Specialist/Planner (herein after referred to as Planner) are responsible for administering and supervising the procurement system. Questions regarding procurement for training programs should be addressed to the Planner. Questions regarding all other purchases must be directed to the Fiscal Department.

All procurement covered by this policy will be authorized by a signed Contract, Agreement, Purchase Order, Payment Authorization, or Client Services Authorization. Only the Executive Director and the Assistant Director are signatories for contracts, agreements, and purchase orders. Staff positions listed in the "Purchases By/For Participants" section may approve Payment Authorizations and Client Service Authorizations.

The Planner will procure and prepare all training program contracts.

Contracts for training programs must be approved by the Workforce Innovations Board. The Planner will receive the original and send the original to the Fiscal Department.

The Executive Director or Assistant Director must approve all purchases except "Purchases By/For Participants" (see page 7). A Purchase Order will be completed by the appropriate staff and approved by the Executive Director or Assistant Director prior to placing the order. Orders place through the internet should have a confirming order sent or a copy printed off of the screen. The Purchase Order must be sent to the Fiscal Department.

A Purchase Order will be prepared for all purchases except those relating to a contract or participant costs.

Upon receipt of goods, a packing slip or other proof of receipt should be signed and dated by the person accepting the goods. All documentation must be sent to the Fiscal Department.

GENERAL PROCEDURES AND PRINCIPLES

These general procedures apply to all procurement regardless of type.

Recipient (UWDB-CAREER LINK) responsibilities

"The standards contained in this section [29 CFR part 95] do not relieve the recipient of the contractual responsibilities arising under its contract(s). The recipient is the responsible authority without recourse to DOL regarding the settlement and satisfaction of all contractual and administrative issues arising out of procurements entered into in support of an award or other agreement. This includes disputes, claims, protests of award, source evaluation or other matters of a contractual nature. Matters concerning violation of statute are to be referred to such Federal, State or local authority as may have proper jurisdiction." (29 CFR part 95.41)

"Grantees (State of Illinois) and subgrantees (UWDB) will have protest procedures to handle and resolve disputes relating to their procurements and shall in all instances disclose information regarding the protest to the awarding agency. A protestor must exhaust all administrative remedies with the grantee and subgrantee before pursuing a protest with the Federal agency. Reviews of protests by the Federal agency will be limited to: (i) Violations of Federal law or regulations and the standards of this section (violations of State or local law will be under the jurisdiction of State or local authorities) and (ii) Violations of the grantee's or subgrantee's protest procedures for failure to review a complaint or protest. Protests received by the Federal agency other than those specified above will be referred to the grantee or subgrantee" (29 CFR part 97.36 b (12))

Protests will be made in writing to the Executive Director or Assistant Director. If neither can resolve the dispute, then the protest will go before the Workforce Innovation Board. If protests cannot be resolved at that level, further provisions in the regulations [29 CFR part 97.36 b 12] apply.

Competition

"All procurement transactions shall be conducted in a manner to provide, to the maximum extent, practical, open and free competition.

The recipient shall be alert to organizational conflicts of interest as well as noncompetitive practices among contractors that may restrict or eliminate competition or otherwise restrain trade.

In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specification requirements, statements of work, invitations for bids and/or requests for proposals shall be excluded from competing for such procurements.

Awards shall be made to the bidder or offeror whose bid or offer is responsive to the solicitation and is advantageous to the recipient, price, quality and other factors considered.

Solicitations shall clearly set forth all requirements that the bidder or offeror shall fulfill in order for the bid or offer to be evaluated by the recipient.

Any and all bids or offers may be rejected when it is in the recipient's (UWDB) interest to do so." (29 CFR part 95.43)

Competition may not be restricted or eliminated by:
"(i) placing unreasonable requirements on firms in order for them to qualify to do business,
ii) requiring unnecessary experience and excessive bonding,
(iii) Noncompetitive pricing practices between firms or between affiliated companies,
(iv) non-competitive awards to consultants who are on retainer contracts,
(v) Organizational conflicts of interest,
(vi) specifying only a "brand name" product instead of allowing "an equal" product to be offered and describing the performance of other relevant requirements of the procurement, and
(vii) any arbitrary action in the procurement process.
(2) Grantees and subgrantees [UWDB] will conduct procurements in a manner that prohibits the use of statutorily or administratively imposed in-state or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable federal statutes expressly mandate or encourage geographic preference." (29CFR Part 97.36 (c)(1)-(2))

Procurement procedures - Solicitations for goods and services

"(l) Recipients shall avoid purchasing unnecessary items.
(2) Where appropriate, an analysis shall be made of lease and purchase alternatives to determine which would be the most economical and practical procurement for the Federal Government.
(3) Solicitations for goods and services shall provide for all of the following:
(i) A clear and accurate description of the technical requirements for the material, product or service to be procured. In competitive procurements, such a description shall not contain features which unduly restrict competition.
(ii) Requirements which the bidder/offeror must fulfill and all other factors to be used in evaluating bids or proposals.

(iii) A description, whenever practicable, of technical requirements in terms of functions to be performed or performance required, including the range of acceptable characteristics or minimum acceptable standards.
(iv) The specific features of 'brand name or equal' descriptions that bidders are required to meet when such items are included in the solicitation." (29 CFR part 95.44)

Procurement procedures - Special provisions

"(3)(v) The acceptance to the extent practicable and economically feasible of products and services dimensioned in the metric system of measurement.
(vi) Preference, to the extent practicable and economically feasible for products and services that conserve natural resources and protect the environment and are energy efficient." (29 CFR part 95.44)

Nonexpendable personal property, acquired either through purchase or lease-purchase, with a unit purchase price of $5,000 or more shall require prior approval from Department of Commerce.

"(5) To foster greater economy and efficiency, grantees and subgrantees are encouraged to enter into State and local intergovernmental agreements for procurement or use of common goods and services.
(6) Grantees and subgrantees are encouraged to use Federal excess and surplus property in lieu of purchasing new equipment and property whenever such use is feasible and reduces project costs." (29 CFR part 97.36 (b)(5)-(b)(6)

Cost and Price Analysis

"Some form of cost or price analysis shall be made and documented in the procurement files in connection with every procurement action. Price analysis may be accomplished in various ways, including the comparison of price quotations submitted, market prices and similar indicia, together with discounts. Cost analysis is the review and evaluation of each element of cost to determine reasonableness, allocability and allowability." (29 CFR part 95.45)

"A cost analysis will be necessary when adequate price competition is lacking, and for sole source procurements, including contract modifications or change orders, unless price reasonableness can be established on the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or based on prices set by law or regulation." (29 CFR part 97.36 (f)

Procurement records

"Grantees and Subgrantees will maintain records sufficient to detail the significant history of procurement. These records will include, but are not necessarily limited to the following: rationale for the method of procurement, selection of contract type, contractor selection or rejection, and the basis for the contractor price." Additionally, certifications of publication or tear sheets are needed for RFP's or Sealed Bid procurements. (29 CFR part 97.36 (b)(9)

"Procurement records and files for purchases in excess of the small purchase threshold shall include the following at a minimum:

(a) basis for contractor selection,
(b) Justification for lack of competition when competitive bids or offers are not obtained, and
(c) basis for award cost or price." (29 CFR part 95.46)

The above standards will apply to all procurements.

Requirements for Selection of Contractors

"(d) Contracts shall be made only with responsible contractors who possess the potential ability to perform successfully under the terms and conditions of the proposed procurement. Consideration shall be given to such matters as contractor integrity, record of past performance, financial and technical resources or accessibility to other necessary resources. In certain circumstances, contracts with certain parties are restricted by agencies' implementation of ... 'Debarment and Suspension' [barred from receiving federal funds] See 29 CFR part 98."
(29 CFR part 95.44)

TYPES OF PROCUREMENT

The following methods are available for the acquisition of goods, services, and training programs:
1. Micro Purchases
2. Small Purchases
3. Sealed Bids (Formal Advertising)
4. Competitive Proposals
5. Noncompetitive Proposals

1. Micro Purchases:

Micro Purchases are purchases with an aggregate dollar amount less than $3,000. These purchases do not require price quotes. Vendor selection should be distributed equitably among qualified suppliers in an effort to promote competition.

2. Small Purchases:

"Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that do not cost more than the simplified acquisition threshold [$25,000 (Illinois only)] ... price or rate quotations shall be obtained from an adequate number of qualified sources." (29 CFR part 97.36(d)(1)) Staff shall anticipate total purchases in the aggregate with a single vendor during the same fiscal year. If a future purchase exceeds the dollar limitation, an alternate method must be used.

3) Sealed Bids (Formal Advertising):

"Bids are publicly solicited and a firm-fixed price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming with all the material terms and conditions of the invitation for bids, is the lowest in price. (i). In order for sealed bids to be feasible, the following conditions should be present: (A) a complete, adequate, and realistic specification or purchase description is available: (B) Two or more responsible bidders are willing and able to compete effectively for the business; and (C) The

procurement lends itself to a firm fixed price contract and the selection of the successful bidder can be made principally on the basis of price.

(ii) If sealed bids are used, the following requirements apply: (A) The invitation for bids will be publicly advertised and bids shall be solicited from an adequate number of known suppliers, providing them sufficient time prior to the date set for opening the bids; (B) The invitation for bids, which will include any specifications and pertinent attachments, shall define the items or services in order for the bidder to properly respond; (C) All bids will be publicly opened at the time or place prescribed in the invitation for bids; (D) A firm fixed-price contract award will be made in writing to the lowest responsive and responsible bidder. Where specified in bidding documents, factors such as discounts, transportation costs, and life cycle costs shall be considered in determining which bid is lowest. Payment discounts will only be used to determine the low bid when prior experience indicates that such discounts are usually taken advantage of; and (E) Any or all bids may be rejected if there is a sound documented reason." (29 CRF part 97.36 (d)(2))

4. Competitive Proposals:

"The technique of competitive proposals is normally conducted with more than one source submitting an offer, and either a fixed-price or cost-reimbursement type contract is awarded. It is generally used when conditions are not appropriate for the use of sealed bids. If this method is used, the following requirements apply:
(i) Requests for proposals will be publicized and identify all evaluation factors and their relative importance. Any response to publicized requests for proposals shall be honored to the maximum extent practical;
(ii) Proposals will be solicited from an adequate number of qualified sources;
(iii) Grantees and subgrantees will have a method for conducting technical evaluations of the proposals received and for selecting awardees;
(iv) Awards will be made to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered..." (29 CFR part 97.36 (d)(3))

For all procurements excluding contracts, the successful bid will be presented to the Executive Director or Assistant Director. If the Executive Director or Assistant Director rejects the bid, either may conduct their own review/rating and cost/price analysis or may request the staff to re-rate the proposals. All proposals may be rejected. The award decision cannot be changed without re-rating the proposals using the published criteria.

The competitive proposal procedure is suited for procuring contracts. Upon the direction of the Workforce ~~Investment~~ Innovation Board ~~or Youth Council~~, a Request for Proposal (RFP) packet will be prepared and will be publicized through the media and the providers/contractors list. On receipt of bids, appropriate staff will rate the proposals and conduct a cost/price analysis. The successful bid will be presented to the Workforce ~~Investment~~ Innovation Board ~~or Youth Council~~ stating the reasons for the award.

5. Noncompetitive Proposals:

"Procurement by noncompetitive proposals may be used only when the award of a contract is infeasible under small purchase procedures, sealed bids or competitive proposals and one of the following circumstances applies:

A) The item is available only from a single source.
B) The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation.
C) The awarding agency [Department of Commerce] authorizes noncompetitive proposals [or performs the procurement]; or
D) After solicitation of a number of sources, competition is determined inadequate."

(29 CFR Part 97.36 (d)(4))

Sole source procurements are rare; a failure to plan for needs is not an emergency purchase.

PROCUREMENT FOR PROGRAM CONTRACTS AND CLIENT COSTS

Purchases By/For Participants

Authorizing documents shall be a Payment Authorization or Client Services Authorization. Staff authorized to approve these purchases shall be the Executive Director or Assistant Director, the Program Manager, Senior ~~Case Managers~~ Career Planner, and the ~~Case Managers~~ Career Planners.

When participants purchase items not procured by staff, the receipt from the vendor and an approved Payment Authorization shall be submitted to the Fiscal Department before reimbursements will be made.

If payment is to be made to the vendor, a Client Services Authorization (C.S.A.) will be prepared. The yellow copy will be taken or sent to the vendor when the purchase is made. The white copy shall be sent to the Fiscal Department. Upon receipt of the invoice, the Fiscal Department will inform the Case Manager of the total purchase amount.

Providers/Contractors List

The Planner shall maintain a list of potential providers/contractors who have expressed an interest, in writing, in being considered for awards to operate training programs. These providers/contractors shall be sent Requests for Proposals in the areas of service for which they wish to be considered when awards are to be made.

Contracts

"The type of procuring instruments used (e.g., fixed price contracts, cost reimbursable contracts, purchase orders, and incentive contracts) shall be determined by the recipient but shall be appropriate for the particular procurement and for promoting the best interest of the program or project involved. The "cost-plus-a-percentage-of-cost" or "percentage of construction cost" methods of contracting shall not be used."
(29 CFR part 95.44 (c))

The competitive proposal procedure is suited for procuring contracts. Other procedures may be used as appropriate.

Contracts may be extended for two subsequent years when such provision has been included in a Request for Proposal and a subsequent contract.

"Grantees and subgrantees will maintain a contract administration system which ensures that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders" (29 CFR part 97.36 (b)(2))

Contract Profit

"...all procurement contracts and other transactions between Local Boards and units of State or local governments must be conducted only on a cost reimbursement basis. No provision for profit is allowed. (WIA sec. 184(a)(3)(B))"
Federal Register: Subpart B-Administrative Rules, Costs and Limitations Paragraph 667.200 (a) (3)

"Grantees and subgrantees will negotiate profit as a separate element of the price for each contract in which there is no price competition..." (29 CFR part 97.36 (f)(2)) For factors to consider in negotiating profit, see 29CFR part 97.36 (f)(2).

Training Programs

Sole source awards for OJT will be conducted by the Senior ~~Case Managers~~ Career Planners or the Business Service Representative when an employer/employee relationship exists between the participant and the employer.

Tuition-based payments are limited to providers who have been certified by the appropriate certifying agency of the State of Illinois and that are private, business, or vocational schools under the Vocational School Act or private or public education agencies. The price must be that which is published in the school catalog. ~~The Planner will prepare a non-financial agreement with institutions on the state approved service provider list.~~ Regulations for service providers are contained in 20 CFR 663.500-663.595.

Class-sized or other special programs may be procured similarly to regular training programs. The price would be agreed upon by the training provider and UWDB by contract.

AFFIRMATIVE ACTION

"Positive efforts shall be made by recipients to utilize small businesses, minority-owned firms, and women's business enterprises whenever possible. Recipients of Federal awards shall take all of the following steps to further this goal:
(I) Ensure that small businesses, minority-owned firms, and women's business enterprises are used to the fullest extent practicable.
(2) Make information on forthcoming opportunities available and arrange time frames for purchases and contracts to encourage and facilitate participation by small businesses, minority-owned firms, and women's business enterprises.
(3) Consider in the contract process whether firms competing for larger contracts intend to subcontract with small businesses, minority-owned firms, and women's business enterprises.

(4) Encourage contracting with consortiums of small businesses, minority owned firms and women's business enterprises when a contract is too large for one of these firms to handle individually,
(5) Use the services and assistance, as appropriate, of such organizations as the Small Business Administration, the Department of Commerce's Minority Business Development Agency, and DOL's Office of Small Business and Minority Affairs in the solicitation and utilization of small businesses, minority-owned firms and women's business enterprises." (29 CFR Part 95.44)
"(2) Affirmative steps shall include:
(i) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
(ii) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
(iii) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority business, and women's business enterprises;
(iv) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women's business enterprises;" (29 CFR Part 97.36 (e)(2))

"Grantees and subgrantees will ensure that all prequalified lists of persons, firms, or products which are used in acquiring goods and services are current and include enough qualified sources to ensure maximum open and free competition. Also, grantees and subgrantees will not preclude potential bidders from qualifying during the solicitation period." (29 CFR Part 97.36 (c)(4))

Attachment 7 – Equal Opportunity Methods of Administration

Equal Opportunity
Methods of Administration
Region 15
United Workforce Development Board/Career Link

1. Designation of Local-level Equal Opportunity Officer

Local Level EO Officer

The following person has been designated the EO Officer and is in compliance with EO Policy Letter No. 00-01:

Warren Cheatham, Technical Specialist/EO Officer
United Workforce Development Board, Inc. (Career Link)
1500 W. Raab Road
Normal, IL 61761
309 268-8792
wcheatham@careerlink16.com

The position reports directly to the Executive Director of the organization and is a senior level employee. Among the duties of this position that are EO related are:

- Liaison with Civil Rights Center
- Knowledgeable about EO rules, regulations and current trends
- Responsible for the review of the written policies of our organization to make sure that those policies are nondiscriminatory
- Develop and publish the procedures for processing discrimination complaints and making sure that those procedures are followed
- Keep staff informed about, and sensitive to EO issues
- Assure compliance with applicable rules and regulations
- Maintain complaint system
- Assist individuals in preserving their rights
- Train staff on EO issues
- Oversee the development and implementation of the Methods of Administration

All duties are carried out in a professional manner consistent with the responsibility that is inherent in the position. The position is assured of adequate time to fully carry out the duties and responsibilities of the EO Officer.

In instances where a conflict may arise at the local level, the senior level employee may reassign to another staff person or work with another EO Officer of a neighboring region or ask the State WIOA EO Officer for assistance.

Publicizing WIOA EO Officer Information

The EO officer's name is placed in the public eye through the inclusion on the Grievance Procedure Brochure, posting of the EO Policy Statement in the place of employment, notice to sub-recipients or sub-grantees and memos to the staff. The name of the incumbent will also be provided to the Illinois BoWD.

Resources

The EO officer can call on any of the resources available to the organization as a whole including, but not limited to: supplies, printing, computers, data systems (IWDS), clerical support, other staff support and mailings. Additional support may be provided by the Department of Commerce.

Other resources include technical assistance from the Department of Commerce, Illinois Department of Occupational Rehabilitation Services and other organizations which deal with EO issues.

Financial support for the EO position is provided through local Title IB Workforce Innovation and Opportunity Act funds.

Training

The current EO officer has previously held this designation for approximately twenty years. During the twenty years he has attended numerous workshops, both state sponsored and private. The organization is committed to keeping the EO officer informed about current EO matters and will assure that the person in this position has an opportunity to attend all relevant training that is available.

2. Notice and Communication

The Equal Opportunity is the Law notice will be distributed to every appropriate location, including but not limited, to each Region 15 office and any sub-grantees or sub-recipients, and will be either delivered in person by the EO Officer or mailed. As necessary, if as a result of monitoring it is apparent that a new poster is required, the EO Officer will provide another copy.

The Equal Opportunity is the Law notice will be made available to persons with disabilities on the same basis as all other individuals and will be placed so that it is accessible to all. For those individuals with vision impairments that make self-access impossible, the staff will advise the individual of our commitment to Equal Opportunity and will offer to read the narrative on the poster. A note to the file will indicate that notice has been given.

A copy of the notice will be kept with each case manager and a copy given to each person.

All public information will include the tag line, "Auxiliary aids and services are available upon request to individuals with disabilities," including local recruitment and marketing materials. Each one-stop center has been monitored and will continue to be monitored for being physically and programmatically accessible to individuals with disabilities.

A memo has previously been sent to staff indicating the need to include EO statements in all recruitment brochures and other similar public publications. The EO officer will review all public materials to further assure compliance. The same procedure applies to material that is broadcast through radio or television.

All commonly used publications that are presented to the public will be printed in Spanish. As necessary, a language interpreter will be accessed through the Illinois Migrant Council or other similar sources. A network of potential translators has been established through the ESL program administered by Adult Education and Literacy agencies. The percentage of limited English speaking persons in any of the eight counties of our region is less than the threshold that is required for the translation of written documents in any language other than English.

Individual orientations will include the provision of the Grievance Procedure and the Equal Opportunity Notice. The Career Planner will verbally reinforce the commitment of the organization to non-discrimination principles. The Grievance Procedure and Equal Opportunity Notice will be distributed at this orientation.

To provide effective communication methods, the Department of Commerce uses the Language Interpreter services described below which can also be utilized by local regions. These services are provided by a contracted vendor through the Illinois Department of Central Management Services, (CMS) Telecommunication Unit. When using the service, employees follow the instructions below:

When receiving a call from a non-English speaking person:

- Try to determine the preferred language and ask the caller to please stay on the line while you place him/her on hold;
- Dial 1-800-899-3531;
- Follow instructions given from the Interactive Response System;
- Enter the six-digit client ID number (420526); then press the pound (#) key;
- When prompted for a language, press the appropriate two digit number, and then press the pound (#) key: 01 - Spanish Option; 02 - Other language options. A live person will then help you select the appropriate language;
- Give the interpreter your first and last name;
- Briefly explain the nature of the situation; and
- Add the caller to the line.

When a non-English speaking person is at your desk:

- Try to determine the preferred language;
- Dial 1-800-899-3531;
- Follow instructions given from the Interactive Response System;
- Enter the six-digit client ID number (420526); then press the pound (#) key;
- When prompted for a language, press the appropriate two digit number, and then press the pound (#) key: 01 - Spanish Option; 02 - Other language options. A live person will assist you;
- Give the interpreter your first and last name;
- Briefly explain the nature of the situation; and
- If you have a 3-way calling available at the workstation, obtain a second dial tone and add the non-English speaking person to the line. If not, ask the interpreter to call you back to link all parties using the vendor's conferencing service.

3. Assurances, job training plans, contracts, policies and procedures

Applications for financial assistance under Title I of the Workforce Innovation and Opportunity Act are determined by the State of Illinois. The grant application package contains the assurance described in 37.20. When the application is reduced to a grant agreement, the State shall insert the assurance described in 37.20. For any sub-grant agreement, the pass through agency will follow the same procedures and requirements for the assurance described in 37.20.

The State is responsible for assuring that each grant applicant and approved training provider can provide programmatic and architectural accessibility as required in subpart C of part 32. For any sub-grant agreement, the pass through agency will assure that programmatic and architectural accessibility as required in subpart C of part 32 is provided using the assistance of ORS.

The State is responsible for describing the procedures of how job training plans, contracts, assurances and other similar agreements entered into by recipients are both nondiscriminatory and contain required language regarding nondiscrimination and equal opportunity. For any sub-grant agreement, the pass through agency will examine and monitor any such agreements for compliance with this applicable rule.

4. Universal Access

Region 15 is in the process of developing a wide ranging marketing plan to recruit individuals into the one-stop delivery system and specifically Title I of the Workforce Innovation and Opportunity Act. The plan is broad based in order to attract individuals of both sexes, all race/ethnic groups, various age groups and individuals with disabilities. A primary recruitment strategy involves contact with other organizations. These organizations encompass the social services, educational community, labor organizations, past and present participants, churches and politicians. This wide array of contacts will include agencies and organizations that have some programs and activities that target particular significant segments of the population.

This region has not historically underserved any significant segment. However, this data is reviewed on an ongoing basis by the EO Officer. Should under-representation be identified, a corrective action plan

will be developed. This plan might include increased contact with organizations that serve individuals that have been under-served. It may also include media advertising directed specifically at the affected significant segment. Internal policies may also be reviewed to assure that there is neither inadvertent or intentional discrimination against a particular class of individual.

5. Compliance with Section 504

Region 15 is committed to making all services, facilities and information accessible for individuals with disabilities. This applies to all programs, activities, and services provided by or made available to potential employees, volunteers, contractors/service providers, licensees, clients and potential clients within the One-Stop system.

All sub-recipients and services providers are required to provide written assurance in their agreements, grants and contracts that they are committed to and will comply with the requirements of the Workforce Innovation and Opportunity Act, ADA, Rehabilitation Act and with 29 CFR part 32 and part 37.

Among the types of discrimination prohibited by these regulations, either directly or through contractual, licensing or other arrangement, on the grounds of disability are:

- Denying a qualified individual with a disability the opportunity to participate in or benefit from aid, benefit, services or training;
- Affording a qualified individual with a disability an opportunity to participate in or benefit from the aid, benefits, services, or training that is not equal to that afforded others;
- Providing a qualified individual with a disability with an aid, benefit, service or training that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others;
- Providing different, segregated or separate aid, benefits, services, or training to individuals with disabilities unless such action is necessary to provide qualified individuals with disabilities with aid, benefits, services or training that are as effective as those provided to others;
- Denying a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards; or
- Otherwise limiting a qualified individual with a disability in enjoyment of any right, privilege, advantage or opportunity enjoyed by others receiving any aid, benefit, service or training.

In addition Region 15 ensures reasonable accommodations are provide to qualified individuals with disabilities in all aspects of its programs, services, and activities, unless providing the accommodation would cause undue hardship. Accommodations may include, but are not limited to, qualified sign language interpreters, readers, auxiliary aids and alternate formats. Reasonable modifications in policies, practices, or procedures are made, when necessary, to avoid discrimination based on disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity.

Programmatic accessibility is provided through the use of special adaptive equipment, interpreters, aids and similar measures.

The EO Officer is charged with the responsibility of informing and reviewing the employment process to ensure that pre-employment or employment inquiries are limited to those allowed by Section 504 and the Americans with Disabilities Act of 1990.

All employment information and client data, including medical information, is considered confidential and can be disclosed to another party only with a signed release of information.

All Title I functions, whether internal, through sub-grants or through contracts is provided for in integrated settings. This is assured through internal monitoring, the RFP process and any subsequent sub-grants or contracts.

The Department of Commerce has monitored each facility for accessibility and any deficiencies have or are in the process of being addressed.

Individuals who have difficulty communicating will be assisted by an appropriate staff person trained to assist such individuals.

6. Data and Information Collection

Data Collection

WIOA Region 15 uses the mandated state-wide electronic data base system (IWDS) for maintaining data related to registrants or the person becomes an employee of the agency or its partnerships. The IWDS system complies with federal requirements for EO data collection.

Race/ethnicity, sex, age and disability status of each registrant are provided on the IWDS system.

Data Storage and Reports

Data is stored on the State maintained servers and IWDS can generate standard and ad hoc reports customized by any of the data fields.

Complaint Logs

The EO Officer maintains a log of complaints filed that allege discrimination on one or more of the bases prohibited by Section 188 of the Workforce Innovation and Opportunity Act. The complaint log will be kept on file for a period of three years and activity reported on quarterly to BoWD.

The EO Officer is responsible for notifying the Director of the Civil Rights Center when administrative enforcement actions or lawsuits are brought against them that allege discrimination on one or more of the bases prohibited by Section 188 of the Workforce Innovation and Opportunity Act.

Enforcement Actions

The local EO officer is aware of their obligation to notify the WIOA EO Officer and the CRC Director, of administrative actions or lawsuits that allege discrimination on one or more of the bases prohibited by 29 CFR 37.38.

7. Compliance Monitoring of Recipients

An annual review will be undertaken with a self-evaluation tool provided by the Department of Commerce and conducted by the LWIA EO Officer. This self-evaluation form will serve as a training tool and monitoring device. Incomplete or incorrect responses to the self-evaluation will, at a minimum, trigger consideration for technical assistance and further monitoring.

Each sub-recipient will be monitored at least once annually to determine their compliance with the EO provisions contained in their contracts. Deficiencies will result in the issuance of a corrective action plan.

8. Complaint Processing Procedures

The EO Officer is responsible for:

- Adopting, publicizing and implementing the state discrimination process in their area in accordance with these regulations;
- Assisting customers in filing a complaint;
- Providing oversight and monitoring for logging, tracking, reporting and processing of all discrimination complaints filed regarding WIOA Title I services;
- Providing local intake services for discrimination complaints to determine if the complaint is covered by 29 CFR Part 37, resolving jurisdictional issues and, if appropriate, routing the complaint to the appropriate entity for processing. The EO Officer confers with the WIOA State EO Officer promptly upon receipt of the complaint, prior to determining jurisdiction over the matter;
- Conducting the fact-finding, facilitating mediation as appropriate, and issuing Notices of Final Action in complaints filed at the local level and
- Training within their respective areas on WIOA EO provisions.

Ideally, complaints and other issues will be resolved at the local level where they are received. Immediately upon notification that someone wishes to lodge a complaint, the EO Officer shall attempt to discover the reason for the complaint and try to resolve the issue. This may necessitate the involvement of a supervisor, manager or Administrator. The issue may be the result of

miscommunication or misunderstanding and may not involve discriminatory acts. Every attempt will be made to resolve the complaint or issue at the local level.

If the complainant wishes to file a written complaint, the EO Officer will assist them and advise them of the availability of Alternative Dispute Resolution.

All complaints must be submitted in writing within 180 days of the alleged incident, and must contain standard information as described in 29 CFR 37.73 as printed in the Department of Labor's Civil Rights Center's (CRC) Complaint Information Form. The complaint must be filed in writing and must contain the following information:

- The complainant's name and address (or another means of contacting the complainant;
- The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- A description of the complainant's allegations. This description must include enough detail to decide:
  - Who has jurisdiction over the complaint;
  - If the complaint was filed in time; and
  - If the complainant has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIOA or this part; and
- The complainant's signature or the signature of the complainant's authorized representative.

The EO Officer will keep a log for tracking and reporting discrimination complaints. Complaints must be promptly recorded on the log. The log will contain:

- Date complaint was filed,
- Name, address, and status of complainant,
- Ground of complaint,
- Description of complaint, including the date of incident,
- Respondent information including whether or not the respondent is a recipient as defined in the Workforce Investment Act,
- Disposition of complaint along with date, and
- Whether the Informal Resolution and/or Alternative Dispute Resolution (ADR) was attempted.

The local EO officer will submit a Discrimination Complaint Log to the State WIOA EO Officer on a quarterly basis.

9. Corrective Actions/Sanctions

The local workforce standards for corrective and remedial action have been enacted to completely correct each violation. For each corrective action, a time frame will be established that sets the minimum time necessary to completely correct the violation. In the case of a finding of discrimination, the procedures will provide, where appropriate, the retroactive relief (including but not limited to back pay, and prospective relief (e.g., training, policy development and communication) to ensure that the discrimination does not recur.

An inherent part of the policy will be to re-check to assure that the compliance has occurred within the prescribed timeframe. Reports from the violating recipient will depend on the nature of the violation. Simple compliance issues might be resolved by placing required posters, for example. Where there are issues of policy, a copy of a new or revised policy will be required. Where systemic discrimination is identified a data review and conclusions may be necessary.

If compliance cannot be achieved, several remedies are possible. Generally, the next step would be to enlist the aid of the grantor authority, typically the State of Illinois, to assist in obtaining compliance. If no measures achieve the compliance goal, the funding for the sub-recipient will be terminated.

Attachment 8 – Career Knowledge and Skills

Manufacturing Industry

Welders

Knowledge – Production & Processing, Design, Administration & Management

Skills – Critical Thinking, Operation & Control, Monitoring

Education/Credential – Job Zone 3: Postsecondary certificate is common

CNC Operators

Knowledge – Mechanical, Mathematics, Design

Skills – Operation Monitoring, Monitoring, Critical Thinking

Education/Credential – Job Zone 3: Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.

CNC Programmers

Knowledge – Computers & Electronics, Mechanical, Mathematics

Skills – Programming, Monitoring, Operational Monitoring

Education/Credentials – Job Zone 3: Postsecondary certificate is common

Machinist

Knowledge – Mathematics, Mechanical, Production & Processing

Skills – Operation Monitoring, Critical Thinking, Operation & Control

Education/Credentials – Job Zone 3: Postsecondary credential is common, related on-the-job experience

Maintenance & Repair Workers

Knowledge – Mechanical, Building & Construction, Customer & Personal Services

Skills – Equipment Maintenance, Repair, Troubleshooting

Education/Credentials – Job Zone 3: Associate Degree, Postsecondary certificate is common

Healthcare Industry

Registered Nurse

Knowledge – Medicine, Customer & Personal Service, Psychology

Skills – Active Listening, Social Perceptiveness, Service Orientation

Education/Credential – Job Zone 3: But must earn at least a 2-year Associate degree and pass a state licensing exam

Licensed Practical Nurse

Knowledge - Medicine, Customer & Personal Service, Psychology

Skills – Service Orientation, Active listening, Coordination

Education/Credentials – Job Zone 3: Must complete a post-secondary training program and pass a state licensing exam

Certified Nursing Assistants

Knowledge – Customer & Personal Services, English Language, Psychology

Skills – Service Orientation, Active Listening, Social Perceptiveness

Education/Credential – Job Zone 2 – must pass a training course and pass a state exam

Respiratory Therapist

Knowledge – Customer & Personal Service, Medicine, English Language

Skills –Active Listening, Critical Thinking, Monitoring

Education/Credentials – Job Zone 3 – Must complete and Associate Degree and pass a national exam

Dental Hygienist

Knowledge – Medicine & Dentistry, Customer & Personal Service, English Language

Skills – Speaking, Active Listening, Critical Thinking

Education/Credentials – Job Zone 3 – Must earn an Associate Degree and pass a state licensing exam

Transportation/Distribution/Logistics

Logistics Manager

Knowledge – Transportation, Administration & Management, Production & Processing

Skills – Time Management, Active Listening, Complex Problem Solving, Critical Thinking

Education/Credentials – Job Zone 4 – most need a bachelor's degree and/or industry recognized certification

Supply Chain Managers

Knowledge – Transportation, Administration & Management, Production & Processing

Skills – Time Management, Active Listening, Complex Problem Solving, Critical Thinking

Education/Credentials – Job Zone 4 – most need a bachelor's degree and/or industry recognized certification

Truck Drivers

Knowledge – Transportation, Public Safety, Customer Services, Mechanical

Skills – Operation & Control, Operation Monitoring, Time Management, Critical Thinking

Education/Credentials – Job Zone 2 – Complete a certificate program and pass a state exam

Information Technology

Computer Programmers

Knowledge – Computers & Electronics, Mathematics and Customer Service

Skills – Programming, Reading Comprehension, Complex Problem Solving

Education/Skills – Job Zone 4 – Bachelor's Degree plus certifications

Information Security Analysts

Knowledge – Computers & Electronics, Telecommunications, Administration & Management

Skills – Critical Thinking, Reading Comprehension, Complex Problem Solving

Education/Credentials – Job Zone 4 – Bachelor's degree

Attachment 9

PY 2016/2017 Goal Acceptance Form

LWIA: 15

Performance Measure	PY 2016/2017 Performance Goal
Adult	
Employment Rate 2nd Quarter after Exit	78%
Employment Rate 4th Quarter after Exit	78%
Median Earnings	$5,600
Credential Attainment	72%
Dislocated Workers	
Employment Rate 2nd Quarter after Exit	76%
Employment Rate 4th Quarter after Exit	71%
Median Earnings	$6,000
Credential Attainment	66%
YOUTH	
Employment/Placement in Education Rate 2nd Quarter after Exit	65%
Employment/Placement in Education Rate 4th Quarter after Exit	65%
Credential Attainment	72%

LWIA SIGNATURE

9/21/2016
DATE

Julio Rodriguez, Deputy Director

9/30/16
DATE