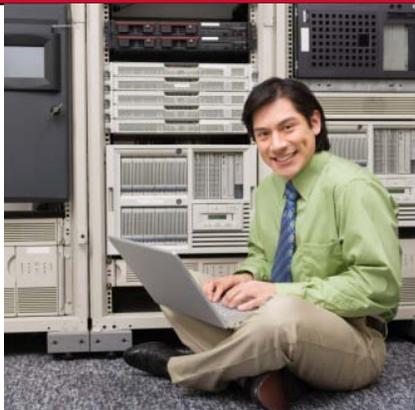


2009



Illinois Workforce Development Annual Report



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

Illinois' Workforce Investment Act Title I Annual Report
Federal Program Year 2008 (FPY'08)
State Fiscal Year 2009 (SFY'09)
July 1, 2008 – June 30, 2009



Office of the Governor
Springfield, 62706



Pat Quinn, Governor

I am pleased to present Illinois' 2008 – 2009 Workforce Investment Act Title I Annual Report, prepared by the Department of Commerce and Economic Opportunity, Bureau of Workforce Development, and our state agency partners. A major goal of my administration is to build a workforce and economic development system that serves the diverse strengths and needs of Illinois businesses and job seekers. As this report will demonstrate, even with the additional challenge of a significant national economic downturn, we continue to move toward a workforce system that transforms sectors of the economy that are facing shortages of skilled workers into vital economic areas. This strategy not only benefits all Illinois citizens, but also ensures that we remain competitive in the global economy.

We recognize the distinct regional workforce and economic development needs across Illinois, and the need to prioritize support to sectors facing these shortages. With this recognition, and with the opportunity provided through the American Recovery and Reinvestment Act (ARRA), we continue to place high importance on upgrading the knowledge and skills of our workforce so that Illinois remains competitive in the global economy.

During this past year, we have made significant upgrades to our workforce through statewide initiatives that have:

- ▶ Integrated the requirements of the ARRA
- ▶ Strengthened regionalized partnerships
- ▶ Increased training opportunities
- ▶ Advanced universal access and
- ▶ Enhanced individualized service

Illinois, now more than ever, is committed to creating, maintaining and expanding jobs and job training opportunities for our citizens. By attracting, retaining and increasing our workforce and economic development system, we remain confident that we can continue to deliver quality services that are recognized as among the best in the nation, as well as providing assurance that the strength of our state, regional and local alliances remain vital to the stability of our statewide economy.



Director Warren Ribley Co-Chair Illinois Workforce Investment Board

This annual report for Federal Program Year 2008 and State Fiscal Year 2009 outlines the opportunities created for Illinois' workers in spite of the challenges created in this recent economic downturn. Within these pages, we highlight Illinois' creative and collaborative strategies that fulfill the mission of our Illinois Workforce Investment Board, state agency partners, community partners, and workforce development professionals that facilitate job creation and economic growth.

The signing of the American Recovery and Reinvestment Act (ARRA), with its significant investment of "stimulus" funds, has presented our workforce system with an extraordinary and unique opportunity to demonstrate its ability to innovate and implement effective service delivery strategies that are both transparent and accountable.

In order to facilitate efficient and effective implementation of the ARRA, the Bureau of Workforce Development initiated the following plan:

The development of targeted sector approaches with the objectives of:

- ▶ Preventing dislocations
- ▶ Addressing short-term needs through transitional employment; and
- ▶ Positioning the state for post-recovery growth in key sectors.

Approaches include:

- ▶ Utilizing incumbent worker, customized On-the-Job-Training, and class size training mechanisms;
- ▶ Accelerating training and providing transitional employment opportunities;
- ▶ Targeting key sectors including healthcare, manufacturing, transportation and logistics, and supporting green initiatives across all sectors; and
- ▶ Establishing sector-based bridge programs.

Guided by the Illinois Workforce Investment Board, innovative approaches continue to ensure that Title I of the Workforce Investment Act (WIA) remains implemented in a way that not only efficiently and responsively expands access for Illinois residents, but is also in alignment with the requirements of the ARRA. We continue to make great advances in the utilization of technology to enhance our workforce system by expanding access to our customers, providing both our businesses and job seekers with user-friendly, real-time access to services from a myriad of WIA partners.

Through **Illinois workNet™**, our state-of-the art web site portal and program, we continue to simplify the process of connecting individuals, businesses, and workforce professionals to a constantly expanding array of local and statewide resources. Workers who have lost their jobs through lay-offs and business closings now have a direct pathway to those resources that will lead them to training or employment. The Business Layoffs and Closings Map provide real-time information to assist in the allocation of resources in responding to businesses and employees impacted by layoffs and closures. In addition, through Illinois workNet and its partner, *disabilityworks.org*, we are continuing to expand and create opportunities and access to programs and services for individuals with disabilities.

From targeted, regionalized initiatives, such as coordinated responses to natural disasters, to nationally recognized statewide programs, Illinois continues to be a national leader in workforce development. Now, with the added opportunity to apply that innovative expertise to the implementation of the ARRA, we can only enhance that reputation. Therefore, it is with great pleasure that I submit to the Illinois General Assembly and the United States Department of Labor, the Illinois Workforce Investment Act Title I Annual Report.

INTRODUCTION	1
<hr/>	
ILLINOIS WORKFORCE INVESTMENT BOARD	2
HEALTH CARE TASK FORCE	2
MANUFACTURING TASK FORCE	3
TRANSPORTATION, DISTRIBUTION, AND LOGISTICS TASK FORCE	4
INFORMATION TECHNOLOGY TASK FORCE	4
AGRICULTURE TASK FORCE	5
CAREER DEVELOPMENT TASK FORCE	5
ILLINOIS WORKNET™ STEERING COMMITTEE	6
STATE PLAN TASK FORCE	6
MEDICAID INFRASTRUCTURE GRANT TASK FORCE	7
Illinois workNet™	8
<hr/>	
EASE OF ACCESS FOR ALL USERS	8
KEY SECTOR PATHWAY	8
LAID OFF WORKER ASSISTANCE	9
BUSINESS LAYOFFS AND CLOSINGS MAP	10
INFORMATION AND RESOURCE CENTRAL	10
disabilityworks	11
<hr/>	
ILLINOIS' UNIQUE APPROACH	11
INNOVATIVE COLLABORATIONS	12
STATEWIDE INITIATIVES	13
<hr/>	
INCUMBENT WORKER TRAINING PROGRAMS	13
STATE SECTOR STRATEGIES	14
FOSTER CARE DEMONSTRATION GRANT	14
ILLINOIS LOCAL AND ORGANIC FOOD AND FARM TASK FORCE	14
ANGELIC ORGANICS-FARM BEGINNINGS PROGRAM	15
PRAIRIE CROSSING FARM-INCUBATOR PROJECT	15
TRADE ADJUSTMENT ASSISTANCE PROGRAM	16
<hr/>	
TRADE ADJUSTMENT ASSISTANCE ACT	16
TRADE AND GLOBALIZATION ADJUSTMENT ASSISTANCE ACT OF 2009	16
USDOL EMERGENCY FLOOD CLEANUP GRANT	17
<hr/>	
STATEWIDE ARRA SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)	18
<hr/>	
COMMUNITY GARDENS/LOCAL FOODS SUMMER YOUTH EMPLOYMENT PROGRAM:	18
TECHNICAL ASSISTANCE AND TRAINING	19
<hr/>	
ARRA REGIONAL ROUNDTABLES	19
STATE WORKFORCE DEVELOPMENT CONFERENCE	20
TRAINING OPPORTUNITIES	20

DEPARTMENT OF LABOR WAIVERS	21
INCUMBENT WORKER TRAINING	21
COMMON PERFORMANCE MEASURES	21
ITAs FOR OUT OF SCHOOL YOUTH	21
COMPETITIVE SELECTION REQUIREMENT FOR YOUTH TRAINING PROVIDERS	22
AGENCY PARTNERS – SUPPORT WORKFORCE INVESTMENT ACT ACTIVITIES	23
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)	23
UNEMPLOYMENT INSURANCE	23
EMPLOYMENT SERVICE	23
LABOR MARKET INFORMATION (LMI)	24
SUMMARY OF IDES ACCOMPLISHMENTS	24
ILLINOIS COMMUNITY COLLEGE BOARD (ICCB)	25
BRIDGE PROGRAMS	26
LOCAL FOODS	26
HEALTHCARE	27
ADULT EDUCATION STRATEGIC PLAN	27
ILLINOIS DEPARTMENT OF HUMAN SERVICES	28
HUMAN CAPITAL DEVELOPMENT	28
REHABILITATION SERVICES	28
ILLINOIS CORPORATE PARTNERS	29
LOCAL CORPORATE BUSINESS PARTNERS	29
REGIONAL EMPLOYER NETWORK	29
TICKET TO WORK	29
ILLINOIS WORKFORCE PARTNERSHIP	30
WORKFORCE INVESTMENT ACT TITLE IB PROGRAM PERFORMANCE	33
OVERVIEW	33
COST-EFFECTIVENESS ANALYSIS	33
KEY PERFORMANCE INDICATORS	36
ADULT AND DISLOCATED WORKER ACTIVITIES	36
YOUTH ACTIVITIES	37
STATE EVALUATIONS OF WORKFORCE INVESTMENT ACTIVITIES	38
EVALUATION STUDY: INCUMBENT WORKER TRAINING PROGRAM	38
PERFORMANCE TABLES	39

INTRODUCTION

If one word could best characterize Illinois' workforce system in Federal Program Year 2008/State Fiscal Year 2009 (FPY'08/SFY'09), that word would be, "Opportunity". In its response to natural disasters such as the Mississippi River floods, its training initiatives that emphasized high growth/high demand industry sectors and ultimately its strategies to address the need for aggressive, groundbreaking solutions to the challenges posed by the recent national economic downturn, the Illinois Department of Economic Opportunity (DCEO) has found opportunity within each challenge. For example, through encouraging, promoting and creating opportunities for the development of innovative full-inclusion models in healthcare, manufacturing, transportation, distribution and logistics (TDL), and information technology (IT), workforce professionals will have the latitude and flexibility to meet the diverse needs of Illinois' local economies by connecting impacted citizens with readily available jobs in growing industries.

Technology continues to play a pivotal role in our statewide economic recovery efforts. **Illinois workNet™** and **disabilityworks** have not only made workforce and economic development resources more accessible to more people, but have also made them available to social service agencies, community and faith based organizations, and other non-traditional partners. Designed to ensure that workforce services are embedded in all related programs, these initiatives continue to build and expand community partnerships.

DCEO has also developed programs that strategically target the needs of businesses as well as job seekers. For example, Incumbent Worker training programs offer assistance to targeted business sectors to provide employees with occupational skills training. Upgrading employee skills has become a powerful layoff aversion strategy for Illinois' businesses, as well as a pipeline solution that continues to boost the competitive viability of the state's workforce and its businesses.

Illinois' network of 26 Local Workforce Investment Areas (LWIAs) and 52 comprehensive **Illinois**

"Even though we are working during one of the nation's worst economic crises since the Great Depression, there are always opportunities within a challenge."

Warren Ribley, DCEO Director

workNet Centers facilitates these economic and workforce initiatives at the local level. Every **Illinois workNet** Center is equipped to provide customers with a variety of individualized workforce services. By matching employment opportunities with trained and qualified job seekers,

integrating human services programs into workforce preparation activities, providing opportunities for incumbent workers to retool, retrain and upgrade their skills, and fostering economic sustainability through employer-led solutions, each **Illinois workNet** Center and LWIA serves as a key partner in revitalizing our communities and local economies.

We are proud to present the opportunities and successes of FPY'08/SFY'09 that continue to confirm Illinois' status as a leader in workforce development and embody the vision of nationwide economic recovery efforts.

ILLINOIS WORKFORCE INVESTMENT BOARD

The Illinois Workforce Investment Board (IWIB) ensures that workforce development services and programs are facilitated in such a way that together the government and the private sector can meet the needs of Illinois employers and workers. Appointed by the Governor and charged with the task of reviewing the progress of the state's workforce planning efforts, the IWIB leads the various initiatives described throughout this report and is integral in the development of the implementing policies. To meet this directive, the IWIB in accordance with federal legislation, includes leaders from state, business, industry, labor, education and community-based organizations. Warren Ribley, Director of the DCEO, and Ronald Whitley, Director of Human Resources for Cushman & Wakefield, co-chair the IWIB.

Through a task force structure and one standing steering committee, representatives from the mandated and optional private/public partner programs develop recommendations to present to the full IWIB for consideration. All policies developed or commented upon through the IWIB structure include input from the public and partners. Efforts related to these task forces and committees in FPY'08/SFY'09 year are highlighted below.

- ▶ Healthcare Task Force
- ▶ Manufacturing Task Force
- ▶ Transportation, Distribution, and Logistics Task Force
- ▶ Information Technology (IT) Task Force
- ▶ Agriculture Task Force
- ▶ Career Development Task Force
- ▶ **Illinois workNet™** Steering Committee
- ▶ State Plan Task Force
- ▶ Medicaid Infrastructure Grant Task Force

HEALTH CARE TASK FORCE

Recommendations from the Health Care Task Force led to two state initiatives designed to build a strong healthcare workforce - the Healthcare/Nursing Initiative and the Health Science Career Cluster Initiative.

The Healthcare/Nursing Initiative continued to pilot test a regional sector approach to address the nursing shortage in the Southern and Northeast Regions. This approach is addressing the nursing shortage by identifying barriers and developing solutions at four stages of the workforce pipeline: (1) developing diverse qualified applicant pools; (2) program capacity, progress, and completion; (3) transition of completers to sector employment; and (4) retention of employees in sector employment. During FPY'08/SFY'09, the Illinois Center for Nursing in cooperation with Connect SI¹, in the Southern Region, focused on developing the Southern Illinois Online Nursing Initiative (SIONI) - a hybrid-online associate-degree nursing program designed for working licensed practical nurses. In the Northeast Region, the Metropolitan Chicago Healthcare Council² (MCHC) focused on improving student support

¹ Connect SI is a collaborative, regional economic organization for the 20 southernmost counties in Illinois to assure that the region has a strong competitive economy that is enabled by a robust, connected healthcare system fully articulated around a talent-laden workforce and growing resident population.

² MCHC is a membership and service association comprising more than 140 hospitals and health care organizations working together to improve the delivery of health care services in the Chicago area.

and retention services to improve nursing completion rates and launching the Clinical Faculty Academy and developing the Clinical Rotation Scheduling Program of Illinois (iCRISP) to increase nursing program capacity.

Both the Illinois Community College Board (ICCB) and the Illinois State Board of Education (ISBE) have taken the leadership role in implementing the national Health Science Career Cluster curriculum framework in cooperation with DCEO and other state agency partners. This effort is initially focusing on the Therapeutic Services pathway and nursing programs of study in cooperation with regional healthcare/nursing initiative in the Northeast and Southern Regions. However, the ultimate goal is that this initiative will eventually address all of the Health Sciences Pathways and programs of study throughout the state. During FPY'08/SFY'09, the focus was on the development of bridge programs for health science targeted to low-skilled adults through the Illinois Shifting Gears Initiative³. In addition, planning grants provided an opportunity to develop a shared statewide orientation course on health science to better prepare high school students to be successful in health sciences programs of study.

MANUFACTURING TASK FORCE

The Manufacturing Task Force reviewed the findings from the Critical Skill Shortages Initiative (CSSI) evaluation study⁴ and recommended that Illinois focus on addressing shortages in: (1) engineering technicians, (2) machinery maintenance, (3) manufacturing production (e.g., machinists, welders, assemblers, fabricators), and (4) supervisors and managers. In addition, the task force also recommended that Illinois take immediate actions to:

- ▶ Improve the image of manufacturing to attract youth and adults to pursue manufacturing careers as well as persuade parents to view manufacturing as a viable career for children
- ▶ Build stronger regional workforce pipelines across the state
- ▶ Expand K-12 career development opportunities to prepare the future Illinois workforce

Two statewide initiatives incorporate these recommendations - Manufacturing Innovation Grants and the North Central Region Manufacturing Career Clusters Project. DCEO and ICCB have provided funding to promote innovative models and programs to prepare the manufacturing workforce. This funding has promoted innovations in manufacturing bridge and foundation programs as well as specialized training in critical shortages areas such as welding and machining. One example innovation grant was with the Tooling and Manufacturing Association (TMA) to work with community colleges and Chicago's Department of Community Development (formerly the Mayor's Office of Workforce Development) to develop a new blended online model to prepare machining technicians based on industry standards and certifications.

In the next program year ICCB and ISBE anticipate, in cooperation with DCEO and other agencies, they will launch a Manufacturing Career Clusters initiative based on the Manufacturing Task Force recommendations that will help build stronger manufacturing workforce pipelines at the secondary and post-secondary levels. This initiative will address all major manufacturing career pathways ranging from engineering to production. It also will promote manufacturing bridge programs in coordination with the Illinois Shifting Gears initiative.

³ Shifting Gears is a Joyce Foundation Initiative designed to identify policy barriers and subsequent policy changes to make bridge programs more accessible to low-income, low-skilled adults and provide opportunities for them to prepare to enter post-secondary occupational training and eventual employment.

⁴ The CSSI initiative which served over 4,500 individuals was DCEO's first regional sector based strategy.

TRANSPORTATION, DISTRIBUTION, AND LOGISTICS TASK FORCE

Illinois is currently a leading state in the transportation, distribution, and logistics industry. To retain its leadership position, the task force concluded, Illinois must improve its physical infrastructure and address some critical workforce challenges that threaten the future growth of the industry. To meet this goal, the task force recommended that Illinois take immediate actions to:

- ▶ Raise awareness of the industry
- ▶ Increase the capacity and improve the alignment of secondary and post-secondary education and training programs
- ▶ Expand K-12 career awareness
- ▶ Address truck driver shortages by promoting efforts to reduce turnover rates

DCEO is now working with state agency partners to conduct a baseline analysis of secondary and post-secondary education and training programs based on the national career clusters framework endorsed by the task force. Chicago's Department of Community Development in conjunction with DCEO is also working to implement and pilot-test these recommendations to address the shortages of truck drivers and workers in warehousing and distribution center operations.

INFORMATION TECHNOLOGY TASK FORCE

Created in June 2008, the Information Technology Task Force addresses the growing shortages of Information Technology (IT) workers in Illinois. In its final report, the task force concluded that the IT sector is a large and growing part of the Illinois economy. This sector is critical to the economic development of the state because it provides the technology platform for critical business functions in all sectors of the Illinois economy. IT is increasingly the source of competitive differentiation and growth for many of the most critical sectors including healthcare, manufacturing, transportation and logistics, agriculture, financial services and education.

Furthermore, the task force suggested that Illinois must develop a new generation of information technology professionals at all levels who are experts at using advanced and specialized information tools and systems to drive innovation and improve performance. In addition to general workplace skills, they must have stronger business and entrepreneurship skills. These professionals will need to have a more specialized knowledge of information technology applications (or "vertical specializations") in key sectors such as healthcare and manufacturing, as well as more general core business functions and processes (e.g., human resource management).

Finally, the task force determined that Illinois also must take steps to support a whole new generation of entrepreneurs to start and grow new companies and a new generation of scientists and engineers to maintain a strong research and development infrastructure for driving innovation.

In order to produce this new talent, the Information Technology Task Force recommended that Illinois adopt a new IT career cluster model based on four major pathways: (1) Research and Development, (2) Infrastructure, Administration and Operations, (3) Technology and Information Services, and (4) Integration Services. This framework also should provide options for students to pursue vertical specializations for sectors critical to state and regional economic development. The Task Force developed a series of recommendations to implement this new vision for developing the next generation of talent that includes:

- ▶ Build an IT-enabled workforce at three levels: (1) basic applications for all workers, (2) advanced users of specialized applications and systems, and (3) core workers
- ▶ Build a strong vertical dimension into IT education at the secondary and post-secondary levels
- ▶ Develop stronger business and general skills in IT secondary and post-secondary programs
- ▶ Promote entrepreneurship and innovation
- ▶ Build stronger industry-education partnerships
- ▶ Develop model high school programs
- ▶ Continue to track the changing needs and shortages in the IT sector

AGRICULTURE TASK FORCE

The IWIB formed the Agriculture Task Force in early 2009 to address shortages in the agriculture workforce. Members include representatives from the agriculture industry, including commodity crops and livestock, local and organic crops and livestock and horticulture segments of the economy; state education and workforce organizations; LWIBs and community-based organizations; secondary and post-secondary education.

Specific objectives of the Task Force are to:

- ▶ Identify major trends and future directions in the agriculture sector in Illinois and its major regions compared to the United States.
- ▶ Couple the most critical shortages of skilled workers with the major career pathways defined by the Career Cluster framework, focusing on those identified occupations.
- ▶ Identify the most critical workforce needs of the growing local specialty foods segment of the agriculture sector based on the Local Foods Task Force report.
- ▶ Conduct a baseline analysis of current secondary and post-secondary training programs in Illinois addressing the occupations in the agricultural component of the Career Cluster framework and identify major gaps and problems building a workforce pipeline that can provide a diverse, qualified workforce.
- ▶ Develop recommendations for addressing critical skill shortages in the agriculture workforce in Illinois including the emerging local specialty foods segment.

The Agriculture Task Force is expected to present its final report and recommendations to the IWIB in December 2009.

CAREER DEVELOPMENT TASK FORCE

The Career Development Task Force is responsible for developing recommendations on expanding and improving career development opportunities in Illinois. As part of their efforts, the task force is building on the career development recommendations from sector-based task forces - healthcare, manufacturing, and transportation, distribution and logistics. Major stakeholders that were engaged included state education, workforce and economic development agencies, K-12 education, community colleges, regional Education for Employment (EFE) systems, adult education and Workforce Investment Act (WIA) providers, four-year colleges and universities, and business and industry. Based on the work of the Task Force, a three-phase plan to establish a comprehensive career development system in Illinois is in process. Phase I focuses on enhancing coordination and increasing visibility. Phase II focuses on enhancing implementation of innovative practices. Phase III focuses on building in quality and enhancing opportunities.

ISBE took the lead in addressing these recommendations and ISBE staff met with Task Force members and other stakeholders over the last year to gain further input on implementation. State agency partners and other stakeholders will launch initiatives to begin the implementation process.

ILLINOIS WORKNET™ STEERING COMMITTEE

The IWIB Steering Committee has provided guidance since the inception of the **Illinois workNet** portal. This committee includes representatives from the IWIB, business and state agency partners, and the Illinois Workforce Partnership⁵ (IWP). On a quarterly basis, the committee reviews progress and makes recommendations that directly affect portal enhancements, online course and resource development, and statewide partnerships.

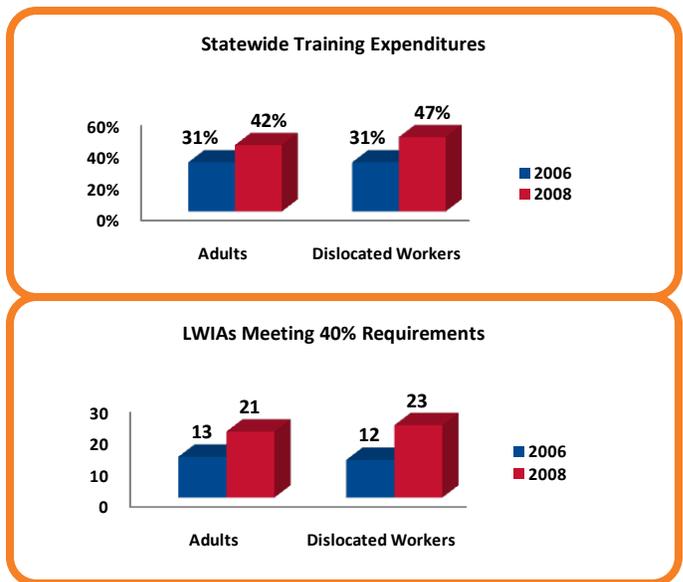
An important function of this committee is the development of state-level collaborations with mandated partners, such as the ICCB, the Illinois Department of Employment Security (IDES) and the Illinois Department of Human Services (DHS). These partnerships result in ensuring the integration and access to information for businesses and job seekers through the **Illinois workNet** portal, regardless of where the point of entry for service originates.

STATE PLAN TASK FORCE

The State Plan Task Force provided recommendations that addressed the question of how to improve the quality of WIA training programs that are available to participants in the state. The following recommendations were approved by the IWIB:

- ▶ Require that all training providers be WIA-certified under the existing state eligible training provider system
- ▶ Review and amend State policies related to training providers to clarify the responsibility of the LWIB to select providers that can demonstrate success and to select training programs for occupations that are in demand
- ▶ Provide training and technical assistance to LWIAs on the use of the non-ITA procurement methods, including quality control and management of class size contracts

In addition, the task force continued to monitor the implementation of the 40% minimum training expenditure requirements. By the end of FPY'08/SFY'09, statewide expenditures for adult training had risen to 42%, from 31% in FPY'06/SFY'07. Dislocated workers statewide training expenditures rose to approximately 47% from 31% in FPY'06/SFY'07. The number of LWIAs meeting the 40% threshold had risen from 13 to 21 for adults and from 12 to 23 for dislocated workers. This is a remarkable change in program emphasis and demonstrates that the training policy has set the state on a clear path to a restored balance between training investments and other services.



⁵ The Illinois Workforce Partnership is an association composed of representatives from all 26 local workforce areas located throughout Illinois.

Finally, the task force was instrumental in the creation of the modification of the State Plan. This modification as required by United States Department of Labor (DOL) provided the strategies Illinois will use to expend the additional funding created by ARRA.

MEDICAID INFRASTRUCTURE GRANT TASK FORCE

The Medicaid Infrastructure Grant Task Force created the comprehensive strategic plan that focused on promoting employment for Illinois residents with disabilities. This plan approved by the United States Department of Health and Human Services (HHS) includes the following goals:

- ▶ Expand workplace inclusion and retention
- ▶ Shift the perception of employers, parents, educators, and people with disabilities regarding the employment opportunities for people with disabilities
- ▶ Communicate and coordinate information regarding work incentives and benefits planning
- ▶ Develop data systems to measure the effectiveness of work incentive programs
- ▶ Recommend revisions to federal and state policies that directly affect employment opportunities for people with disabilities

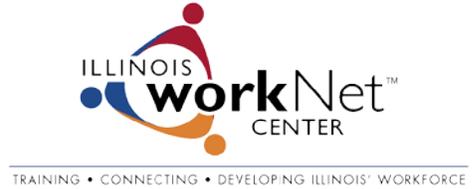
By the end of 2009, DCEO will have completed the following activities:

- ▶ Establish a benefits planning page within the **Illinois workNet** web system for people with disabilities
- ▶ Plan and conduct a minimum of 10 regional employer conferences in conjunction with statewide and local Chambers of Commerce, including the provision of web-based resources (training materials) for employers

The task force is comprised of individuals with disabilities, employers, disability advocacy organizations, leaders from participating state agencies and other businesses interested in promoting the employment of people with disabilities.

Illinois workNet™

The **Illinois workNet** (<http://www.illinoisworknet.com>) system simplifies the process of connecting individuals, businesses and workforce professionals to local and statewide resources. Utilizing partnerships and technology, the State continues to expand seamless real-time access to resources and services that were previously only available through the physical **Illinois workNet** Centers. These innovative partnerships include state-level agencies, not-for-profit organizations and LWIBs, as well as mandated and non-traditional community partners. In response to the changing economic environment, the **Illinois workNet** portal has developed unique features, such as locally and geographically tailored information, that benefit individuals, businesses and workforce professionals. Additionally, the portal provides seamless access to third-party tools such as occupational and labor market information, resume building, interest inventories, job postings and training programs, while ensuring ease of use and minimizing redundant systems.



EASE OF ACCESS FOR ALL USERS

The **Illinois workNet** portal supports the use of assistive technologies, meets Illinois Information Technology Accessibility Act requirements and is now available in English, Spanish, Polish, and Mandarin Chinese. The website offers the following five pathways:

- ▶ **Key Sectors** - highlight career pathways, job postings and openings, regional economic snapshots and training programs in Illinois' targeted employment skills areas.
- ▶ **Laid Off Workers** - find assistance on available benefits and services for laid off workers, such as retraining, unemployment insurance and financial management planning and provides the ability to map business closings and layoffs throughout the state.
- ▶ **Individuals** - learn about careers; prepare for and find jobs; connect to education and training; identify work support services, such as child care and health care; and find economic recovery information.
- ▶ **Businesses** - connect to recruitment, employee training, economic recovery and business development resources.
- ▶ **Workforce Professionals/Educators** - access online training and integration resources to enhance services.



KEY SECTOR PATHWAY

As part of its overall employment and training strategy, Illinois has identified key business sectors that have one or more of the following characteristics:

- ▶ Are projected to have significant job openings
- ▶ Affect the growth of other industries

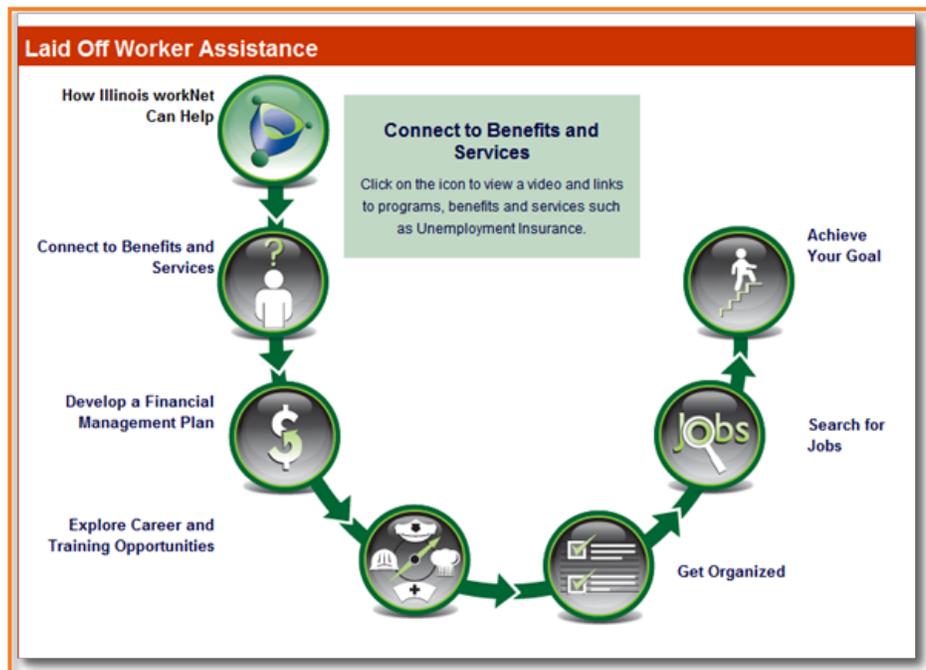
- ▶ Have existing or emerging groups of industries transformed by technology and innovation or economic conditions requiring new skill sets for workers

The information, found in the Key Sectors Pathway, provides a snapshot of demand occupations, as well as the number of job openings in identified sectors. Additionally, the pathway maximizes outreach opportunities in these sectors by providing a set of locally customizable marketing materials for workforce professionals. As programs continue to evolve and training is updated to support these sectors, the **Illinois workNet** portal remains the primary means for providing timely statewide and regional information.



LAI D OFF WORKER ASSISTANCE

As the number of unemployed workers continued to increase, **Illinois workNet** quickly responded by creating the **Laid Off Worker Assistance** area of the portal. This area provides individuals affected by a job layoff with a direct pathway to the tools and additional guidance necessary for them to realize their re-employment and training goals. Through a series of interactive icons, the pathway facilitates and enhances usability. Once any icon is clicked, the user is directed to a short video (available in English and Spanish), with next steps linked to related resources throughout the portal.

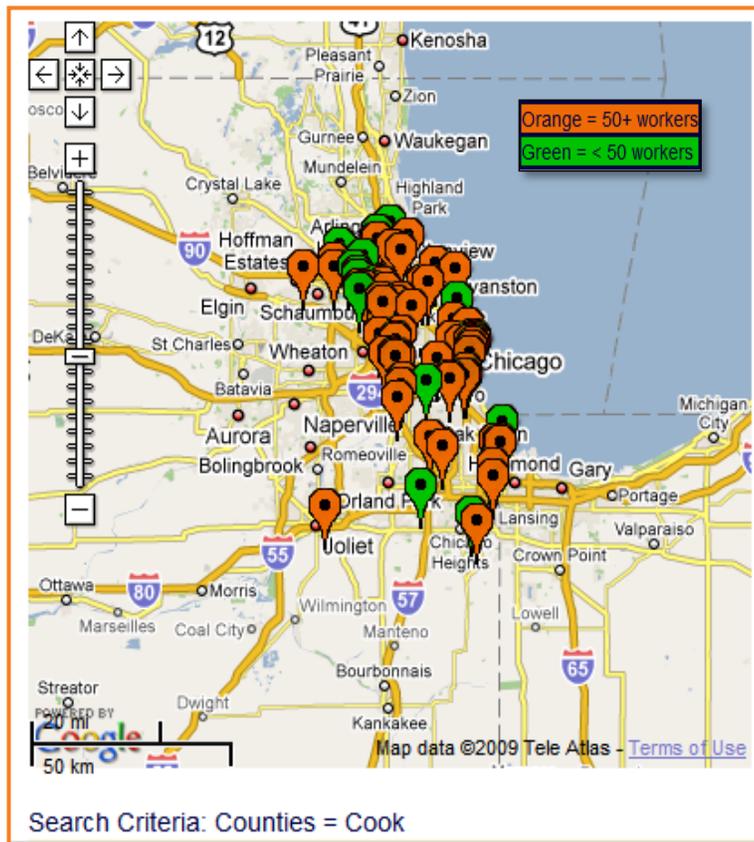


Once any icon is clicked, the user is directed to a short video (available in English and Spanish), with next steps linked to related resources throughout the portal. In addition, a **Company Specific Layoff Information** web page links workers to locally customized pages that they can use, before, during and after the layoff event. There are also resources to assist LWIAs in involving local partners and planning for mitigation of business downsizing, as well as community outreach information for workforce professionals.

BUSINESS LAYOFFS AND CLOSINGS MAP

An interactive representation of the current impact of the economic downturn on Illinois businesses and workers can be found on the **Business Layoffs and Closings** web page. This repository of job layoffs and business closures ensures that both DCEO and LWIB/LWIA staff have timely and targeted information concerning job layoffs and business closures in Illinois. Information of all WARN (Worker Adjustment and Retraining Notification Act) and TAA (Trade Adjustment Assistance Act) Certified Events, as well as any other layoffs or closures for which LWIBs/LWIAs receive notification, regardless of the number of individuals affected by job loss, are identified through this map.

The overarching benefit of this data management tool is that it simplifies a real-time overview of the economic impact that LWIAs are experiencing. Further, this information facilitates the allocation of resources in responding to businesses and employees impacted by layoffs and closings.



INFORMATION AND RESOURCE CENTRAL

As economic and workforce development needs rapidly changed, **Illinois workNet** became a proactive and comprehensive mechanism for providing timely and relevant information to individuals, businesses and workforce professionals. During this past year, **Illinois workNet** implemented the following strategies:

- ▶ Enhancing laid off worker assistance resources to provide a pathway and guidance to help individuals achieve their re-employment and training goals
- ▶ Developing online discussion forums to inform and involve workforce professionals with policy changes related to ARRA initiatives
- ▶ Developing a Business Layoffs and Closings Map to provide an interactive geographic representation of the current impact by industry of the economic downturn on Illinois businesses and workers
- ▶ Retooling the focus of Illinois’ Key Sectors as the economic growth strategy evolved
- ▶ Laying the groundwork for the development and implementation of technology-based Summer Youth Employment Program Work Readiness pre- and post-assessments and activities

disabilityworks ▶

disabilityworks is Illinois' nationally and internationally recognized innovative systems-change partnership, comprised of state and local agencies, businesses, industries, service providers, educational institutions and disability advocacy organizations. Its mission is to develop and implement strategies to enhance employment and training opportunities for people with disabilities throughout Illinois. The **disabilityworks**' design incorporates strategies that target both the supply and demand sides of the employment equation for people with disabilities in a fully inclusive model. **disabilityworks** is coordinated through the Chicagoland Chamber of Commerce to provide a strong business presence and commitment to its mission.

Although **disabilityworks** is primarily funded by DCEO, it is also supported through a variety of sources, such as private and corporate contributions, and federal and foundation grants. These include the Chicago Community Trust, Field Foundation of Illinois and corporate investments from Aon, USA McDonalds, Quaker Oats, PepsiCo Chicago, Walgreens and Northern Trust Corporations as well as private individual donors. **disabilityworks** also received funds through the Medicaid Infrastructure Grant to conduct a series of Chamber Summits across the state.

ILLINOIS' UNIQUE APPROACH

The integration of the Disability Program Navigator (DPN) project into **disabilityworks** has provided a one of kind approach in the country through the administration of the program by a chamber of commerce. This integration has facilitated the entry of the **disabilityworks** Resource Coordinators (dRCs) (formerly DPN staff) into the business environment.

A role of the dRCs is to work with local **Illinois workNet** Centers, chambers of commerce, businesses, community service providers, educational institutions and small business development centers to systemically facilitate employment and training opportunities for people with disabilities. For example, dRCs serve as a resource to workforce development staff to ensure the availability of comprehensive information regarding federal, state, local and private programs that affect the ability of

SUCCESS STORY



Keynote Speaker Mark Schiller (PepsiCo); State Sen. Susan Garrett; Tensley Garris, President, Northbrook Chamber of Commerce; Former DCEO Director Jack Lavin; disabilityworks Executive Director Karen McCulloh.

In September, 2008, **disabilityworks**, DCEO, IDES, the Northbrook Chamber of Commerce and the office of State Senator Susan Garrett organized a business luncheon entitled, "Putting People with Disabilities to Work". The Northbrook Chamber reported that there were in excess of 100 participants that attended the luncheon, including representatives from neighboring Chambers, local businesses, community service providers, parents and individuals with disabilities. The keynote address from Mark Schiller of PepsiCo emphasized not only what businesses can and should do to incorporate disability into their diversity programs, but also how they can best utilize the talent and abilities of all of their employees. IDES staff also presented information on work opportunity tax credits. Following the luncheon, many people stayed to ask questions, providing **disabilityworks** staff with an excellent networking opportunity.

This luncheon was so successful that **disabilityworks** will be applying its format to a series of ten Chamber Summits that will be held across the state to "showcase promising employer practices, available technical assistance, and disability awareness; promote the hiring of people with disabilities; and potentially increase transportation".

individuals with disabilities to enter and remain in the workforce. This includes training for **Illinois workNet** Center staff on Social Security work incentives and other employment support programs, disability issues, the Americans with Disabilities Act, federal and state tax incentives and other relevant information. Through their participation in Resource Fair Planning Committees, Steering Committees and other **Illinois workNet** Center-related activities, dRCs continue to provide an inclusive perspective with regard to the need to develop additional resources for customers with disabilities.

The National Disability Institute, the technical assistance and training provider for the Disability Program Navigator initiative, has indicated that it is interested in sharing the **disabilityworks** model with other DPN states. In addition, the National Technology Assistance Research Center (NTAR) at Rutgers University is currently profiling **disabilityworks** as an organization that "fosters and serves as a catalyst for partnerships" as part of a national study.

INNOVATIVE COLLABORATIONS

As **disabilityworks** continues its statewide expansion, it is also developing new collaborations, programs and initiatives. For example, **disabilityworks** is working with Walgreens® and five community service providers in the Chicago area to implement a "One Portal System" pilot project for recruiting, screening, hiring and training employees with disabilities. **disabilityworks** is also exploring the feasibility of collaborating with a community service provider on a program that would simplify the employment information process for veterans with disabilities that is frequently cumbersome, duplicative and confusing for both the veterans and the businesses who want to employ them. Further, **disabilityworks** is working with the Metropolitan Chicago Healthcare Council to provide diversity training in healthcare workplaces in order to facilitate more productive work environments for a wide diversity of healthcare professionals, including people with disabilities.

STATEWIDE INITIATIVES

DCEO engages in a broad spectrum of statewide initiatives designed to address key sectors within the state. Equal focus is given to ensuring special populations are connected to the appropriate pathways to education and training opportunities necessary to enter and advance in the workforce. Highlighted below are key initiatives for FPY'08/SFY'09.

INCUMBENT WORKER TRAINING PROGRAMS

The IWT programs target our key economic sectors of healthcare, manufacturing, information technology, agriculture and transportation, distribution, and logistics. Twenty-one of the 26 LWIAs modified their plans to provide 310 IWT projects to 224 companies and more than 4,300 trainees. Specifically, the LWIA may choose to use up to ten percent of their Adult and Dislocated Worker funding for IWT programs. DCEO received a waiver from DOL to conduct IWT programs at the local level. This waiver authority is valid through FPY'09. The table below provides a breakout by projects and sectors of IWT programs undertaken by the local areas as of June 2009.

Incumbent Worker Programs/Trainees by Sector									
	Manufacturing	Healthcare	TDL	Professional	Construction	IT	Hospitality	Financial	Total
Projects	232	32	19	7	6	5	5	4	310
Trainees	3,457	321	296	62	51	34	64	19	4,304

LWIAs are encouraged to recruit private sector partners and market IWT as a key resource to keep employers, and the jobs they provide competitive in the global economy. In addition, IWT ensures employers keep their workers as or more efficient and productive as their competition. IWT programs occur through qualified providers, including proprietary trainers, private sector trainers and not-for-profit trainers such as community based organizations, community colleges and universities.

Success Story

As with many companies in recent times, Ehrhardt Tool & Machine Company, Inc., a custom tool, die and machine manufacturer, was forced to begin looking at the possibility of reducing its staff due to declining economic conditions. Despite implementing cost-cutting measures, management was anticipating a workforce reduction of 13 percent.

In an attempt to avoid a reduction in his workforce, Robert Roseman, President of the company, decided to partner with Selsius of Southwestern Illinois College to submit an Incumbent Worker Training proposal to the Madison County Employment and Training Department. As the external trainer, Selsius would plan, implement and evaluate various initiatives to improve the efficiency and quality of operations, assist in providing employee skill and job upgrades, and suggest viable alternatives to managing business conditions without a reduction in workforce. Selsius provided training to thirty-seven workers which included machinists, toolmakers, shipping clerks, project and controls engineers, plant and production managers, press operators, sales, and financial and administrative staff.

Ehrhardt Tool & Machine Company, Inc. has completed its first quarter of Incumbent Worker Training and is reporting very positive outcomes. The training allowed the company to retain all of its employees and avoid the anticipated layoffs completely. Skills gained from the training will enhance the company's workforce and improve its financial condition. A more highly-skilled and flexible workforce will emerge, lay-offs will be prevented, the company will remain competitive in the current and future economy, and the local community will benefit.



STATE SECTOR STRATEGIES

Illinois was recognized as a national leader in sector strategies by the National Governor's Association (NGA). NGA invited Illinois to participate in a Learning Academy with five other states considered to be on the forefront of sector-based initiatives. The academy brought these states together to learn from each other, and to also provide information to the remaining states taking their first steps toward sector strategies. The involvement in this group continues, with states collaborating on ways of improving sector-based workforce and economic development.

Current sector strategies in Illinois are built upon the legacy of the Critical Skill Shortages Initiative (CSSI). CSSI fostered the creation of a regional sector-based approach to workforce and economic development, and directly led to the IWIB creating sector task forces in healthcare, manufacturing, transportation/distribution/logistics, information technology and agriculture. Current statewide workforce activities are structured around investments directly tied to findings and recommendations from various IWIB sector task forces.

DCEO provides support to three regional healthcare consortia in various stages of development. In the Northeast Economic Development Region, the Metro Chicago Healthcare Council is leading efforts to improve access to nursing and other healthcare occupational training through a variety of strategies. In the Southern Economic Development Region, ConnectSI is adapting the work of the Northeast region to fit the specific needs of Illinois' most rural area. Most recently, DCEO provided a planning grant to assess the feasibility of a regional healthcare collaboration across the Central and North Central Economic Development Regions.

In addition to the efforts in healthcare, DCEO is also funding manufacturing projects. Training programs have been developed, including bridge programs, for targeted manufacturing occupations through collaboration with local workforce areas, manufacturing consortia and service providers.

FOSTER CARE DEMONSTRATION GRANT

The US Department of Labor (DOL) Foster Care Youth Demonstration Project (Project New Futures) concluded December 31, 2008. Although federal funding had ceased effective June 30, 2007, Casey Family Programs (a philanthropy out of Seattle, Washington) provided funds to cover the federal match until June 30, 2009. DCEO and Illinois Department of Children and Family Services (DCFS) each provided state matching funds of \$200,000 from January 1, 2008 through December 31, 2008.

DCEO provided the Alternative Schools Network (ASN) with a transitional assistance grant for \$40,000 to help ASN (the grant's service provider) move personnel and the program to a sustainable funding source and model. This grant ran from January 1, 2009 to June 30, 2009 and was the final DCEO support for the project.

ILLINOIS LOCAL AND ORGANIC FOOD AND FARM TASK FORCE

DCEO provided funding for a planning grant to the Illinois Local and Organic Food and Farm Task Force to address issues related to local and organic food production. Highlights of the plan include prioritized policy and funding recommendations on a variety of issues including: land, farmers, labor, crops, inputs, equipment, financing, markets, legal regulations, knowledge and research, and public participation, as well as types of training needed for farmers.

In addition, the Task Force analyzed the infrastructure for local and organic food as well as farm products. Members reviewed the current supply chain; including produce, meat, dairy, fiber, grains and beverages; and asset maps showing infrastructure sites within the state including co-packing, commercial kitchens, and storage and distribution facilities. "Consumer Access to Local and Organic Food and Farm Products" was another key area of interest. The Task Force reviewed potential outlets, identifying farmers, youth activities, educational campaigns, WIC (the Special Supplemental Nutrition Program for Women, Infants and Children), community kitchens and preservation classes, food stamp campaigns, and local procurement. They assessed incentives for and connecting farmers to institutional buyers, the promotion of Community Supported Agriculture and farm stands, education on preparing local foods, and connecting chefs and community hubs, as well as farmers co-ops and food deserts. They also considered educational campaigns for consumers regarding the benefits of local foods and sources of local foods.

ANGELIC ORGANICS-FARM BEGINNINGS PROGRAM

In an ongoing project, DCEO provided support totaling \$250,000 to Angelic Organics to support the Illinois Farm Beginnings program. Launched in October 2005, Farm Beginnings offers a farm business-planning course offered in two regions. In northern Illinois, the program is facilitated by Angelic Organics and the Collaborative Regional Alliance for Farmer Training (CRAFT). In central Illinois, it is co-facilitated by The Land Connection and the University of Illinois Extension.

The Farm Beginnings program uniquely links farmer trainees with successful sustainable agriculture farmers. Grant funds from DCEO have been used to facilitate classroom and on-farm mentoring review each year since the first grant was issued in April 2006. Improvements in class format and content have occurred, and on-farm mentoring has proved to be an invaluable tool to encourage and support beginning farmers; both of these positive outcomes can be directly attributed to the level of commitment on the part of DCEO.

PRAIRIE CROSSING FARM-INCUBATOR PROJECT

DCEO also provided \$100,000 to support Prairie Crossing Farm which developed an "incubator" where beginning or converting farmers can lease certified organic land for up to five years to test a business and build markets before making the long-term investment in farms of their own.

TRADE ADJUSTMENT ASSISTANCE PROGRAM

TRADE ADJUSTMENT ASSISTANCE ACT

The Trade Adjustment Assistance (TAA) program provides workers impacted by international trade, with a variety of benefits and reemployment services that assist them in reentering the workforce. Illinois' model for TAA program delivery is a cooperative effort by DCEO, the Illinois Department of Employment Security (IDES) and DOL. DCEO's Bureau of Workforce Development (BoWD) is the designated state agency to administer the TAA program in conjunction with Illinois Local Workforce Investment Areas (LWIAs) and IDES. Through the LWIA structure (76 sites), Illinois provides a coordinated approach in the delivery of TAA services and benefits.

Specifically, DCEO shares the responsibility for the TAA component that links impacted workers with training opportunities, job search allowances, and relocation allowances with the LWIAs. In addition, DCEO is responsible for all programmatic and fiscal oversight, including all TAA policy development, grant management and monitoring, as well as coordination with DOL's TAA field representatives. Four non-training related components remain the responsibility of IDES: Trade Readjustment Allowances (TRA), Alternative Trade Adjustment Assistance (ATAA), Appeals, and the Health Care Tax Credit (HCTC) Program.

Illinois continued building upon its major upgrades in the management and service delivery of TAA. Due to these improvements, Illinois received recognition as a model in efficiency for Trade Act Programs and Region V DOL has referred several states to Illinois to replicate its service delivery structure. After the two most recent DOL program reviews, the state received praise for the proper implementation of the complicated TAA rules and regulations. The success of Illinois' model allows for the provision of services to customers that are coordinated with other local services in a holistic approach to service delivery.

TRADE AND GLOBALIZATION ADJUSTMENT ASSISTANCE ACT OF 2009

On February 17, 2009 as part of the American Recovery and Reinvestment Act of 2009, the TAA program was reauthorized as the Trade and Globalization Adjustment Assistance Act of 2009 (TGAAA). TGAAA overhauls the TAA program and expands TAA coverage to more workers and firms, including workers and firms in the service sector, and improves workers' opportunities for training, health insurance coverage, and reemployment. In general, changes to worker benefits and certification criteria apply only to workers covered by petitions filed on or after May 18, 2009. The exception is that the increase in the amount of the Health Coverage Tax Credit (HCTC), which provides a tax credit towards health insurance costs, goes into effect beginning with the month of May 2009 and applies to all recipients, regardless of when their petition was filed. As a result, DCEO TAA staff worked with the DCEO Workforce Policy Unit to revise and develop TAA forms, instructions, policy and procedures for both the TAA and TGAAA programs.

USDOL EMERGENCY FLOOD CLEANUP GRANT

The floods of 2008 left destruction and debris on the banks of the Mississippi and Illinois rivers. Even before parts of Illinois had been declared disaster areas, staff of the Department began working with local elected officials and agencies to prepare for an application for Federal Emergency Disaster Assistance and to develop the necessary applications with which local areas could apply for these funds. Illinois ultimately was awarded approximately \$2.7 million in Federal funds to assist 10 LWIAs with clean up efforts.



A total of twenty-two Illinois counties were declared disaster areas and eight of them needed funds to assist with flood cleanup and other humanitarian activities, such as the distribution of food, supplies, and other necessities. While it is impossible to estimate how many individuals were affected by the activities funded under this grant, nearly 150 unemployed individuals benefitted from the temporary jobs and supportive services which the grant funded. A significant portion of the river banks, from which debris was removed, are public access areas to the Mississippi and Illinois Rivers, so the efforts affected not only the local communities but tourists and individuals who live inland from the river but launch their boats from areas which were affected.



Worksites stretched from tiny Keithsburg in Rock Island County down the Mississippi river through Henderson, Adams, Pike, Calhoun, Jersey, Madison and St. Clair counties. Calhoun County was also affected by flooding of the Illinois River. Work began in July 2008 and will continue through September 2009. The length of this project reflects the massive amounts of debris deposited in some areas along the Mississippi River, chiefly in Pike, Madison, and St. Clair counties.

STATEWIDE ARRA SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)

As a result of the inclusion of a Summer Youth Employment Program in the American Recovery and Reinvestment Act (ARRA), Illinois began an aggressive campaign utilizing the statewide system to deliver summer youth services. Through this program, youth have the opportunity to earn a paycheck, while gaining valuable work experience and education through career exploration and volunteer opportunities.

Working through the state's 26 Local Workforce Investment Areas, Illinois plans to serve over 15,000 disadvantaged youth, ages 14-24, during the summer of 2009. Forty-five million dollars in ARRA funds are available to LWIAs to provide work experience opportunities. In addition to the funds available at the local level, ARRA funds were available at the State level for targeted projects in green industries.

In the spring of 2009, utilizing ARRA state discretionary funds, DCEO initiated development of statewide summer youth strategy focused on green jobs. The implementation of these projects will occur through partnerships with other state agencies, local community-based organizations and community colleges. One such project is in collaboration with the Illinois Department of Natural Resources. Through this partnership, DCEO will create statewide work experiences for youth that emphasize the conservation of natural resources. Youth will have the opportunity to work in state parks and other conservation locations to learn about preservation and stewardship of natural areas and historic sites.

DCEO will partner with the Department of Central Management Services to develop work experiences focusing on energy conservation and energy audits. These experiences will familiarize participating youth with green energy practices and with the potential for future career opportunities in this growing sector. Additionally, a partnership with the Department of Agriculture will be developed where youth work at the Illinois State Fairs, developing skills in groundskeeping, maintenance, and event preparation.

An additional benefit to the summer work experience has been the inherent education enrichment component through a special curriculum that highlights the skills and education necessary to pursue careers in the green sector. Youth have also been provided with a work readiness component that emphasizes workplace skills, as well as job readiness training in areas such as resume writing, interviewing, and job search.



COMMUNITY GARDENS/LOCAL FOODS SUMMER YOUTH EMPLOYMENT PROGRAM:

As part of the Governor's Summer Youth Employment Program, and also funded by ARRA, DCEO provided \$1.2 million for Community Gardens and Local Foods work experience programs for over 300 disadvantaged youth across the state. In addition to managing and maintaining a garden and distributing fresh foods to organizations serving low-income populations, youth participants have also had the opportunity to learn sustainable agriculture practices, healthy food preparation and eating habits, teamwork, responsibility, community service and entrepreneurship, while allowing them to gain new skills and knowledge in food distribution and marketing.

TECHNICAL ASSISTANCE AND TRAINING

The Bureau of Workforce Development offers training opportunities statewide and on a regional basis to WIA staff, LWIB members and LWIA staff, as well as partners. During FPY'08/SFY'09, training included:

ARRA REGIONAL ROUNDTABLES

In response to ARRA, four regional meetings were planned coordinated and facilitated to inform decision-makers about potential ARRA funding and training opportunities. These meetings, held in Chicago, Lisle, Springfield and Ina (Mt. Vernon), were an opportunity to discuss the opportunities and priority for use of the available funds. The intent of the ARRA is that the workforce system will meet both the letter and the spirit of the law and will fulfill its critical role in U.S. economic recovery by implementing its provisions expeditiously and effectively, with full transparency and accountability of our expenditure of funds.

Illinois is addressing the intent through the following key goals: a better understanding of economic stimulus by funding category and how it will impact local service delivery; identification of strategies for local implementation of economic stimulus; and establishing regional lines of communication and linkages for implementation across stakeholders. The roundtables were an opportunity to bring together the resources of DCEO including Workforce Development, Energy, Small Business Development, Community Development, and the Weatherization program along with officials from the Departments of Employment Security and Transportation, the Illinois Community College Board and the state AFL-CIO.

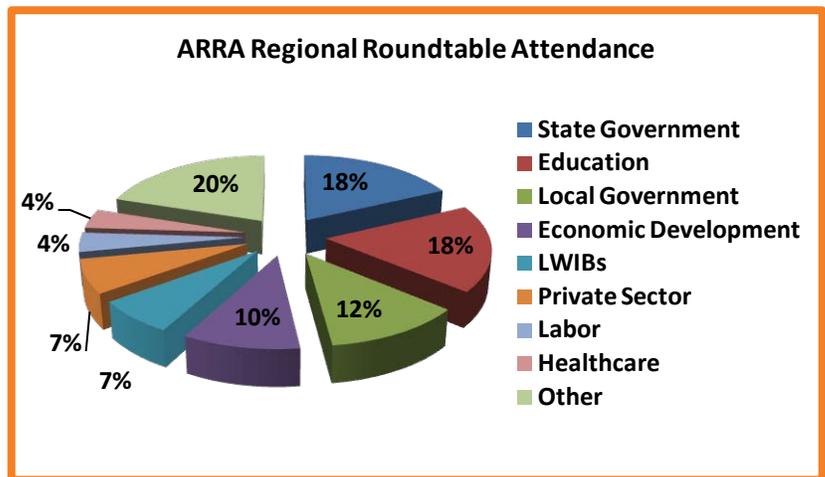


FIGURE 1

Issues included determining topics of concern and identifying opportunities for cooperation between the partners in preparing people for employment through relevant training programs and supportive services.

Approximately 600 individuals attended the regional meetings. There was extensive interaction between state agencies, regional organizations, and leaders in economic development, education and the private sector. Several helpful connections were made at each meeting between state agencies that distributed ARRA funding and the regional leaders interested in implementing the ARRA. The chart in Figure 1 indicates how total attendance was distributed among the targeted categories of invitees.

SUCCESS STORY



Auteshia was a twenty one year old mother in a parenting program when she heard about the youth program at JVS Chicago. Auteshia qualified for the program as basic skills deficient, low income, and as a teen mother who had not had a consistent job.

Through contacts of the JVS youth placement she obtained a full-time position as a pharmacy technician. JVS also provided support and financial assistance for her child's day care services when her hours were cut and she could not pay for this service.

Auteshia has been working as a pharmacy technician for the same large company for one and a half years. Throughout her employment Auteshia has been motivated by her co-worker pharmacists and JVS placement counselor to return to school for her pharmacy degree. She applied and is working the JVS e-Learning Program to help raise her basic skills to excel on her placement tests. Auteshia has been accepted into a pharmacy program at a university to begin this fall and is planning on taking a placement exam within the next month. Auteshia's hard work and dedication have opened many new doors of opportunity and success for her.

STATE WORKFORCE DEVELOPMENT CONFERENCE

The annual workforce development conference was attended by over 500 workforce professionals including LWIA / LWIB and state agency staff, Illinois workNet Center partner agencies staff, and award winners and their guests.

The keynote speaker was Anthony Williams, co-author of Wikinomics: How Mass Collaboration Changes Everything. Mr. Williams spoke to the changes in business operations occurring on a global scale that incorporate open-source collaboration and communication. He also conducted a breakout session that provided examples of how workforce organizations can use collaborative technology to improve communication with customers and their peers.

The highlight of the event was the annual awards presentation. Awards are given to publicly recognize individuals nominated by the LWIAs that have found success in the workplace and in their lives due to their participation in the WIA program.

TRAINING OPPORTUNITIES

The following table provides an overview of the training opportunities that were made available throughout the state during FPY'08/SFY'09, as well as the number of attendees to each:

Topic	Sites	Attendees
ARRA Regional Roundtables	4	600
ARRA Technical Assistance for LWIAs	1	210
State Workforce Development Conference	1	136
WIA Eligibility	127	200
TAA Policy and Procedure Training	3	330
IWDS/Trade Technical Assistance Training	2	40
LWIA and DCEO Staff DETS Entry Training	1	58

DEPARTMENT OF LABOR WAIVERS

During the report period, DCEO utilized several waivers approved by the United States Department of Labor (DOL). These waivers are designed to allow the state to implement policies that improve service delivery and training opportunities for its customers. This is consistent with the State's overall objective of increasing local investments in training that leads to employment in high wage jobs in demand occupations. It also is consistent with the intent of the state to promote the types of program design changes that were intended by the new common measures.

INCUMBENT WORKER TRAINING

This waiver permits LWIAs to request the use of up to 10 percent of local WIA Adult and Dislocated worker formula funds to provide the allowable statewide activities authorized under WIA Section 134 (a). During the past reporting year, twenty-one of the 26 LWIAs modified their plans to provide 310 IWT projects to 224 companies and more than 4300 trainees. Additional information on Incumbent Worker Programs is on page 13 of this report.

COMMON PERFORMANCE MEASURES

Illinois was granted approval for the early adoption of the WIA Common Performance Measures for adult and dislocated workers in FPY'07/SFY'08 which resulted in Illinois being held accountable for six total adult/dislocated worker measures. This reinforces Illinois' strategic objective of focusing WIA training investments on responding to the critical needs of the labor market, including flexible strategies for training that leads high wage jobs in demand occupations. Through the implementation of this waiver, the provision of training to adults and dislocated workers is strengthened since the current WIA credential rates are removed. This further promotes more on-the-job or customized training and enhances services to out-of-school youth.

As part of this waiver, Illinois requested to adopt the youth common measures until FPY'08/SFY'09. Through this waiver, Illinois reports three youth measures, rather than the seven older and younger performance measures described in WIA Section 136(b). The intent of the waiver is to enhance services for out-of-school youth and shift LWIAs focus on youth goals to placement in employment or education, attaining a degree or certificate, and increasing literacy and numeracy skills. The adoption of youth common measures has resulted in a streamlined approach to measuring youth outcomes.

ITAS FOR OUT OF SCHOOL YOUTH

This waiver allows for the use of Individual Training Accounts (ITAs) for out-of-school youth participants and includes those 16 and 17 year old youth participants concurrently enrolled in high school and a post-secondary institution.

It is intended that this waiver will enhance customer choice, allow those youth eligible to benefit from services provided by Illinois' certified training providers, and expand services without requiring One-Stop operators to register participants in the adult program. Illinois has experienced an increase in youth performance outcomes over the past three years which is indicative of the success of the use of the ITA waiver.

COMPETITIVE SELECTION REQUIREMENT FOR YOUTH TRAINING PROVIDERS

Through this waiver, the WIA Section 123 requirement to competitively select providers of the ten youth program elements is waived. LWIAs must document that there are no viable youth providers or that all current providers are underperforming to utilize this waiver.

The waiver allows LWIAs to use funds more efficiently in areas where there are limited numbers of providers or where the size of the WIA program is small. As a result of the availability of this waiver, two rurally located LWIAs were able to improve their performance and meet their negotiated goals.

AGENCY PARTNERS – SUPPORT WORKFORCE INVESTMENT ACT ACTIVITIES

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)

UNEMPLOYMENT INSURANCE

To assist unemployed workers and to help stabilize a dynamic economy, IDES administers the state's unemployment insurance (UI) program. This employer-funded program provides temporary income-replacement for individual workers who lost their jobs through no fault of their own.

- ▶ **Individuals** can file claims for unemployment insurance benefits online or in person at a local IDES office or Illinois WorkNet Center. In most cases, individuals can claim up to 26 weeks of benefits. During the program year, two tiers of federal extended benefits (33 weeks) made available through ARRA, as well as a state extended benefits program (20 weeks) have been available to most claimants. Additionally, weekly benefits were increased by \$25 for all claimants. Illinois workers filed 1,154,464 initial claims for regular benefits during the program year ending on June 30, 2009. While receiving unemployment benefits, claimants are encouraged to take advantage of workforce development services offered at the Illinois workNet Centers, including skills assessment, career information and job placement. IDES is in the process of replacing the thirty-year old benefit payment system with a new system.
- ▶ **Employers** can access a wealth of resources and information that help them comply with the Illinois Unemployment Insurance Act. Such resources include online tax filing and tips on preparing for an appeal hearing. Most liable employers pay taxes quarterly to fund UI benefits by filing wage reports via paper, magnetic media or online using Illinois TaxNet.

EMPLOYMENT SERVICE

Employment Service (ES), administered by IDES, is a federally funded labor exchange program created under the Wagner-Peyser Act, as amended by the Workforce Investment Act (WIA). The program serves both employers and job seekers by matching employers' job vacancies with qualified workers and placing job seekers in available jobs. ES uses the Internet-based Illinois Skills Match (ISM) system as its primary labor-exchange tool. During FPY'08/SFY'09 for the period of July 1, 2008, through June 30, 2009, there were 226,707 first time-registered job seekers in Illinois Skills Match and 36,676 job orders, many of which had multiple openings listed in ISM. The Employment Service program year statistics show that the number of job seekers finding employment was 149,288. All placements made through IDES are unsubsidized; therefore, putting people back to work through IDES puts dollars directly back into the State of Illinois economy.

Employment Service also administers a number of specialized programs, including:

- ▶ Outreach, referral and placement services for veterans.
- ▶ Specialized placement services for former offenders.
- ▶ The Hire the Future Program, along with the Illinois Safety Net Works Program, partners with community/faith-based organizations to offer job opportunities to youth in socio-economically blighted communities.

- ▶ The Apprenticeship Information Center provides individuals with apprenticeship program information and refers them to apprenticeship opportunities.
- ▶ The Work Opportunity Tax Credit provides tax credits to employers hiring individuals from specified, hard-to-place groups.
- ▶ The Migrant Seasonal Farm Worker Program introduces and provides job opportunities, referral to supportive services, career guidance, job development and staff-assisted services through partnerships to migrant and seasonal farm workers.
- ▶ International Registry Program matches global professional job seekers to global professional career opportunities through ISM.
- ▶ Prevailing wage information is provided for employers.
- ▶ Foreign Labor Certification provides information on transitional status and work permits involving employers and foreign workers when jobs cannot be filled by American citizens.

LABOR MARKET INFORMATION (LMI)

In cooperation with the U.S. Department of Labor Bureau of Labor Statistics, IDES collects, analyzes and distributes information on workforce statistics such as current employment, average wages, job trends and demographic characteristics. The information is useful in the planning and evaluation of economic and workforce development strategies. LMI users range from job seekers, employers and the public to state and local policymakers. Internet-based career information also is developed and provided to primary and secondary school students and their parents, guidance counselors and those individuals who change careers. This information is uploaded and may be accessed via the Illinois workNet portal.

SUMMARY OF IDES ACCOMPLISHMENTS

- ▶ IDES completed and delivered the updated version of the Internet-based Illinois Career Information System that includes occupational descriptions, employment projections, average wages, training program requirements and schools and scholarship information for students, job seekers and those individuals who change careers.
- ▶ IDES completed two- and ten-year employment projections for more than 100 industries and 700 occupations in the state and each local workforce area. The ten-year projections are now available for each metro area, economic development region, community college district and county throughout Illinois.
- ▶ Additionally, Illinois is the only state in the nation to complete industry and occupational employment projections for a sub-county region (the Local Workforce Areas within Cook County).
- ▶ IDES designed and distributed “Learn More Earn More” and “Kids & Careers: How Families Can Help Youth Succeed” in English and Spanish to assist stakeholders statewide to make better-informed career decision and educational decisions.
- ▶ In order to update the “Key Sectors” industry analysis within Illinois workNet, monthly national, State and Economic Development Region labor force and employment data is loaded into the Workforce Information Database
- ▶ More than 1,500 military members and approximately 43 spouses participated in 45 Transition Assistance Program workshops conducted by IDES Veteran Representatives at both Scott Air Force Base and Great Lakes Naval Base. These workshops help military service members and spouses prepare for the challenges of transitioning from active duty to civilian life.

- ▶ IDES facilitated the placement of 1,330 formerly incarcerated men and women in jobs throughout Illinois since the program was launched in 2005.
- ▶ More than 1,468 veterans and 473 employers attended the third IDES statewide veteran's job fair held in 12 cities across Illinois in November 2008.
- ▶ The Incarcerated Veterans Transition Program (IVTP) provided monthly "In-Reach" employment service workshops to more than 1,706 incarcerated veterans at nine state-operated minimum- and medium-level correctional centers throughout Illinois. Of these veterans, 146 participants have succeeded in this transition program.
- ▶ IDES strengthened its relationship with the Illinois Department of Veterans' Affairs. This successful partnership has produced coordinated events such as job fairs and the Supermarket of Veterans' Benefits. Illinois veterans also have benefited from joint ventures such as Unit Demobilizations and IVTP on a monthly basis.
- ▶ A special effort to reach a larger audience of employers and job seekers resulted in IDES hosting 12 live broadcasts on the Chicago Access Network (CAN) TV. The viewing audience of more than 750,000 job seekers and employers could learn about employment programs and services available to Chicago residents.
- ▶ The Boot Camp Employment Pilot was initiated to identify employers willing to hire the formerly incarcerated. Training opportunities such as Computer Numerical Control and A+ Certification are available to the employees to make them employable. Work Opportunity Tax Credit Training is also given to the employer.

ILLINOIS COMMUNITY COLLEGE BOARD (ICCB)

Illinois' 48 comprehensive community colleges and multi-college centers play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, the colleges serve nearly 1 million residents. The community colleges pledge to address workforce development needs with flexible, responsive, and progressive programs designed for colleges and university transfer students, returning adults, and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in various occupations. Recently, there has been an increase in enrollments at community colleges due to the economic downturn as unemployed workers take advantage of the community colleges to gain new skills or upgrade skills to enable them to gain employment. Also, there is an increase in transfer students as families see the value and savings that a community college offers in the first two years of college. In FY 09 alone, the community colleges have created 226 new CTE programs including AAS degrees and certificates to address this growing student need.

ICCB continues to work collaboratively across the state with other partners to address the alignment of workforce development, education, and economic development. Over the past year, through Workforce Development, Career and Technical Education, and Adult Education, community colleges and ICCB have moved forward in a coordinated way continuing to focus on the sector/clusters such as manufacturing, healthcare, and transportation, distribution and logistics with an emphasis on low-skilled, and low-income adults. ICCB's partnerships with other agencies and entities such as DCEO are critical to addressing Illinois economic and workforce needs.

Below are a few examples:

BRIDGE PROGRAMS

In FPY'08/SFY'08, through the Joyce Foundation Shifting Gears initiative, a state-approved Bridge Definition was developed which lays the foundation for creating bridge programs for low-income and low-skilled adults among many entities including community colleges, adult education providers, local workforce investment areas and community-based organizations. Within the community college system, bridge program development and implementation requires the coordination between workforce development, career and technical education and adult education. The ten pilots completed their work and were evaluated by the Office of Community College Research and Leadership. Bridge pilots included manufacturing, healthcare, and transportation, distribution and logistics in keeping with the state's overall strategy. Bridge program, policy and data work will continue over the next two years to embed and implement bridge programs and policy among the various entities listed above.

During FPY'08/SFY'08, Adult Education has worked in conjunction with the "Shifting Gears Initiative" to incorporate the statewide Bridge Definition into its structure. The bridge definition is a common ground where adult education programs can begin to incorporate different types of instruction which leads to sustainability wages for the students. One approach used this year was to issue an RFP for the development and implementation of Bridge Programs.

In FY 2009, the ICCB Adult Education Division funded pilot projects for the development and implementation of bridge programs in three areas: Health Care, Manufacturing, and Transportation, Distribution and Logistics. Eleven projects developed Bridge Programs by contextualizing the basic skills instruction with occupational knowledge and skills and career awareness activities. Three other projects implemented existing curricula in Health Care. The eleven development projects will now become implementation projects, and the others will continue to offer their projects to adult learners.

LOCAL FOODS

There is greater interest among individuals and the food industry to buy food locally. The ICCB pulled together a group of community colleges interested in developing and or expanding their engagement in Local Foods. In FPY'08/SFY'08, colleges purchased agricultural equipment and supplies. Planning grants will go out this fall to develop curriculum, plan their gardens, and gain student involvement. In the spring they will create their gardens. One college, Black Hawk College, began its project in FPY'08/SFY'08 as a pilot. They purchased their equipment and supplies, revised and developed new curriculum, implemented a local foods garden, and, as a result, they have engaged students.

HEALTHCARE

NURSING PILOTS

The Illinois Community College Board, in coordination with the Department of Commerce and Economic Opportunity, initiated a Demonstration Project in FPY'08/SFY'08 to develop a model Nursing Program of Study to assist in the successful transition of students into this much needed healthcare field. The College of DuPage and John A. Logan College assembled appropriate partners to explore the Health Science Cluster, Therapeutic Services Pathway, and more specifically, a Nursing program of study. Each community college worked with a business and industry partner in their region (Connect SI in the south and MCHC in the north) to ensure full participation of these sectors in the planning process and to ensure the skills needed to be successful in the nursing field are met in the program of study development process.

The project asked each college to not only work within their regional areas, but also collaboratively to bring together secondary, postsecondary and additional business and industry partners to discuss knowledge and skills at both the Cluster and Pathway level and incorporate into a sequence of courses used to guide students in their transition from secondary to postsecondary education in the nursing field.

Additional Health Science Cluster/Pathway work

Also during FPY'08/SFY'08, ICCB and ISBE gave particular attention not only to the Therapeutic Services Pathway within the Health Science Cluster, but also the additional pathway areas under the Health Science cluster that included:

- Diagnostic Services
- Health Informatics
- Support Services
- Biotechnology Research and Development

ADULT EDUCATION STRATEGIC PLAN

The Adult Education Division has worked to align its basic instructional services with the knowledge and skills within three sector areas: Health Care, Manufacturing, and Transportation Distribution and Logistics. With more than 1.7 million individuals in need of a high school diploma, it is imperative that we examine how to provide students with a contextualized approach to instruction that combines basic skill instruction and the occupational terminology.

In the spring of 2009, the Adult Education Division began the development of a Vision for Adult Education through a very structured strategic planning approach. This vision entitled “Creating Pathways for Adult Learners” will outline specific goals designed to meet the needs of a workforce that “demands new skills, knowledge, and credentials” as well as the needs of the learners in need of the services. The strategic plan will serve as a guide to move the adult education system toward the development of additional transition activities that will equip learners with what is need to be successful in employment and post-secondary education. These activities may include: bridge programs, career awareness activities, certificates and integrated instruction designed to combine basic instruction with occupational skills and knowledge. These approaches are designed to prepare learners for employment and post-secondary education.

ILLINOIS DEPARTMENT OF HUMAN SERVICES

HUMAN CAPITAL DEVELOPMENT

The Illinois Department of Human Services' Division of Human Capital Development (HCD) partners with other Illinois state agencies to provide workforce information and services to low-income individuals seeking employment. HCD has a representative in each of the 26 LWIAs to provide assistance through the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP).

The DHS record for assisting TANF recipients in finding work, and then helping them stay employed, ranks Illinois as a leader among the states. Part of that success can be attributed to programs like WorkPays, which allow families to make a gradual transition from relying upon TANF. Under WorkPays, an employed TANF recipient's benefits are not reduced dollar for dollar when they secure a paid position – rather, benefits are reduced only \$1 for each \$3 they earn, giving them an opportunity to build their skills and increase their value as an employee before their benefit eligibility ends. The WorkPays approach has led to a significant reduction in the number of individuals returning to the TANF roles after an initial period of employment, even in periods when the economy is ailing or stagnant. The TANF “available to work” caseload has declined between July 2007 and July 2009, to a total of 4,141.

For several years, DHS concentrated its efforts on TANF customers who were approaching the 60-month lifetime limit for receipt of benefits. Now lessons learned from that approach are being applied to customers much earlier in their 60-month time limit. Successful strategies include an in-depth assessment of the job seeker's skills, as well as barriers to employment, and assigning them to work and training activities that will build on their positives and position them for success. Monthly case management that includes ongoing assessment of progress with the recipient is also a prescription for success.

DHS offers other important programs to TANF customers and low-income working families, such as treatment for substance abuse or mental illness, domestic violence or rehabilitation services, and childcare and transportation assistance, which are intended to address other issues that may pose barriers to achieving independence and self-sufficiency.

REHABILITATION SERVICES

The DHS Division of Rehabilitation Services (DHS-DRS) continues to be an active partner in the ongoing efforts to implement a comprehensive workforce investment system in Illinois that provides equal access to customers with disabilities. In addition to providing its mandated core services, DHS-DRS offers a full array of vocational rehabilitation services to its customers with disabilities, either at the **Illinois workNet** Center or in one of its local offices.

The DRS Vocational Rehabilitation Program has been granted over 20 million dollars under the American Reinvestment and Recovery Act (ARRA) to expand its efforts in providing job opportunities for people with disabilities. Stakeholder meetings have been held to identify new and innovative services that can be funded with these dollars.

In October 2009, the funds will begin to be released for services identified. Under ARRA, the funds must be disbursed by September 30, 2011.

ILLINOIS CORPORATE PARTNERS

The Illinois Corporate Partners (ICP) is comprised of human resource representatives from leading companies and corporations throughout the State of Illinois who are interested in offering guidance, advice, and support to DHS-DRS. As an advisory group of employers, this partnership assists the agency in its focus on direct placement initiatives, customer career choices, and issues that relate to job retention, promotion, and career advancement for people with disabilities.

LOCAL CORPORATE BUSINESS PARTNERS

The Corporate Business Partnership (CBP) program is an innovative approach to facilitating closer relationships between DHS-DRS and businesses throughout Illinois. CBPs are comprised of businesses committed to providing job opportunities for people with disabilities, as well as re-investing in the community by providing opportunities for Illinois residents to become productive and responsible taxpayers.

In return, DHS-DRS provides free workshops, accessibility consultations, and training seminars to CBP members and also acts in an advisory role for those companies who seek answers or consultation regarding issues relating to employees and customers with disabilities.

REGIONAL EMPLOYER NETWORK

The DHS-DRS mission is to maximize employment opportunities for persons with disabilities through a more efficient use of vocational rehabilitation resources to meet the recruitment, hiring, and retention needs of employers. Through collaboration within and across state boundaries, a vocational rehabilitation regional plan to leverage resources and refine strategies to increase regional penetration of the employer market is under development.

TICKET TO WORK

The "Ticket to Work" (T2W) program is a U.S. Social Security Administration initiative that promotes employment as a viable option to people currently receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits. These recipients have the option of using their "ticket" to obtain employment-related services from a designated Employment Network without jeopardizing their medical benefits.

Agencies and organizations may apply to become Employment Networks. This designation qualifies them to receive payment for positive outcomes because of the employment and placement services to recipients who take advantage of the Ticket to Work program. DHS-DRS have entered into agreements with **Illinois workNet** Centers that have received the Employment Network designation to collaborate in placing ticket-holders into competitive employment.

ILLINOIS WORKFORCE PARTNERSHIP

Comprised of representatives from Illinois' 26 local workforce areas, the Illinois Workforce Partnership (IWP) is the voice of the local workforce development system, representing the interests of the workforce investment boards, as well as its elected officials. Its goal is to “provide a high quality, employer-driven, proactive workforce development system that supports economic development.”

In response to the recent economic downturn, the IWP Board and its committed staff have taken a strong leadership role in providing increased training opportunities for upgrading skills and exploring different career paths. This approach targets the employment needs of businesses, as well as the value and versatility of Illinois' workforce.



Michael Williams, President,
Illinois Workforce Partnership

Part of the IWP's mission is to formulate policy positions that impact Local Workforce Investment Areas and communicate those positions at both the state and federal level. IWP currently has five standing committees:

- ▶ Communications,
- ▶ Future Trends & Policy Development,
- ▶ Legislative,
- ▶ Resource Development and
- ▶ System Development.

Committee highlights include:

- ▶ Worked with state legislators to craft a House Resolution recognizing the Workforce Development System that was subsequently replicated by many of the local units of government;
- ▶ Distributed information to key leaders in business, government and labor on the challenges and successes of the local Workforce Development System;
- ▶ Completed a paper that describes the regionalism concept in the local workforce system and identifies the approaches that would best serve our customers
- ▶ Created partnerships with the Illinois Manufacturing Association and the “Illinois Works First” initiative;
- ▶ Advocated and assisted in the development of incumbent worker training resources;
- ▶ Shared information and resources with other state and local initiatives to improve and expand their workforce and business services;
- ▶ Co-sponsored activities to educate and inform the public, as well as key partners, on workforce-related issues;
- ▶ Provided information to IWP membership and developed formal responses to proposed policies and legislation, including WIA reauthorization and the WIA State Plan.
- ▶ Collaborated in the development of, as well as supported numerous grant applications for ARRA Workforce Development funds.

In addition to its standing committees, IWP also has two task forces that address key issues relating to the workforce development system:

- ▶ **Performance Management:** This task force addresses the “day-to-day” issues of maintaining and improving the outcomes of the workforce development system.
- ▶ **Trade Adjustment Assistance:** The role of this task force is to support, enhance and share best practices of the TAA program, as well as provide the State of Illinois with the local perspective for policy development and implementation.

IWP continues to promote the sharing of information among Workforce Investment Boards, Chief Elected Officials and Workforce Partners to address local employment and training, economic development, welfare reform and educational issues.

WORKFORCE INVESTMENT ACT TITLE IB PROGRAM PERFORMANCE

OVERVIEW

Title IB of the Workforce Investment Act (WIA) establishes a governance structure for the design and development of the workforce system and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. DCEO administers the Title IB program at the state level. Local Workforce Investment Boards (LWIBs), in partnership with the Chief Elected Officials (CEOs) in each Local Workforce Investment Area (LWIA), are responsible for oversight of the Title IB Adult, Dislocated Worker, and Youth activities. The CEO has fiscal responsibility for Title IB program funds, and may designate an entity to serve as fiscal agent and assist with program administration.

COST-EFFECTIVENESS ANALYSIS

Each year Illinois provides a cost-effectiveness analysis and a summary of evaluations conducted for workforce investment activities. Illinois adopted the format suggested for use in the United States Department of Labor (USDOL), Employment and Training Administration (ETA) Training and Employment Guidance Letter (TEGL) 14-00, Change 3. Rather than providing an overall cost-effectiveness ratio for the Title I programs, Illinois uses cost-effectiveness measures for each program. This approach takes into account the important differences in the targeted populations and the variations in the intended outcomes of each program. The methodology for deriving cost-effectiveness measures related to the basic performance outcomes for each program is as follows:

Overall Cost per Participant	Divides the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)
Participant Count	The number of participants that were included in each performance category was determined from the WIA Annual Report Form (ETA 9091). Generally, this corresponds to the number of participants included in the denominator for each measure
Total Participant Cost	Multiplies the overall cost per participant count and the participant count to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Literacy and Numeracy Gain measure, the participants counted in each measure are exiters as reported in the Annual Report.)

However, there are several limitations to the methodology, as described below:

- ▶ The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level. The only generally applicable cost-effectiveness measure, therefore, is an overall cost per participant (customer) for each program (Adult, Dislocated Worker, Older Youth, and Younger Youth). For older youth and younger youth expenditures, the calculation is a single cost per value for all youth programs and applied to each sub-program. This is due to there being no requirement for separate tracking.
- ▶ The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.

- ▶ The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.

The State offers no evaluative judgment about these outcomes. At best, they constitute a baseline in which a comparison with subsequent results occurs.

The following core performance outcomes have cost-effectiveness measures:

Program	Measures
Adult	Average Earnings Employment Employment Retention
Dislocated Worker	Average Earnings Employment Employment Retention
Youth	Employment/Education Diploma/Certificate Attainment Literacy/Numeracy Gain

The results of the analysis are included in the WIA Title I Financial Statement (Table 1) below

Table 1 - Illinois Workforce Investment Act (WIA) Title I Financial Statement

Operating Results	Available	Expended	Percent	Balance Remaining
<i>Total all fund Sources</i>	170,210,091	134,762,986	79.17%	35,447,105
<i>Adult Program Funds</i>	34,642,769	29,260,800	84.46%	5,381,969
<i>Carry-in funds (no add)</i>	5,494,227	5,219,845	95.01%	274,382
<i>Dislocated Worker Program Funds</i>	34,525,174	30,440,555	88.17%	4,084,619
<i>Carry-in funds (no add)</i>	4,979,660	4,871,410	2.17%	108,250
<i>Youth Program Funds</i>	43,206,244	35,292,167	81.68%	7,914,077
<i>Carry-in funds (no add)</i>	8,295,303	8,185,863	98.68%	109,440
<i>Out of School Youth</i>	21,780,095	19,890,459	91.32%	1,889,636
<i>In School Youth</i>	17,972,185	12,195,537	67.86%	5,776,648
<i>Summer Employment Opportunities</i>		419,114		
<i>Local Administration Funds</i>	14,950,225	11,309,574	75.65%	3,640,651
<i>Carry-in funds (no add)</i>	5,695,370	4,555,702	79.99%	499,676
<i>Rapid Response funds</i>	10,745,085	7,520,505	69.99%	3,224,580
<i>Carry-in funds (no add)</i>	4,430,404	4,180,033	94.35%	250,371
<i>Statewide Activities Funds</i>	32,140,594	20,939,385	65.15%	11,201,209
<i>Carry-in funds (no add)</i>	13,504,184	7,339,157	54.35%	6,165,028

Illinois expended over \$134 million in FPY'08/SFY'09 across the adult, dislocated worker (including Rapid Response) and youth clusters (both older and younger youth), serving almost 39,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$3,456, which includes administrative costs.

Tables 2 and 3 provide cost-effectiveness information for each WIA Title I program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Average earnings, employment, and retention measures provide data for adult and dislocated workers. For youth, the data provided is for employment and education, diploma and certificate attainment and literacy and numeracy gains.

Table 2 – Cost Effectiveness – Registered Adult and Dislocated Worker Program

Adult Programs				Dislocated Worker Programs		
Expenditures	\$29,260,800			\$37,961,060		
Participants	12,256			15,982		
Cost Per Participant	\$2,387			\$2,375		
	Measures			Measures		
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	3,402	3,640	4,301	3,974	4,854	4,640
Cost	\$8,120,574	\$8,688,680	\$10,266,487	\$9,438,250	\$11,528,250	\$11,020,000
Outcome	\$41,980,815	2,736	3,556	\$64,518,346	4,075	4,151
Cost per Outcome		\$3,176	\$2,887		\$2,829	\$2,655
Return on Investment per Participant	\$9,953			\$13,860		

Table 3 – Cost Effectiveness – Youth Programs

Youth Programs			
Expenditures	\$35,292,167	\$19,890,459	
Participants	10,758	6,127	
Cost Per Participant	\$3,281	\$3,246	
	Measures		
	Placement in Employment or Education	Attainment of Degree/Cert.	Literacy & Numeracy Gains ⁶
Participants in Measure	2,961	2,450	1,937
Cost	\$9,715,041	\$8,038,450	\$6,287,502
Outcome	2,057	1,731	969
Cost per Outcome	\$4,723	\$4,644	\$6,489

⁶ This is a new measure that includes up to three years of the participant's performance unless they exit the program, and the majority of out-of-school youth are not yet included.

KEY PERFORMANCE INDICATORS

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with the U.S. Department of Labor (USDOL). Illinois' overall performance calculation aggregates the performance data of its 26 Local Workforce Investment Areas (LWIAs). The state's ability to meet (90% threshold of the goal) or exceed pre-determined levels of performance provides an indicator as to the effectiveness of Illinois' WIA Title I services in addressing the needs of its customers.

Illinois has been very successful in meeting the challenging performance requirements imposed on this program by USDOL. The state exceeded five of the nine performance measures in FPY'08/SFY'09, with all LWIAs meeting or exceeding performance. Given the economic environment and historically declining employment rates throughout the State, it is notable that Illinois was able to meet and exceed its predetermined performance goals in the past year. Detailed tables of Illinois' performance are in the Performance Tables section of this report beginning on page 39.⁷

ADULT AND DISLOCATED WORKER ACTIVITIES

WIA authorizes a tiered level of services for adults and dislocated workers. Core services represent those services that are universally available to any individual. Intensive and training services are available to individuals who meet certain eligibility requirements for the funding streams. These are individuals who have been determined to need these services to achieve employment or, in the case of employed individuals, to obtain or retain self-sufficient employment.

In addition to the delivery of services to dislocated workers through funds allocated by formula to the local level, WIA requires states to establish a Rapid Response capability to address major worker dislocation and plant closing events. This Rapid Response capability allows for organized and coordinated services to dislocated workers, drawing on all available partner resources, in cooperation with local one-stop staff. Rapid Response activities that address major dislocations are through funds set aside at the state level and augmented with additional USDOL funds awarded to the state on an application basis.

- ▶ The WIA Title IB program served 12,256⁸ registered adults during FPY'08/SFY'09.
 - 4,709 of those served (38% of the total) entered the adult program as registrants new to the WIA system.
 - 75.2% of the adults gained employment in the first quarter after exit, meeting Illinois' goal of 77%.
 - 82.7% retained employment three quarters after the date they exited the program, meeting Illinois' goal of 84%.
- ▶ The Dislocated Worker Program served 15,982 individuals during FPY'08/SFY'09.
 - 7,767 of those served (48.6% of the total) entered the Dislocated Worker Program as a new registrant.
 - 84% of dislocated workers gained employment in the first quarter after exit, which meets Illinois' goal of 85%.
 - Illinois also met its goal for employment retention, as 89.5% of dislocated workers retained employment three quarters after they exited the program.

⁷ The previous seven older youth and younger youth measures outcomes are not included in the tables.

⁸ The 12,256 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page 40.

Services to adults and dislocated workers may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals not enrolled in training still receive a variety of other core and intensive services. These types of services can include an assessment of skill levels, job search and placement assistance, career counseling, labor market information, evaluation of employment barriers, development of individual employment plans, case management and courses in short-term, pre-vocational skills such as communication and interviewing, professional conduct, and other services appropriate in preparing individuals for employment or training.

YOUTH ACTIVITIES

WIA youth activities provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further education, additional training, and eventual employment.

- ▶ Under WIA youth common measures, services are for all youth ages 14 through 21. During FPY'08/SFY'09, there were 10,758 youth served through the WIA Title IB program.
- ▶ 50% of these youth increased his/her educational functioning level in either literacy or numeracy.
- ▶ In FPY'08/SFY'09, almost 71% of youth who exited the program received a recognized certificate, GED or attained a degree.
- ▶ 69.5% of these youth were placed in employment or education within the first quarter after they exited the program.

STATE EVALUATIONS OF WORKFORCE INVESTMENT ACTIVITIES

The following is a description of several workforce evaluation projects recently completed or currently underway in Illinois. Further information about each of these projects can be obtained by contacting the Illinois Department of Commerce and Economic Opportunity, Bureau of Workforce Development, 620 East Adams Street, 5th Floor, Springfield, Illinois 62701.

EVALUATION STUDY: INCUMBENT WORKER TRAINING PROGRAM

The Incumbent Worker program allows LWIAs to forge relationships with various employers, quickly increase the skills of the current workforce and provide training linked to keeping employers competitive in the global economy. DCEO undertook a preliminary evaluation of the Incumbent Worker program to learn the types of companies participating in the program and to see if the program is having an impact. (The distribution of projects across sectors is provided in the incumbent worker section of the annual report.)

Looking at the goals of the Incumbent Worker program, the major focus is on job retention as well as enhancing the skills of the workforce ideally leading to promotions and wage gains for the trainees. DCEO developed a methodology looking at these two goals: of those, who completed training what percent retained employment through the next two quarters? Additionally, looking at those who retained employment, what wage gains, if any, did they receive after training?

The 2009 evaluation uses a sample of those who completed Incumbent Worker training as of June 2008, DCEO checked this data across the two primary shortage and demand sectors: Manufacturing and Healthcare. Using unique employee identification numbers DCEO was able to monitor retention levels and wage levels using wage information collected by the State of Illinois Department of Employment Security.

The data revealed that of those who took part in Incumbent Worker Training, 91% of nearly 800 trainees retained their employment. Looking at the data by sector, in Manufacturing, 92% retained employment while 85% retained in Healthcare. The discrepancy is likely attributable to the longer duration of healthcare training which is often part of an accredited degree program, i.e. LPN, RN, etc.

The data involving wages was also revealing. DCEO reviewed aggregate trainee wages for the quarter before they received training and compared this with their wages two quarters after completing the training. In Manufacturing, those who retained employment saw a wage increase of 15%. Trainees retaining employment in Healthcare two quarters after completing training saw a 13% wage increase.

DCEO intends to compare wages again for these workers and for more recent trainees after four quarters, and to look at retention rates and the number of trainees with wage increases.

PERFORMANCE TABLES

The following Tables (A – N) are from the ETA Form 9091 – WIA Annual Report Form. The data contained within reflect the cumulative statewide performance of Illinois. Individual data tables highlighting the performance of twenty-six Local Workforce Investment Areas begin in Table O. Since Illinois adopted common measures, the State no longer reports the previous seven older and younger youth measures. Those outcomes are not included in the tables.

**WIA TITLE IB
ANNUAL REPORT FORM (ETA 9091)**

TABLE A - WORKFORCE INVESTMENT ACT CUSTOMER SATISFACTION

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants						
Employers						

TABLE B - ADULT PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77.0	75.2	2,736
			3,640
Employment Retention Rate	84.0	82.7	3,556
			4,301
Average Earnings	11,300.0	12,340.0	41,980,815
			3,402
Employment and Credential Rate			

TABLE C - OUTCOMES FOR ADULT SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	74.4	1,502	81.8	135	62.0	98	65.9	110
		2,019		165		158		167
Employment Retention Rate	82.2	1,790	80.0	148	78.2	122	82.1	115
		2,177		185		156		140
Average Earnings Rate	11,114.8	19,217,473	13,971.2	1,858,172	8,904.9	1,032,964	10,903.1	1,188,443
		1,729		133		116		109
Employment and Credential Rate								

TABLE D - OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.5	1,352	75.8	1,384
		1,815		1,825
Employment Retention Rate	83.0	2,036	82.3	1,520
		2,454		1,847
Average Earnings Rate	12,813.7	24,653,554	11,723.5	17,327,261
		1,924		1,478

TABLE E - DISLOCATED WORKER PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	85.0	84.0	4,075
			4,854
Employment Retention Rate	91.0	89.5	4,151
			4,640
Average Earnings	15,400.0	16,235.1	64,518,346
			3,974
Employment and Credential Rate			

TABLE F - OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81.1	297	71.7	71	74.2	534	80.5	103
		366		99		720		128
Employment Retention Rate	88.4	259	76.9	60	87.8	473	83.6	97
		293		78		539		116
Average Earnings Rate	17,094.1	4,068,384	11,261.1	619,360	14,846.3	6,636,303	12,777.1	1,201,050
		238		55		447		94
Employment and Credential Rate								

TABLE G - OTHER OUTCOME FOR THE DISLOCATED WORKER PROGRAM

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	85.7	1,998	82.3	2,077
		2,331		2,523
Employment Retention Rate	89.5	2,198	89.5	1,953
		2,457		2,183
Average Earnings Rate	17,312.7	35,837,359	15,063.5	28,680,987
		2,070		1,904

TABLE H.1 - YOUTH (14 - 21) PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	56.0	69.5	2,057
			2,961
Attainment of Degree or Certificate	45.0	70.7	1,731
			2,450
Literacy and Numeracy Gains	33.0	50.0	969
			1,937

TABLE H.2 - OLDER YOUTH (19 - 21) PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate			
Employment Retention Rate			
Average Earnings			
Credential Rate			

TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate								
ERR Rate								
Average Earnings Rate								
Credential Rate								

TABLE J - YOUNGER YOUTH (14 - 18) RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate		
Youth Diploma or Equivalent Rate		
Retention Rate		

TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate			
Youth Diploma or Equivalent			
Retention Rate			

TABLE L - OTHER REPORTED INFORMATION

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.3	3,478 4,279	5,714.9	23,036,673 4,031	3.4	93 2,736	5,244.3	13,357,343 2,547	54.1	732 1,352
Dislocated Workers	88.2	4,045 4,586	99.6	64,397,761 64,647,709	2.8	116 4,075	7,783.3	29,561,129 3,798	58.2	1,162 1,998
Older Youths										

TABLE M - PARTICIPATION LEVELS

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	135,498	111,260
Total Adult self-service only	107,330	101,514
WIA Adult	119,586	106,102
WIA Dislocated Worker	15,982	5,183
Total Youth (14-21)	10,758	3,569
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	6,127	2,244
In-School Youth	4,631	1,325

TABLE N - COST OF PROGRAM ACTIVITIES

Program Activity		Total Federal Spending
Local Adults		29,260,800.00
Local Dislocated Workers		30,440,555.00
Local Youth		35,292,167.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		7,520,505.00
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		15,861,976.00
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Capacity building and technical assistance	91,985.00
	Board staffing grants	629,066.00
	Critical Skills/Sector Based Training	2,092,680.00
	Illinois workNet	2,263,678.00
	Subtotal: Statewide Allowable	5,077,409.00
Total of All Federal Spending Listed Above		123,453,412.00

TABLE O - LOCAL PERFORMANCE

Local Area Name Lake County Workforce Investment Board	Total Participants Served	Adults	404
		Dislocated Workers	449
		Total Youth	321
		Younger Youth (14 - 18)	
ETA Assigned # 17005	Total Exiters	Adults	88
		Dislocated Workers	112
		Total Youth	184
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	72.6
	Dislocated Workers	86.0	81.0
	Older Youth		
Retention Rates	Adults	87.5	78.3
	Dislocated Workers	91.5	89.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11700.0	12771.9
	Dislocated Workers	20200.0	25450.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	51.9
Attainment of Degree or Certificate	Youth (14 - 21)	52.0	91.3
Literacy or Numeracy Gains	Youth (14 - 21)	38.0	67.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Land of Lincoln Consortium</u>	Total Participants Served	Adults	243
		Dislocated Workers	164
		Total Youth	145
		Younger Youth (14 - 18)	
ETA Assigned # <u>17100</u>	Total Exiters	Adults	181
		Dislocated Workers	112
		Total Youth	88
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.5	81.3
	Dislocated Workers	89.0	87.0
	Older Youth		
Retention Rates	Adults	88.8	86.7
	Dislocated Workers	92.0	92.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12881.0	16238.8
	Dislocated Workers	13600.0	18464.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	72.2
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	65.2
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	46.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Vermilion County Job Training Partnership	Total Participants Served	Adults	85
		Dislocated Workers	148
		Total Youth	62
		Younger Youth (14 - 18)	
ETA Assigned # 17090	Total Exiters	Adults	14
		Dislocated Workers	19
		Total Youth	14
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.4	78.6
	Dislocated Workers	84.6	86.7
	Older Youth		
Retention Rates	Adults	85.0	76.0
	Dislocated Workers	93.9	93.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10100.0	13258.6
	Dislocated Workers	14600.0	14441.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	76.5
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	86.4
Literacy or Numeracy Gains	Youth (14 - 21)	36.0	57.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Kane County Department of Employment and Education	Total Participants Served	Adults	748
		Dislocated Workers	693
		Total Youth	277
		Younger Youth (14 - 18)	
ETA Assigned # 17025	Total Exiters	Adults	273
		Dislocated Workers	263
		Total Youth	180
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	73.6
	Dislocated Workers	88.0	84.2
	Older Youth		
Retention Rates	Adults	84.5	83.4
	Dislocated Workers	91.0	91.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12850.0	14212.3
	Dislocated Workers	17150.0	18234.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	74.8
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	74.8
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	64.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Business Employment Skills Team Inc	Total Participants Served	Adults	133
		Dislocated Workers	468
		Total Youth	113
		Younger Youth (14 - 18)	
ETA Assigned # 17060	Total Exiters	Adults	33
		Dislocated Workers	134
		Total Youth	71
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	67.7
	Dislocated Workers	85.9	82.9
	Older Youth		
Retention Rates	Adults	85.0	91.3
	Dislocated Workers	90.0	91.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12700.0	15444.9
	Dislocated Workers	14400.0	16154.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	50.0	64.5
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	58.0
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	62.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name City of Peoria Workforce Development Department	Total Participants Served	Adults	95
		Dislocated Workers	354
		Total Youth	93
		Younger Youth (14 - 18)	
ETA Assigned # <u>17075</u>	Total Exiters	Adults	38
		Dislocated Workers	49
		Total Youth	54
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	84.0	76.9
	Dislocated Workers	86.0	87.6
	Older Youth		
Retention Rates	Adults	86.5	91.7
	Dislocated Workers	90.5	94.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9700.0	12880.5
	Dislocated Workers	16000.0	15686.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	57.0	59.5
Attainment of Degree or Certificate	Youth (14 - 21)	46.0	59.4
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	100.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name McHenry County Workforce Network	Total Participants Served	Adults	70
		Dislocated Workers	288
		Total Youth	68
		Younger Youth (14 - 18)	
ETA Assigned # 17010	Total Exiters	Adults	32
		Dislocated Workers	100
		Total Youth	19
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.8	81.5
	Dislocated Workers	85.6	86.7
	Older Youth		
Retention Rates	Adults	85.0	95.2
	Dislocated Workers	89.0	89.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10200.0	14000.1
	Dislocated Workers	18300.0	19647.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	66.0	73.1
Attainment of Degree or Certificate	Youth (14 - 21)	60.0	85.0
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	91.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Rock River Training Corporation</u>	Total Participants Served	Adults	406
		Dislocated Workers	1029
		Total Youth	476
		Younger Youth (14 - 18)	
ETA Assigned # <u>17015</u>	Total Exiters	Adults	246
		Dislocated Workers	254
		Total Youth	173
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	70.4
	Dislocated Workers	83.0	84.3
	Older Youth		
Retention Rates	Adults	79.0	79.3
	Dislocated Workers	89.4	85.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	9301.9
	Dislocated Workers	13200.0	13256.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	65.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	58.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	42.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met		
	Met	X	
		Exceeded	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Partners for Employment</u>	Total Participants Served	Adults	122
		Dislocated Workers	315
		Total Youth	276
		Younger Youth (14 - 18)	
ETA Assigned # <u>17020</u>	Total Exiters	Adults	54
		Dislocated Workers	111
		Total Youth	104
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	78.7
	Dislocated Workers	85.0	85.4
	Older Youth		
Retention Rates	Adults	83.0	83.1
	Dislocated Workers	91.0	91.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9500.0	12220.0
	Dislocated Workers	13800.0	12543.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	73.6
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	75.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	34.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>MAN-TRA-CON Corporation</u>	Total Participants Served	Adults	379
		Dislocated Workers	1050
		Total Youth	279
		Younger Youth (14 - 18)	
ETA Assigned # <u>17125</u>	Total Exiters	Adults	287
		Dislocated Workers	476
		Total Youth	170
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	73.5	79.6
	Dislocated Workers	84.0	75.9
	Older Youth		
Retention Rates	Adults	84.0	88.3
	Dislocated Workers	90.0	89.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9800.0	10745.3
	Dislocated Workers	11000.0	13616.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	57.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	55.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	71.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Illinois Eastern Community Colleges	Total Participants Served	Adults	219
		Dislocated Workers	572
		Total Youth	149
		Younger Youth (14 - 18)	
ETA Assigned # 17115	Total Exiters	Adults	94
		Dislocated Workers	172
		Total Youth	32
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	84.3
	Dislocated Workers	88.5	88.8
	Older Youth		
Retention Rates	Adults	89.7	86.5
	Dislocated Workers	90.4	91.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9900.0	9833.2
	Dislocated Workers	11800.0	11248.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	52.0	75.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	52.9
Literacy or Numeracy Gains	Youth (14 - 21)	50.0	77.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name DuPage County Department of Economic Development And Planning	Total Participants Served	Adults	194
		Dislocated Workers	389
		Total Youth	322
		Younger Youth (14 - 18)	
ETA Assigned # <u>17030</u>	Total Exiters	Adults	79
		Dislocated Workers	153
		Total Youth	244
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	76.6
	Dislocated Workers	84.0	85.5
	Older Youth		
Retention Rates	Adults	83.0	86.1
	Dislocated Workers	90.0	90.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15600.0	14139.0
	Dislocated Workers	19500.0	20657.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	71.0
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	94.2
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	60.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Cook County Presidents Office of Employment Training</u>	Total Participants Served	Adults	2352
		Dislocated Workers	1886
		Total Youth	2456
		Younger Youth (14 - 18)	
ETA Assigned # <u>17035</u>	Total Exiters	Adults	357
		Dislocated Workers	398
		Total Youth	222
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	81.3
	Dislocated Workers	85.0	87.9
	Older Youth		
Retention Rates	Adults	88.0	86.7
	Dislocated Workers	89.0	90.4
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11720.0	12017.8
	Dislocated Workers	15533.0	15821.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	72.4
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	80.0
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	37.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name The Workforce Board of Northern Cook County	Total Participants Served	Adults	702
		Dislocated Workers	1590
		Total Youth	433
		Younger Youth (14 - 18)	
ETA Assigned # 17040	Total Exiters	Adults	83
		Dislocated Workers	246
		Total Youth	116
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	84.2
	Dislocated Workers	85.0	90.6
	Older Youth		
Retention Rates	Adults	90.5	81.2
	Dislocated Workers	90.5	89.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16200.0	13627.8
	Dislocated Workers	22500.0	21269.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	79.0
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	70.5
Literacy or Numeracy Gains	Youth (14 - 21)	34.0	55.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name St Clair County Intergovernmental Grants Department	Total Participants Served	Adults	616
		Dislocated Workers	482
		Total Youth	530
		Younger Youth (14 - 18)	
ETA Assigned # 17120	Total Exiters	Adults	112
		Dislocated Workers	130
		Total Youth	114
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	100.0
	Dislocated Workers	86.0	96.0
	Older Youth		
Retention Rates	Adults	86.0	95.7
	Dislocated Workers	91.0	93.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	14933.4
	Dislocated Workers	12900.0	17341.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	71.5
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	78.7
Literacy or Numeracy Gains	Youth (14 - 21)	32.0	46.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>West Central Development Council Inc</u>	Total Participants Served	Adults	161
		Dislocated Workers	276
		Total Youth	183
		Younger Youth (14 - 18)	
ETA Assigned # <u>17105</u>	Total Exiters	Adults	55
		Dislocated Workers	124
		Total Youth	43
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.7	85.2
	Dislocated Workers	85.0	87.4
	Older Youth		
Retention Rates	Adults	84.6	91.1
	Dislocated Workers	90.0	94.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10826.0	11511.8
	Dislocated Workers	13600.0	14979.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	91.3
Attainment of Degree or Certificate	Youth (14 - 21)	47.0	94.7
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	40.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Champaign Consortium</u>	Total Participants Served	Adults	219
		Dislocated Workers	499
		Total Youth	347
		Younger Youth (14 - 18)	
ETA Assigned # <u>17085</u>	Total Exiters	Adults	43
		Dislocated Workers	62
		Total Youth	76
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.7	85.7
	Dislocated Workers	87.0	95.7
	Older Youth		
Retention Rates	Adults	82.0	96.2
	Dislocated Workers	90.0	92.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	8700.0	12619.7
	Dislocated Workers	13000.0	13461.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	86.0
Attainment of Degree or Certificate	Youth (14 - 21)	65.0	91.9
Literacy or Numeracy Gains	Youth (14 - 21)	35.0	63.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Workforce Investment Board of Will County</u>	Total Participants Served	Adults	261
		Dislocated Workers	308
		Total Youth	267
		Younger Youth (14 - 18)	
ETA Assigned # <u>17050</u>	Total Exiters	Adults	90
		Dislocated Workers	69
		Total Youth	169
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	71.6
	Dislocated Workers	85.6	84.6
	Older Youth		
Retention Rates	Adults	84.5	86.8
	Dislocated Workers	91.0	96.3
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9000.0	10503.7
	Dislocated Workers	18300.0	16891.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	53.0	59.0
Attainment of Degree or Certificate	Youth (14 - 21)	41.0	57.7
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	91.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Career Link</u>	Total Participants Served	Adults	125
		Dislocated Workers	146
		Total Youth	177
		Younger Youth (14 - 18)	
ETA Assigned # <u>17080</u>	Total Exiters	Adults	48
		Dislocated Workers	49
		Total Youth	65
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	90.3
	Dislocated Workers	86.0	92.0
	Older Youth		
Retention Rates	Adults	87.0	93.8
	Dislocated Workers	89.5	95.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13500.0	16374.3
	Dislocated Workers	14000.0	16870.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	83.6
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	75.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	45.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Rock Island Tri-County Consortium</u>	Total Participants Served	Adults	131
		Dislocated Workers	175
		Total Youth	126
		Younger Youth (14 - 18)	
ETA Assigned # <u>17065</u>	Total Exiters	Adults	57
		Dislocated Workers	63
		Total Youth	78
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.3	69.0
	Dislocated Workers	83.0	85.2
	Older Youth		
Retention Rates	Adults	83.3	86.5
	Dislocated Workers	89.0	85.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9250.0	10301.4
	Dislocated Workers	13000.0	12958.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	54.0	74.6
Attainment of Degree or Certificate	Youth (14 - 21)	50.0	83.1
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	60.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Department of Community Development	Total Participants Served	Adults	3467
		Dislocated Workers	2695
		Total Youth	2766
		Younger Youth (14 - 18)	
ETA Assigned # 17045	Total Exiters	Adults	1812
		Dislocated Workers	1438
		Total Youth	1027
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	72.5	72.9
	Dislocated Workers	81.5	79.9
	Older Youth		
Retention Rates	Adults	78.5	77.0
	Dislocated Workers	87.0	85.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	12408.7
	Dislocated Workers	14750.0	14752.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	70.2
Attainment of Degree or Certificate	Youth (14 - 21)	44.0	64.5
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	45.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Workforce Investment Office of Western Illinois</u>	Total Participants Served	Adults	131
		Dislocated Workers	341
		Total Youth	141
		Younger Youth (14 - 18)	
ETA Assigned # <u>17070</u>	Total Exiters	Adults	73
		Dislocated Workers	102
		Total Youth	30
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	83.0	85.2
	Dislocated Workers	86.5	85.1
	Older Youth		
Retention Rates	Adults	84.6	83.5
	Dislocated Workers	89.1	91.6
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10000.0	10427.9
	Dislocated Workers	12400.0	12003.7
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	60.7
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	62.5
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	38.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Grundy Livingston Kankakee Workforce Board</u>	Total Participants Served	Adults	363
		Dislocated Workers	551
		Total Youth	241
		Younger Youth (14 - 18)	
ETA Assigned # <u>17055</u>	Total Exiters	Adults	122
		Dislocated Workers	132
		Total Youth	79
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77.0	64.6
	Dislocated Workers	85.3	80.6
	Older Youth		
Retention Rates	Adults	83.0	87.4
	Dislocated Workers	89.0	89.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11500.0	10468.1
	Dislocated Workers	16350.0	13531.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	66.7
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	67.9
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	47.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Madison County Employment and Training Department</u>	Total Participants Served	Adults	358
		Dislocated Workers	685
		Total Youth	236
		Younger Youth (14 - 18)	
ETA Assigned # <u>17110</u>	Total Exiters	Adults	195
		Dislocated Workers	289
		Total Youth	120
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	83.3
	Dislocated Workers	86.0	90.9
	Older Youth		
Retention Rates	Adults	87.0	96.8
	Dislocated Workers	91.0	100.0
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10800.0	14888.1
	Dislocated Workers	14500.0	19914.3
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	58.0	68.1
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	67.6
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	46.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

TABLE O - LOCAL PERFORMANCE

Local Area Name <u>Workforce Investment Solutions</u>	Total Participants Served	Adults	82
		Dislocated Workers	210
		Total Youth	89
		Younger Youth (14 - 18)	
ETA Assigned # <u>17095</u>	Total Exiters	Adults	21
		Dislocated Workers	23
		Total Youth	51
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80.0	76.9
	Dislocated Workers	85.0	94.9
	Older Youth		
Retention Rates	Adults	86.0	96.3
	Dislocated Workers	92.0	91.1
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12500.0	14074.7
	Dislocated Workers	16000.0	17877.4
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	62.3
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	46.3
Literacy or Numeracy Gains	Youth (14 - 21)	33.0	54.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	

TABLE O - LOCAL PERFORMANCE

Local Area Name Southern 14 Workforce Investment Board Inc	Total Participants Served	Adults	200
		Dislocated Workers	221
		Total Youth	189
		Younger Youth (14 - 18)	
ETA Assigned # 17130	Total Exiters	Adults	96
		Dislocated Workers	103
		Total Youth	46
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	74.6
	Dislocated Workers	84.8	82.8
	Older Youth		
Retention Rates	Adults	82.0	88.0
	Dislocated Workers	89.0	89.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9400.0	10412.2
	Dislocated Workers	11150.0	11716.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	56.0	72.2
Attainment of Degree or Certificate	Youth (14 - 21)	45.0	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	25.0	20.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance	Not Met		
	Met	X	