

Illinois

2002



Governor's Report On
Workforce Development



OFFICE OF THE GOVERNOR
207 STATE CAPITOL, SPRINGFIELD, ILLINOIS 62706

GEORGE H. RYAN
GOVERNOR

Dear Illinois Workforce Development Partner:

On behalf of the people of the State of Illinois, thank you for your involvement in Illinois' workforce development system. I am proud of the accomplishments we have made over the past three and a half years in workforce development. Illinois has seen measurable success in the advancement of our comprehensive workforce development system.

Working together, we are achieving our vision of a "World Class One Stop Delivery System" for Illinois. While much work remains to be done, I am confident that we possess the tools and foundation needed to meet forthcoming challenges with resounding success. Our citizens deserve no less.

With your commitment, dedication, and resolve, together we can build a system that invests in our most precious resource, the people of Illinois.

Sincerely,

GEORGE H. RYAN
Governor



George H. Ryan

What an incredible experience the past few years have been. Passage of the Workforce Investment Act of 1998 provided the catalyst this state needed to begin the formation of a comprehensive workforce development system for people and employers of this great state.

We believe that the strength of this Act is its reliance on business leadership in the design of a more effective workforce development system. At both the state level and local level through involvement of business on the Illinois Workforce Investment Board and Local Workforce Investment Boards we have benefited from their wisdom and advice. We sincerely appreciate the support and energy that our business members have provided as true advocates for the one stop system.

The groundwork for Illinois' one stop system achieving "world class" status has been laid. We are proud of all we have accomplished: articulating a vision for the workforce development system, defining the essential characteristics to be engrained in each and every local one stop system's delivery of services, providing the resources needed locally to initiate change, establishing policies that promote change, and supporting state and local initiatives aimed at improving the quality of services delivered through one stop centers. But, much work remains to be done.

We challenge each of you to continue. We encourage you to strengthen linkages between workforce development, economic development and education. Listen to business so the workforce development system you build meets business needs and will be used by business. We hope you continue to work towards a more flexible system that addresses changing workforce needs through practical solutions.

And, finally, when the perfect system has been created, you must work toward continuous improvement.

Sincerely,

Dr.Hazel Loucks,Co Chair Elzie Higginbottom,Co Chair

Illinois Workforce
Development Board

Illinois Workforce
Development Board



Dr.Hazel Loucks



Elzie Higginbottom

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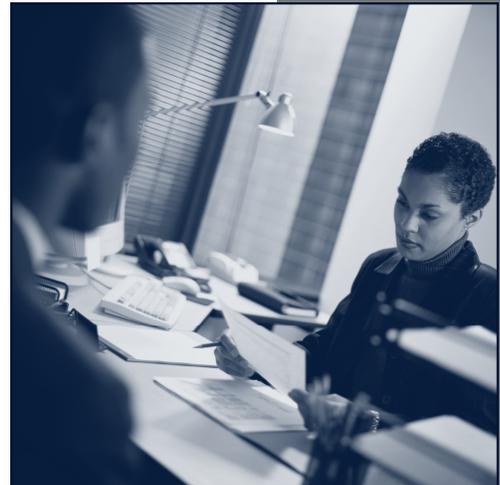
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Illinois was awarded \$3 million as one of only 12 states that exceeded all of its collective performance standards.

Introduction

The Workforce Investment Act (WIA) of 1998 represents comprehensive reform legislation creating a new workforce investment system. The reformed system is intended to be customer focused, to help Americans access the tools they need to manage their careers through information and high quality services and to help U.S. companies find skilled workers. This law embodies seven key principles, as follows:

- Streamlining services for the creation of a one stop delivery system that provides individuals and employers access to a variety of services at one location.
- Empowering individuals to have the information required to decide which training program best fits their needs and to know the organizations that can provide the services. Additionally, individuals are empowered through the advice, guidance, and support available through the one stop system, and the activities of one stop partners.
- Creating universal access that enables any individual to have access to the one stop system and to core employment related services. Information about job vacancies, career options, student financial aid, relevant employment trends, and instruction on how to conduct a job search, write a resume, or interview with an employer is available to any job seeker in the U.S., or anyone who wants to advance his or her career.
- Increasing accountability through the establishment of core indicators of performance. The state and local entities managing the workforce investment system must meet the standards or suffer sanctions. Additionally, training providers and their programs also have to demonstrate successful performance to remain eligible to receive funds under the WIA.
- Developing a strong role for local workforce investment boards and the private sector through local, business led boards acting as "boards of directors," focusing on strategic planning, policy development and oversight of the local workforce investment system.





Boards' active involvement is critical to the provision of essential data on the skills in demand, available jobs, expanding career fields, and the identification and development of programs that best meet local employer needs.

- Providing state and local flexibility, with significant authority reserved for the Governor and chief elected officials, that promotes implementation of innovative and comprehensive workforce investment systems tailored to meet the particular needs of local and regional labor markets.
- Improving youth programs by linking more closely local labor market needs, community youth programs and services, and strong connections between academic and occupational learning.

Section 136 d of the Workforce Investment Act of 1998 requires that the Governor prepare an annual report. The U.S. Department of Labor provides further clarification on the content and purpose of that report. And, while this report is prompted by compliance and primarily addresses the past year, it is also intended to provide the reader with a clear understanding of Illinois' goals and accomplishments to date regarding the creation of a one stop delivery system that addresses the needs of our citizens and employers.

Building a World-Class One-Stop System

Leadership With Results

Workforce Development and Education – Governor Ryan’s #1 Priority

As evidence of Governor Ryan’s commitment to workforce development, he appointed Dr. Hazel Loucks the state’s first Deputy Governor of Education and Workforce Development. This unprecedented move resulted in the creation of a centralized, focused point of authority required to promote and create a comprehensive workforce development system for Illinois. Recognizing that the foundation for an effective one stop delivery system is the integration of service delivery, Governor Ryan made three significant organizational changes:

- workforce development programs previously housed in the Department of Commerce and Community Affairs were transitioned to the Illinois Department of Employment Security, thus reducing duplication, realizing efficiencies of scale, and greatly increasing coordination;
- labor market information and career decision making services previously administered by the Illinois Occupational Information Coordinating Committee were transitioned to the Illinois Department of Employment Security; and
- administration of state and federal adult education programs were transitioned from the Illinois State Board of Education to the Illinois Community College Board.

Illinois will have a high quality, employer driven, innovative, proactive workforce development system that supports economic development and offers universal access to skill development opportunities. This will ensure a competitive advantage for Illinois businesses and individual self sufficiency through rising real incomes for Illinois residents.

Under Dr. Hazel Loucks' charge, an Interagency Team was formed that included representatives of the Deputy Governor's office and state level agencies administering services offered through the one stop system. These individuals provided policy guidance and staff support to the Deputy Governor relative to implementation of the WIA and reform of the state's system for delivering workforce development services.

As evidence of Illinois' success in forging partnerships and developing integrated program approaches, last year Illinois was one of only twelve states and territories that met or exceeded all of its collective performance standards for the Workforce Investment Act Title I program, Adult Education and Family Literacy Act, and Carl D. Perkins Vocational and Technical Education Act. As a result, Illinois received \$3 million in incentive funds from the U.S. Department of Labor.

The Illinois Workforce Investment Board

The Illinois Workforce Investment Board IWIB , co chaired by Mr. Elzie Higginbottom and Dr. Hazel Loucks, functions as the state advisory board pertaining to workforce preparation policy. The Board includes leaders from around the state, in business, government, labor, education and community based organizations, all working together. The IWIB ensures that Illinois' workforce preparation services and programs are coordinated and integrated, and has facilitated further cooperation between government and the private sector to meet the workforce preparation needs of Illinois employers and workers.

*- Illinois Workforce
Investment Board*

The Board has standing committees that address ongoing, system wide issues such as accountability and local and state level coordination. Those committees and their functions are as follows:

Executive Committee is made up of the chairs of standing committees and appointed taskforces. The committee is empowered by the IWIB to set IWIB agendas and conduct business requiring attention between quarterly meetings of the IWIB.

Evaluation and Accountability Committee's strategic priority is to promote the development of a high quality, effective and accountable workforce development system that is accessible to all Illinoisans.

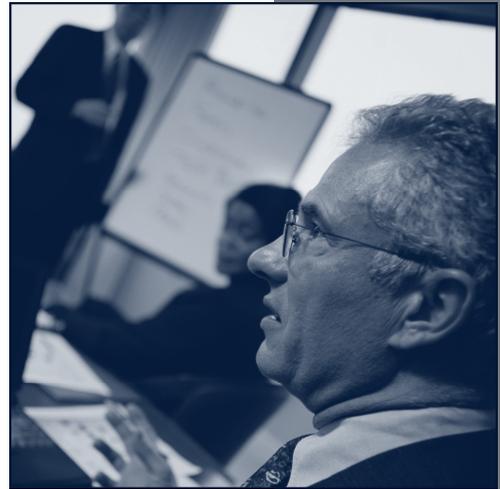
Local Workforce Investment Board LWIB Chairs Committee's strategic priorities are to present issues to the IWIB which are assisting and/or preventing the successful implementation/administration of WIA, to present the issues of the state at the local level, and to network and share best practices.

This committee was formed because of the LWIBs' critical role in design and development of local one stop systems. Illinois was one of the first states in the nation to establish a Local Workforce Board Chairs Committee of the state board.

Private Sector Committee's strategic priority is to recruit, train and retain private sector members to the IWIB in order to ensure that employer needs are met.

Entry Level Skills Upgrade Committee's strategic priority is to identify roadblocks and propose solutions to upgrading services statewide for entry level workers.

The Ex Offender Employability Committee's strategic priority is to create collaboration between LWIBs, employers, and individuals with expertise in serving ex offenders to identify barriers and propose solutions to ex offender employability.



All Illinois youth will receive the support required to develop the necessary knowledge, skills, attitudes and experiences to enable a smooth and successful transition into careers, lifelong learning, and long term economic self sufficiency as responsible, fully contributing adults.

*- State Youth Council
for Illinois*

State Youth Council, functioning as a standing committee of the IWIB, is responsible for advising the IWIB and Governor on youth education and workforce development issues. With the sunset of Education to Careers, that committee was blended with the Youth Council. The Council is charged with:

- Promoting collaboration between all youth workforce preparation and education systems, agencies, institutions, programs and activities that are now in place at the state and local level.
- Providing leadership, training, and technical assistance for local youth councils.
- Advocating for state, federal and private resources and/or policies that support youth development.

Recognizing Illinois' future relies on its youth of today, Illinois was the first state in the nation to establish a State Youth Council in conjunction with workforce development.

In order to respond to evolving workforce development goals, the Board created several task forces to address critical education and workforce needs. These task forces are established with specific, measurable goals and are dissolved when the goals are achieved.

The Marketing Task Force's strategic priority is to develop a brand and implement a strategic marketing and communications plan for Illinois' workforce development system.

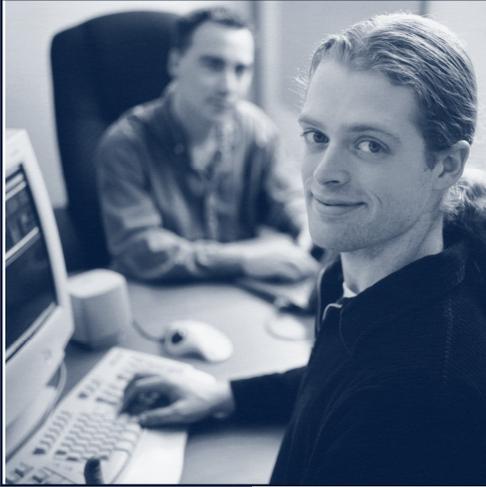
The Technologically Skilled Workers Task Force's strategic priority is to convene a group to examine the mismatch between the supply of and demand for technologically skilled workers across all industries.

The Unified Plan Task Force was responsible for developing a comprehensive set of strategic goals and objectives for the current components of Illinois' education and workforce development system.

A Review of Major Accomplishments

- The IWIB provides oversight to the World Class One Stop Project which promotes Illinois' workforce priorities identified in the Illinois Unified Strategic Workforce Development Plan.
- The IWIB recommended that activities be undertaken to examine how the WorkKeys program might benefit Illinois' one stop system, resulting in the WorkKeys pilot program initiative.
- The IWIB approved a utilization study of skill standards conducted by University of Illinois researchers. The results of this study will provide recommendations for the future direction of skill standard activities to be undertaken in Illinois.
- The LWIB Chairs Committee provided guidance regarding the state's LWIB re certification policy, established their action priorities, and formed a Legislative Subcommittee for the purpose of improving communication with the Illinois General Assembly and U.S. Congress about workforce issues.
- The Entry Level Skills Upgrade Committee of the IWIB developed a technical assistance guide which provides a step by step approach for local workforce development systems to promote healthcare jobs for entry level and low skill job applicants. The guide is intended to assist local areas with training, recruitment and employment of individuals in the healthcare field.
- The Evaluation and Accountability Committee, with the assistance of stakeholders throughout Illinois, identified benchmarks for measuring progress in Illinois' workforce development system. A final report describes these benchmarks, provides baseline data, and presents policy recommendations for tracking progress in each benchmark.





- The Ex Offender Employability Committee, initially established as a task force, was responsible for investigating best practices for promoting employability of the ex offender and to identifying systemic barriers faced by the ex offender and within the one stop system. The study of best practices led to the development of the North Lawndale Employment Network Ex Offender Employment Service Network NLEN/EESN model which is the basis for Illinois Department of Corrections' successful Re entry Grant application. This pilot can be a model for LWIBs to target the ex offender population as a priority population for services.
- The Ex Offender Employability Committee has also examined state policy to identify employment barriers for ex offenders. These included a review of professional licensing procedures and consideration of sealing the records of nonviolent ex offenders for employment purposes only.
- The Technologically Skilled Workers Task Force, over an eighteen month period, convened a series of meetings with presentations and discussions on research and practices in preparing and retaining technical worker. One of the primary conclusions of the Task Force was that most data needed to identify supply and demand imbalances for technologically skilled workers already exists in Illinois; the challenge is to present these data in formats useful to business and local workforce agencies.

The Value of Partnerships

The success of the reformed workforce investment system is dependent on the development of true partnerships and honest collaboration at all levels and among all stakeholders. The WIA mandates certain required partner services be available in any center designated a "comprehensive" one stop center. Recognizing the value add for customers in offering Temporary Assistance to Needy Families TANF Employment and Training services and Food Stamp Employment and Training services through the one stop system, Illinois additionally requires that these services be available through all Illinois comprehensive centers and represented on the LWIB.

Recognizing that local community colleges are one of the largest providers of training programs designed to develop the skills individuals need to obtain and retain employment, Illinois requires that membership of all LWIBs includes local community college presidents.

Achieving The Vision

A high quality, employer driven, innovative workforce development system is critical to Illinois' economic growth and to ensure the economic self sufficiency of its citizens. At the cornerstone of Illinois' workforce development system are local one stop centers which are envisioned to be the primary resource in each community to which Illinois employers and job seekers turn for employment and training services. The stimulation of job creation and economic expansion are dependent on the State's ability to offer Illinoisans the opportunity for continual skills development throughout their working life.

Illinois has 44 comprehensive one stop centers; by law the state is required to have one comprehensive one stop center in each of its 26 Local Workforce Investment Areas. To ensure accessibility of workforce services throughout the state, there are an additional 54 affiliate centers.

Illinois' goal is to establish a one stop delivery system which is "world class" status. The IWIB identified the following characteristics as essential for a world class system.

- *Leadership* One stop centers, through Local Workforce Investment Board and state workforce partners, should be positioned as leaders in the community to articulate short and long term goals for the workforce investment system and to link those specific goals to the broader goals of the community.
- *Customer focused* Needs and desires of job seekers and employers rather than categorical program regulations drive the design and delivery of workforce development services. Operational decisions are based on how they impact the customer.
- *Many Programs and Functions but ONE Business Philosophy* Each partner is no longer singularly affiliated with its own employer but is now identified with the broader mission of the center, the system, and the community. Individual program goals are not lost; they simply fit within the overall business philosophy of the center and are shared by all.

"The primary delivery mechanism for Illinois' workforce development system is the local one stop delivery center. This center will be the first resource in each community to which Illinois employers and job seekers turn for workforce development services."

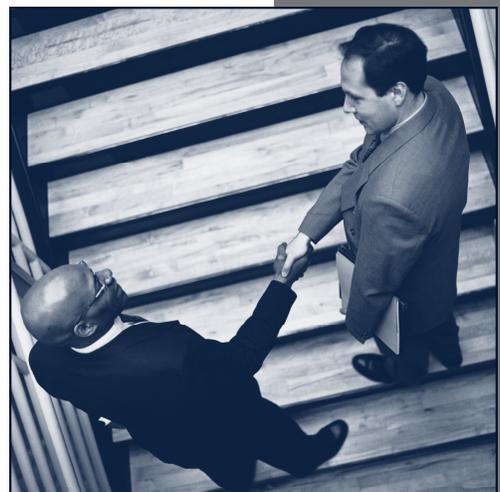
~ Governor
George H. Ryan

- *Market driven* There are critical links with economic development. The community views the center as playing a critical role in its economic well being. Improvements in delivery system will be based on changes in the market affecting customers.
- *Business Leadership* Private sector leadership is essential in the development of workforce development services. If the system is market driven then it has to be led by business.
- *Service Integration* Functional service teams are organized around service categories and made up of staff from various partners and funding streams. Such service categories include: Intake; Eligibility Determination/ Registration; Assessment; Training, Placement and Referrals; Follow up; and Employer Outreach.
- *Unified Management Structure* A management structure exists that is oriented towards ownership of the decision making process by the affected agencies. This will help foster joint ownership of all programs, goals and objectives. Such management structure should include all key partners.
- *Funding Streams* Funding sources are kept behind the scenes and are invisible to the customer, and in some ways, to front line staff.
- *Technology* User friendly technology allows the public to access services throughout the system and the Technology supports the vision and business philosophy of the center.
- *Locally Driven and Community Focused* Workforce development services must be tailored to the unique needs of employers, job seekers, and other customers within each community.
- *Strong Partnerships* Synergy of programs and processes is required to reduce duplication of effort. Each customer has access to a wide array of services because the linkages between programs is clearer and more readily available. Joint ownership of outcomes results in problem solving behavior, not blaming behavior. Where possible dual enrollment is utilized to maximize funding streams.

- *Trust* Honest collaboration, true partnerships, and trust are a given in the world class one stop. There are no blame games or finger pointing, only healthy debates about how to best meet the needs of the customer.
- *Continuous Improvement* Activities and programs are analyzed, progress is measured, and adjustments are made to enhance successes and refocus efforts as needed. There is exploration of new ideas, technology, management methods, and service delivery. There is commitment to seeking different perspectives, creative approaches and a constantly evolving program that responds to the needs of all customers.

The value of articulating the characteristics of Illinois' "ideal" workforce investment system is to have clearly defined elements that each local system needs to embody. The next step is to aggressively identify and promote strategies for ensuring those characteristics are reflected in all locally designed one stop systems.

In Illinois, a variety of local and state led initiatives are addressing this challenge. A brief description follows of projects either developed, implemented, and/or completed during the past year which are designed to position Illinois as a leader in workforce development.



Model One-Stop Centers

Governor George Ryan made 2 million dollars available to six areas of the state to support the development of model comprehensive one stop centers. Those areas include East St. Louis, Harvey, Springfield, Moline, Mt Vernon, and Marion. Funds support infrastructure costs which enable co location of state agencies, community colleges, and community based organizations in specially designed facilities. With initiative, determination and collaboration, a seventh model one stop center was developed in Champaign by the local partners.

Request for Applications

A Request for Applications RFA process made over \$2.3 million available to LWIBs to assist with their continued efforts to develop local "world class" one stop systems. The majority of the RFA funding will support development of local one stop operational plans and regional strategic plans, two required components of the RFA. Additionally, areas could request funds to support one stop service integration, information accessibility, cross training of one stop center staff, and service integration with local school systems.

A one stop operational plan defines elements of a unified management structure for the center and identifies center objectives, measurable outcomes, and monitoring and evaluation criteria. A regional strategic plan, which includes a community audit, brings together information on economic and labor market trends and identifies strategies for responding to worker and business needs.

Resource Room Upgrades

The majority of the core services delivered through the one stop centers are information and materials that customers access through the Resource Rooms. This information is used for self directed job searches and in forming career, educational, and employment decisions. Recognizing that it is critical that these local resources be current and plentiful, Governor Ryan made \$220,000 available to Illinois' 44 comprehensive one stop centers for the purchase of improved and updated Resource Room materials.



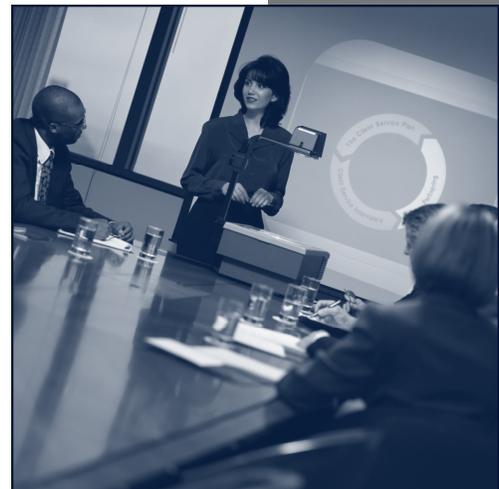
World-Class One-Stop Project

The purpose of the project is to assist Illinois in assessing, analyzing, and recommending approaches and key actions to make the world class one stop vision a reality.

Representatives of the mandatory one stop partners, economic development and organized labor comprise an advisory task force which provides input and direction to the project steering committee and project contractor. Key work to be performed by the project contractor includes:

- Analyze the way current programs serve customers, improve the process and cut bureaucratic red tape.
- Create models and prototypes to demonstrate promising one stop practices based on reviewing the best in the country.
- Develop corporate operational plans to hold each one stop partner responsible for outcomes.

The project will provide the state and local communities with a roadmap for achieving the world class one stop vision.



Strengthening LWIBs

Local Workforce Investment Boards are charged with the responsibility for development of local one stop systems that are responsive to the community's needs. Technical assistance funds, managed by the Illinois Department of Employment Security's Job Training Division totalling \$587,800 were made available to LWIBs during the past year to assist them in identifying innovative strategies and solutions. The following exemplifies some of the results of funding:



Benchmarking One Stop Centers: This research project represents the nation's first report on critical success factors for one stop centers. "Benchmarking One Stop Centers: Understanding Keys to Success" identifies the most important factors in operating a successful one stop center, defined by the team as those which both support economic development and also offer universal access to skill development opportunities. The four collaborating workforce boards – The Workforce Board of Northern Cook County, the Chicago Workforce Board, Crossroads Workforce Investment Board Mattoon and the Central Illinois Workforce Development Board Peoria – visited twenty one stops throughout the country to identify the wide variety of options in service delivery to employers and employees, and in one stop center design and management.

The report, prepared by Corporation for a Skilled Workforce, presents ten critical success factors and indicators for one stop centers to consider in identifying what matters in their community context. As part of the research phase, a variety of "best practice" materials were gathered and made available to Illinois stakeholders. This study has received national attention and was showcased at the National Association of Workforce Boards conference.

21st Century Workforce Report: Believed to be the first of a kind study, the “21st Century Workforce: Central Illinois” addresses what the future workforce in a regional area will need to look like in the 21st century knowledge based economy. The Central Illinois Workforce Development Board commissioned Dr. Richard Judy, co author of a best selling book entitled *Workforce 2020*, and his associate Jane Lommel, to conduct the central Illinois study which examines the past, present and future of economic and workforce development in Marshall, Peoria, Stark, Tazewell, and Woodford counties. The study presented some startling information and has mobilized local education, government, business, and other community and civic groups to form collaborative strategies for addressing the key challenges facing the area.

Recognizing the importance of Local Workforce Investment Boards LWIB and area leaders having access to the type of data presented in the “21st Century Workforce: Central Illinois,” three presentations were conducted for LWIB members and other interested persons throughout the state. The presentations stressed the importance and value of replicating economic and workforce development initiatives such as the one undertaken by the Central Illinois Workforce Development Board.

In addition to local initiatives, the following represents state efforts to assist LWIBs in improving their effectiveness locally.

Resource Guide for Staff to LWIBs: Recognizing that LWIBs rely heavily on their staff, the Comprehensive Resource Guide for LWIB Staff was developed through a special U.S. Department of Labor grant to Illinois. This electronic guide provides staff with easy access to pertinent information for assisting their local Boards.





LWIB Quality Initiative: This year planning was initiated on a major LWIB continuous improvement project to be launched in the coming year. With the assistance of a contractor, each LWIB will be assessed as to their strengths and weaknesses in the areas of leadership, strategic planning, customer focus, information and analysis, process management of the LWIB, measurable results, and human resources. Individual LWIB reports will serve as the basis for each Board to prepare a continuous improvement plan.

Expanding Service Offerings

WorkKeys Pilot Projects: A team of individuals representing local community colleges, LWIBs, employers, secondary education, Illinois Community College Board, Illinois State Board of Education, Illinois Department of Human Services, Illinois Department of Employment Security, and the Governor's Office have established the framework for WorkKeys pilot projects. The purpose of these projects is to determine if WorkKeys is a viable tool for one stop centers in facilitating the labor exchange function. Each pilot will explore different options for assessing the foundational skills of individuals and profiling jobs for employers. The pilots represent a study to determine whether WorkKeys is a valuable tool for one stop systems both in serving customers and strengthening partnerships among workforce development stakeholders. Several Illinois community colleges currently offer WorkKeys as a business service. Additionally, the Illinois Prairie State Achievement Examination, which measures the achievement of grade 11 students relative to the Illinois Learning Standards, currently includes two WorkKeys assessments. Pilots will be initiated during the coming year at four locations in Illinois.

Childcare Services: We know that affordable daycare is the number one employment obstacle for single mothers of small children. This year the state commissioned development of "A Guide for Implementing Childcare in the One Stop Center." This guide provides detailed information relative to establishing the capacity for drop off or full day care services in Illinois one stop centers.

Improving Accessibility of One-Stop Services

This year one stop centers realized the benefits of the U.S. Department of Labor's Work Incentive Grant funds awarded to Illinois. Designed to facilitate an accessible one stop system which supports employment and job advancement for people with disabilities, the Illinois Department of Human Services Office of Rehabilitation Services was busy overseeing the rollout of grant activities. The first grant provided: standard packages of assistive technology AT equipment and software in targeted one stop centers; a wide range of disability related training programs to one stop staff and other community partners; and technical assistance to one stop staff.

A second grant award received this year by the IWIB will enable Illinois to expand the availability of assistive technology AT equipment throughout the one stop system by: providing additional equipment to the 16 remaining comprehensive one stop centers not included in the first grant; adding an enhanced complement of advanced AT equipment and software to the model one stop centers, and creating an AT Equipment Loan program for affiliate sites. The grant will also support creation of a critical self sustaining AT support system to ensure that people with disabilities can fully utilize the one stop centers.

The IWIB will take a proactive role in establishing accessibility development and procurement standards to ensure that all future one stop information systems are fully accessible. An integrated One Stop Team Model will also be developed and implemented to identify individuals with "hidden" disabilities and to provide a streamlined, seamless service delivery system for job seekers with disabilities.

Customer Service

Planning was completed on development of a Secret Shopper Program for Illinois' one stop centers to be launched next year. The program, developed and managed by the Illinois Department of Employment Security's Job Training Division, will be a tool to assess the quality of services delivered to job seekers and employers through Illinois' 44 comprehensive one stop centers. Information gathered will be useful in determining technical assistance needed to address weaknesses and identifying best practices worthy of replicating.



Awards categories included;
Business Customer,
Business Leadership,
Innovative Solutions,
Staff Collaboration,
Individual Achievement,
and, a new premiere
award, the Governor's
Award for Workforce
Excellence.

The award recognized
Local Workforce
Investment Area 8, the
northern Cook County
area, for its Workforce
Transportation
Collaboration initiative.

The project addressed
public transportation
issues impacting the
ability of employers to
fill entry level jobs and
the ability of job seekers
to access those positions.

Improving Partnerships

Resource Sharing Guide: Under direction of the Governor's Office, a partner workgroup developed a guide entitled "One Stop Cost Allocation Resource Sharing Guide." The guide clarifies the cost allocation and resource sharing options available to all Local Workforce Investment Areas, adds some uniformity to the process, provides all information regarding local options and contains documents that may be used to capture the final results of the cost allocation/resource sharing process.

Ongoing Communication: For organizations to function as partners they must first feel like a partner. Communication of information to all partners is absolutely critical to foster a sense of cohesiveness and unity. The state had previously established a bi monthly Illinois Workforce Newsletter and the www.ilworkforce.org site for the purpose of exchanging information. In the past year, both of these vehicles have continued to foster the sharing of information about and among partners. The web site hosted a record breaking number of visitors over 850,000 for the year. Not only are Illinois Workforce Investment Board meetings and committee activities posted regularly but current information about state level initiatives, the availability of new resources, and upcoming events are also available. This year an electronic bulletin was launched Workforce Matters. This communication vehicle provides a brief summary on a variety of current state level activities impacting workforce development stakeholders.

Governor's Workforce Development Conference:
The second annual Governor's conference, Partnering for Success, attracted a record breaking 1,250 attendees which included LWIB members, local Youth Council members, and workforce development professionals from virtually all partner organizations. In addition to the learning and networking opportunities, an awards banquet provided the opportunity to recognize the "best" in Illinois' workforce development system.

Illinois Workforce Advantage Program: In an effort to tailor services to community needs, the Illinois Workforce Advantage IWA has been working to create effective connections with the one stop centers. The IWA has helped community leaders create or strengthen critical anchor institutions in their localities. The organizational model it has employed, the "virtual family resource center," creates a network of programs tied together either through co locations or digital linkage that engage parents and youth in helping themselves and strengthening their communities.

Illinois Skills Match

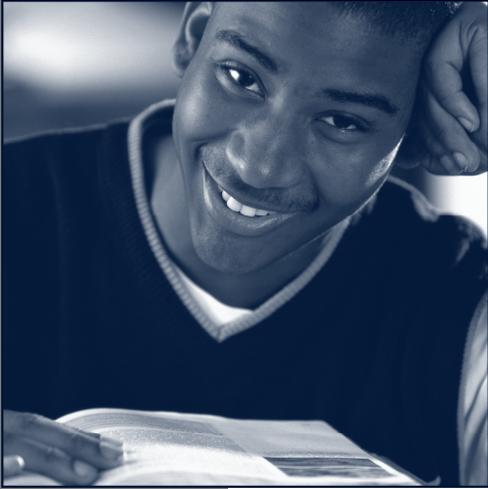
The on line, national award winning Illinois Skills Match system www.illinoisskillsmatch.com matches employer job requirements to applicant profiles based on job skills, education, and work preferences. System improvements launched this year resulted in a faster, more user friendly Illinois Skills Match system which is now accessible to individuals with disabilities. Currently, over 30,000 employers are using the system to find qualified job candidates.

Workforce Information Analysis and Delivery

Illinois is one of only nine states that has joined with the U.S. Census Bureau in an exciting new partnership: the Longitudinal Employer Household Dynamics LEHD Project. The Illinois Department of Employment Security IDES has been working closely with Census Bureau staff to fill critical workforce data gaps without burdening respondents, by using existing state and national level data. The outcome is a portfolio of never before available labor market measures at a level of geography previously unavailable. These measures include edited wage records; information on low wage workers and the identification of firms that are a likely source of successful earnings and employment outcomes; worker and job flow data; improved counts of immigration; and the exciting prospect of accurate measurement of employer provided health and pension plan coverage.

To better determine the critical supply demand balance of teachers in the State's workforce, IDES' Economic Information and Analysis Division has been working cooperatively with the Illinois State Board of Education





ISBE to develop an analysis of attrition among full time teachers in primary and secondary Illinois schools. The study compares the characteristics of leavers and stayers by years of teaching experience for males and females, different race groups, salary categories, geography of school rural, suburban, town, or city and assignment such as foreign language, math, science and special education . This approach, then, permits analysis of attrition patterns by critical characteristics of teachers, to examine those patterns over time, and to use those patterns to anticipate shortages.

With the assumption of responsibility for the delivery of career information in our State, as mandated under the Perkins Career and Technical Education Act, IDES has expanded its efforts and integrated the Horizons career information products and services into the newly formed Illinois Career Resource Network. For easier customer access, one Web site www.ILWorkInfo.com now incorporates all of the workforce and career information tools to meet the needs of Illinois students, parents, counselors, educators, business leaders and labor organizations.

In addition, several workforce and career information publications have been revised and updated to empower all stakeholders in our workforce development system to make more informed economic, occupational and career decisions. These include the “Workforce and Career Information Guide,” a brief overview of the latest products and services to help customers explore and understand labor market trends and workforce opportunities; and, the “Job Outlook In Brief,” a brochure in both English and Spanish which utilizes the latest data on occupational employment projections, annual wages, and training requirements to assist job seekers, students, parents, and counselors in making informed career related decisions.

Streamlining the Process

Currently Illinois is planning for the implementation of a workforce development system Common Customer Database. This project is central to Illinois’ efforts to improve the effectiveness of the State’s workforce development programs and to enhance coordination among these programs. The database will permit the sharing of customer information among workforce development system partners. Using the database, staff in the workforce system will be able to use the information already captured by other partners reducing the redundant collection of data and promoting the coordination of services.

Workforce Investment Act —

Title I Program Performance

Overview

In addition to establishing a governance structure for the design and development of one stop systems and the framework for services delivery, Title I of the Workforce Investment Act contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. At the state level, the Title I program is administered by the Illinois Department of Employment Security's Job Training Division. Locally, the Local Workforce Investment Board in partnership with the Chief Elected Official in each Local Workforce Investment Area is responsible for oversight with respect to Title I adult, dislocated worker, and youth activities. The Chief Elected Official has fiscal responsibility for Title I program funds but is authorized to designate an entity to serve as local fiscal agent and to assist with the administration of the program at the local level.

During State Fiscal Year 2002/Program Year 2001 July 1, 2001 through June 30, 2002 , Illinois' WIA allotment was \$170,923,075. A total of \$127,011,341 was formula allocated to local areas to support the delivery of adult, dislocated worker and youth services authorized under Title I of WIA.

Also during State Fiscal Year 2002, Illinois continued to meet all of its seventeen WIA Title I performance goals, and exceeded fifteen of these goals. Through the WIA Title I local programs, Illinois served 10,958 adults, 12,798 dislocated workers, 8,556 younger youth ages 14-18 and 3,522 older youth ages 19-21 . Through its rapid response set aside program, Illinois served an additional 3,670 dislocated workers and through a National Emergency Grant, provided services to 1,484 dislocated workers.

"The coordination hub for youth development programs and activities in each community is the local Youth Council. These local Youth Councils will be the connecting point where collaboration and coordination of activities related to improving outcomes for youth will occur."

*- Governor
George H. Ryan*

Adult and Dislocated Worker Activities

The WIA regulations state that "The required adult and dislocated worker services described as core, intensive, and training services form the backbone of the one stop delivery system for services to two workforce program customers, job seekers and employers." The WIA authorizes a tiered level of services for adults and dislocated workers. Core services represent those services which are universally available to any individual. Intensive and training services are available to individuals who meet certain eligibility requirements for the funding streams and who are 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 formula allocated funds to the local level, the WIA requires that the state establish a rapid response capability to address major dislocations. This rapid response function enables the state to address dislocated worker needs in an organized, coordinated manner, drawing on all available partner resources, in cooperation with local one stop staff. Rapid response activities which address major dislocations are supported through funds set aside at the state level and augmented with additional U.S. Department of Labor funds awarded to the state on an application basis.

Youth Activities

Youth activities authorized under the WIA reflect an intent to move away from one time, short term interventions and toward 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. The Act also authorizes establishment of a local Youth Council which is charged with developing local youth employment and training policy; bringing a youth perspective to the establishment of policy; establishing linkages with other local youth services organizations; and taking into account a range of issues that can have an impact on the success of youth in the labor market.

Performance Indicators

One of the seven key foundational principles for WIA is increased accountability for workforce investment activities. The Act establishes performance measures or core indicators of performance for adult and dislocated worker activities, youth activities, and customer satisfaction. The state negotiates levels of acceptable performance for each core indicator with the U.S. Department of Labor; the combined performance of each of the 26 Local Workforce Investment Areas represents the state's overall performance. The state's ability to meet 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.

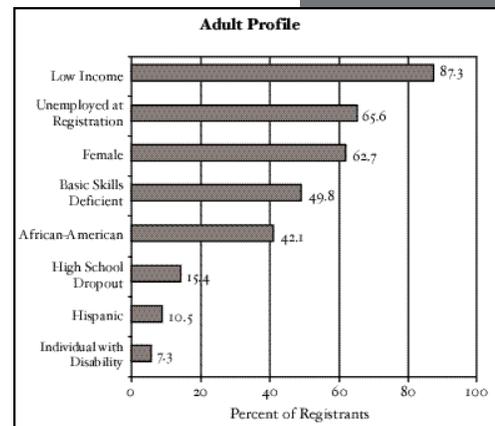
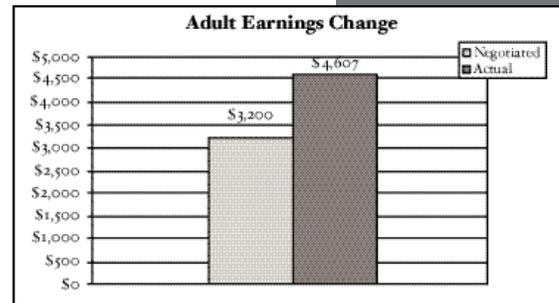
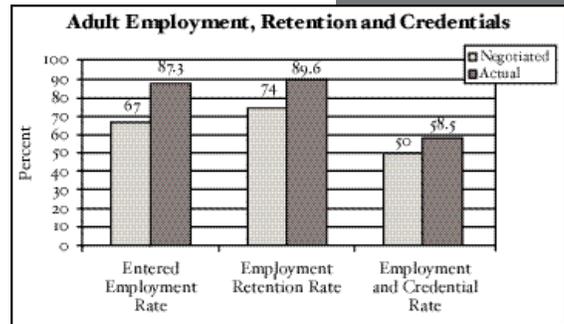
Note: U.S. Department of Labor guidance and WIA regulations stipulate certain content requirements for the Governor's annual report relative to one stop services authorized under Title I of the WIA. This section and an addendum to this report fulfill that reporting requirement.

The reader is advised that data represented in this section may vary slightly from that presented in the addendum. Figures reflected in this section are based on third quarter results for Program Year PY 2001 whereas data presented in the addendum, tables A through O, are based on fourth quarter PY2001 results.

Adult Services

During PY 2001, there were 10,958 adults served through the WIA Title I program, 6,357 were new registrants during the period. There were 3,312 exiters during the period, 2,206 of whom entered employment at the time of exit. These customers had an average wage of \$10.03 per hour. 5,203 adults received training during the year, which constitutes 47.5 percent of all registrants.

Of the 1,145 adults exiters included in the Adult Entered Employment Rate measure, 999 (87.3 percent) were employed in the first quarter following exit, which substantially exceeds Illinois' goal of 67 percent.



Of the 1,335 adult exiters included in the Adult Employment Retention Rate measure, 1,196 (89.6 percent) were retained in employment in the third quarter following exit. This substantially exceeds Illinois' goal of 74 percent. These persons had an average earnings gain of \$4,607, which is far above our goal of \$3,200.

Of the 821 adult exiters who received training services, 480 (58.5 percent) entered employment and obtained an occupational credential, which exceeds the goal of 50 percent for this measure.

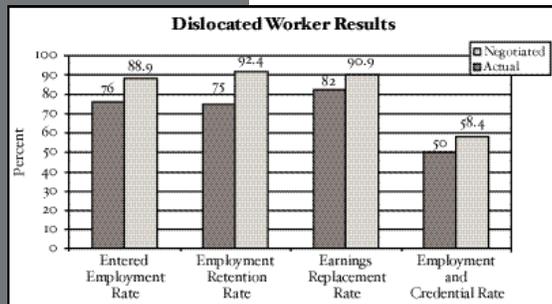
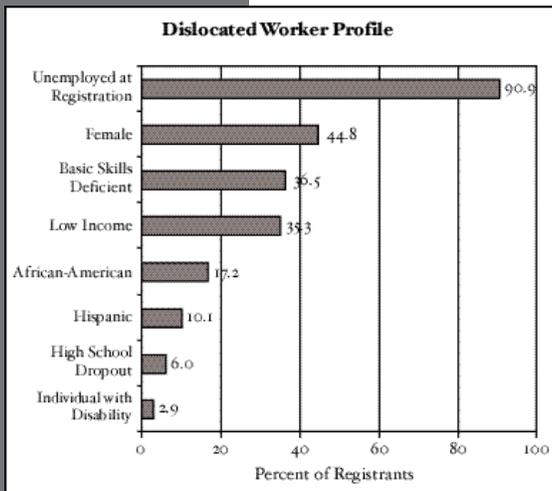
Dislocated Worker Services

During PY 2001, there were 12,798 dislocated workers served through the WIA Title I program, 8,129 of whom were new registrants during the period. There were 3,243 exiters during the period, 2,573 of whom entered employment at the time of exit. These customers had an average wage of \$13.20 per hour. 6,576 dislocated workers received training during the year, which constituted 51.4 percent of all registrants.

Of the 2,463 dislocated workers exiters included in the Dislocated Worker Entered Employment Rate measure, 2,189 (88.9 percent) were employed in the first quarter following exit, which substantially exceeds Illinois' goal of 76 percent.

Of the 2,189 dislocated worker exiters, included in the Dislocated Worker Employment Retention Rate measure, 2,023 (92.4 percent) were retained in employment in the third quarter following exit. This substantially exceeds Illinois' goal of 75 percent. As a group, these persons recovered 90.9 percent of their pre dislocation wages as a result of their participation in Title I services, which exceeds Illinois' goal of 82 percent.

Of the 1,566 dislocated worker exiters who received training services, 914 (58.4 percent) entered employment and obtained an occupational credential, which exceeds the goal of 50 percent for this measure.



In addition to formula allocated funds to support services to dislocated workers, the state applied for and received a National Emergency Grant award of up to \$15 million to address Illinois worker dislocations in the airlines and related industries resulting from the 9/11 terrorist attacks. In December, \$5 million was made available by the U.S. Department of Labor to begin serving the affected workers. During PY 2001, services were provided under the grant by eight Local Workforce Investment Areas, as well as the AFL CIO Member Assistance Program. Direct outreach was provided to over 9,500 dislocated workers, and a regional Career Fair, ActionEXPO, was conducted with 77 employers and 23 schools present. Over 1,000 dislocated workers attended. During PY 2001, Illinois provided services to 1,484 dislocated workers affected by last year's downturn in the airline industry.

Youth Services

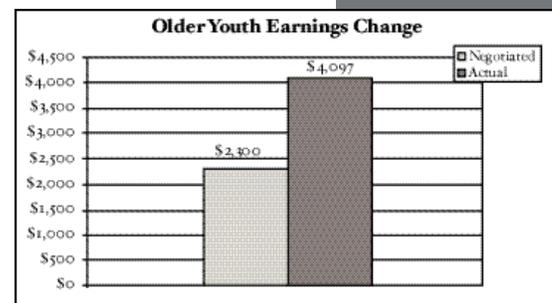
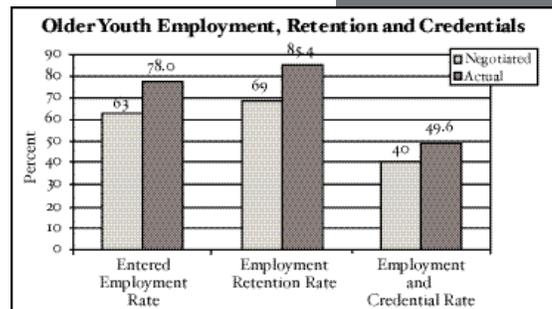
During PY 2001, there were 11,395 youth served through the WIA Title I program, 5,559 of whom were new registrants during the period. There were 2,612 exiters during the period, 560 of whom entered employment at the time of exit. These customers had an average wage of \$7.54 per hour. Seventy five percent of youth were younger youth aged 14-18.

Older Youth

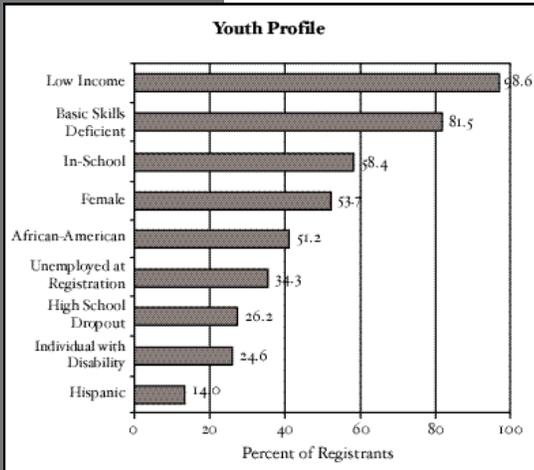
Of the 159 older youth exiters included in the Older Youth Entered Employment Rate measure, 124 (78.0) percent were employed in the first quarter following exit, which substantially exceeds Illinois' goal of 63 percent.

Of the 178 older youth exiters in the Older Youth Employment Retention Rate measure, 152 (85.4 percent) were retained in employment in the third quarter following exit. This substantially exceeds Illinois' goal of 69 percent. These persons had an average earnings gain of \$4,097, which is far above the goal of \$2,300.

Of the 230 older youth exiters included in the Older Youth Employment and Credential Rate, 114 (49.6 percent) entered employment and obtained an occupational credential, which exceeds Illinois' goal of 40 percent for this measure.



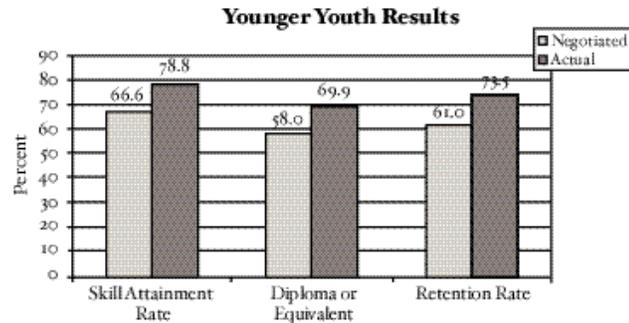
Younger Youth



Of the 382 younger youth included in the Youth Diplomas and Equivalent Rate, 267 (69.9 percent) obtained their high school diploma or GED, which exceeded the goal of 58 percent for this measure. With regards to performance in this area, the U.S. Department of Labor noted that Illinois' performance ranked 7th among all states and asked the state to identify and share local "promising practices" contributing to performance outcomes.

Of the 268 younger youth included in the Youth Placement and Retention Rate, 197 (73.5 percent) were found to be in employment, apprenticeship, post secondary education, advanced training or military service in the third quarter following exit from the program. This substantially exceeds the goal of 61 percent for this measure.

Of the 5,344 younger youth skill goals that were due to be attained during the program year, 4,213 (78.8 percent) of these goals were actually attained, which exceeds the goal of 66.6 percent for this measure.



Customer Satisfaction

Illinois has set ambitious customer satisfaction goals of 74 points for WIA Title I registrants and 66 points for employers. In PY 2001, Illinois obtained an American Customer Satisfaction Index™ ACSI score of 72.9, which falls at the high end of the range defined as meeting the goal. This performance exceeds the most recent aggregate ACSI score for federal government customers.

Illinois obtained an ACSI score of 61.5 for employers, which falls in the range defined as meeting the goal.



“They purchased uniforms and shoes and helped pay for my board exam and tuition. They pretty well helped with everything that I needed. I went from nothing to a really good paying job.”

- *Adult Customer*

“I have a very high opinion of the help that was offered to me the counseling, everything involved with the program, computer training. Now I have a very good job.”

- *Dislocated Worker Customer*

“I think it was a very good program and I would recommend it to anyone who is not where they want to be in life. This program will help you get on the right track.”

- *Youth Customer*

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District 12 United Mine Workers of America

Linda Reneé Baker
Illinois Department of Human Services

Sid Bala
Alligator Computer Systems, Inc.

Dianna Barron
ADECCO Employment Services

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Collectors Training Institute, Inc.

Brooks Lockhart
California Indian Manpower Consortium, Inc.

Cesar Lopez
Prairie State 2000 Authority

*“A sincere
thanks to
all members
of the
Illinois
Workforce
Investment
Board.”*

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Office of the Governor

Dr. Robert Luther
Lake Land College

Charles Martin
Illinois Department of Human Services
Office of Rehabilitation Services

Pam McDonough
Illinois Department of Commerce &
Community Affairs

Jimmy Millard
United Parcel Service

Earl "Sandy" Moldovan
Clark Engineers, Inc.

J. E. "Joe" Moore, Jr.
Shell Oil Company

Ronn Morehead
AFL CIO Member Assistant Program

The Honorable Rosemary Mulligan
State Representative

Michael L. Nylan
South Holland Trust & Savings Bank

The Honorable Barack Obama
State Senator

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Tony Perry & Associates

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Grant funds for printing provided by the Illinois Department of Employment Security

www.ilworkforce.org

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State of Illinois
Governor's Report on Workforce Development
Addendum
Program Year 2001

Introduction

This addendum has been prepared to accompany the Governor's Report on Workforce Development, which has been transmitted as a separate .pdf file. The purpose of this addendum is threefold:

- To present the required discussion and data tables regarding the cost effectiveness of workforce investment activities,
- To present the required summary of evaluations of workforce investment activities, and
- To provide a copy of the required Annual Report Tables. These tables have also been transmitted to USDOL/ETA in accordance with the instructions contained in TEGL No. 7-01 Change 1.

Cost Effectiveness Analysis

Table 1 provides a WIA Title I Financial Statement, which includes the Operating Results. Tables 2 through 5 provide relevant Cost Effectiveness information for the State for each WIA Title I program. Illinois has adapted the format suggested for use in TEGL 14-00, Change 1. Rather than providing an overall cost-effectiveness ratio for the Title I programs, we have developed cost-effectiveness measures for each program. This has enabled us to take into account the important differences in the targeted populations for each program, and the variations in the intended outcomes of each program. The methodology used to produce these cost effectiveness indicators was discussed in detail in the PY 2000 Annual Report, and has not changed.

The State does not intend to present through these measures a definitive judgement on the cost-effectiveness of the Title I program. The State views these measures as suggestive and experimental in nature, and expects that the methodology will be refined.

Cost effectiveness measures have been developed for the following core performance outcomes:

Program	Measures
Adults	Earnings Change Employment Employment Retention
Dislocated Workers	Earnings Retained Employment Employment Retention
Older Youth	Earnings Change Employment Employment Retention
Younger Youth	Skill Attainment Diploma Attainment Employment and Educational Retention

Results. The results of the analysis are included beginning on the following page. The State offers no evaluative judgement about these outcomes. At best, they may constitute a baseline against which subsequent results can be compared.

WIA Title I Financial Statement for Illinois, Program Year 2001

Table 1. Operating Results				
	Available	Expended	Percent	Balance Remaining
Total, All Fund Sources	\$170,923,075	\$128,111,562	75.0%	\$42,811,513
Adult Program Funds	\$40,310,143	\$35,105,891	87.1%	\$5,204,252
<i>Carry in Monies (no add)</i>	\$7,458,875	\$7,558,661	101.3%	-\$99,786
Dislocated Worker Program Funds	\$28,113,632	\$26,550,832	94.4%	\$1,562,800
<i>Carry in Monies (no add)</i>	\$5,666,005	\$5,732,787	101.2%	-\$66,782
Youth Program Funds	\$45,457,431	\$34,713,970	76.4%	\$10,743,461
<i>Carry in Monies (no add)</i>	\$7,166,740	\$7,166,740	100.0%	\$0
Out of School Youth	\$12,815,165	\$18,026,986	140.7%	-\$5,211,821
In School Youth	\$25,475,526	\$14,260,374	56.0%	\$11,215,152
Summer Employment Opportunities	\$0	\$1,562,866		-\$1,562,866
Local Administration Funds	\$13,130,135	\$8,610,850	65.6%	\$4,519,285
<i>Carry in Monies (no add)</i>	\$2,735,160	\$2,568,558	93.9%	\$166,602
Rapid Response Funds	\$13,952,503	\$11,616,473	83.3%	\$2,336,030
<i>Carry in Monies (no add)</i>	\$4,309,189	\$3,026,308	70.2%	\$1,282,881
Statewide Activity Funds	\$29,959,231	\$11,513,546	38.4%	\$18,445,685
<i>Carry in Monies (no add)</i>	\$10,051,740	\$4,554,875	45.3%	\$5,496,865

Cost Effectiveness Indicators

Table 2: Adult Programs			
Expenditures	\$35,105,891		
Participants	10,919		
Cost per Participant	\$3,215		
Measures:	Earnings Change	Employment	Retention
Participants in measure	2,222	2,270	2,334
Cost	\$7,143,996	\$7,298,322	\$7,504,089
Outcome	\$9,088,881	1,746	2,016
Cost per outcome	\$0.79	\$4,180	\$3,722

Table 3. Dislocated Workers Programs			
Expenditures	\$38,167,305		
Participants	15,241		
Cost per Participant	\$2,504		
Measures:	Earnings Retained	Employment	Retention
Participants in measure	3,155	3,705	3,155
Cost	\$7,900,915	\$9,278,254	\$7,900,915
Outcome	\$36,719,351	3,155	2,854
Cost per outcome	\$0.22	\$2,941	\$2,768

Table 4. Older Youth Programs			
Expenditures	\$34,713,970		
Total Youth Participants	11,031		
Cost per Participant	\$3,147		
Measures:	Earnings Change	Employment	Retention
Participants in measure	299	315	325
Cost	\$940,937	\$991,288	\$1,022,758
Outcome	\$1,130,492	235	276
Cost per outcome	\$0.83	\$4,218	\$3,706

Table 5: Younger Youth Programs			
Expenditures	\$34,713,970		
Total Youth Participants	11,031		
Cost per Participant	\$3,147		
Measures:	Skill Attainment	Diplomas	Retention
Participants in measure	8,960	833	538
Cost	\$28,196,643	\$2,621,407	\$1,693,057
Outcome	6,934	591	384
Cost per outcome	\$4,066	\$4,436	\$4,409

State Evaluations of Workforce Investment Activities

The following is a description of several workforce investment evaluation projects currently underway in Illinois. Further information about each of these projects can be obtained by contacting the Illinois Department of Employment Security, Job Training Division, 850 East Madison Street, 2nd Floor, Springfield, Illinois 62702-5603.

Name of the evaluation study:	Chicago Workforce Investment Board Return on Investment (ROI) Study of Chicago One-Stop Partner Programs
The questions the evaluation will/did address:	The purpose of this project is to apply and further develop state of the art standards that measure the return on investment of workforce and related programs for the Chicago Workforce Board. It is anticipated that addressing the goals of this project may well involve the development of new economic and social ROI measures.
A description of the evaluation's methodology:	The core economic ROI model consists of three measures: ROI-T (ROI to the Taxpayer, the amount theoretically available to be returned to the state and federal treasury through reduced public assistance dependency and increased state and federal level tax contributions; ROI-D (ROI Disposable Income, new money potentially available to go into the local economy and local tax infrastructure based on the net change in disposable income); and ROI-E (an estimate of the system-wide economic impact of program expenditures and results using economic multiplier principles and the US Department of Commerce Regional Input-Output Model. Social ROI measures are customized to individual programs.
Information about the timing of feedback and deliverables:	Preliminary results of this study will become available by the end of 2002.

Name of the evaluation study:	Incumbent Worker Training Pilot
The questions the evaluation will/did address:	<p>IDES has issued a Request for Proposals for operation of incumbent worker training pilot programs. These programs will assist Illinois in evaluating the benefit of providing services to incumbent workers as part of a comprehensive strategy for addressing the needs of employers and their employees through the one-stop workforce development system. The pilot programs will assist the state in answering the following questions:</p> <ol style="list-style-type: none"> 1. Do such programs assist the local system in developing working partnerships with the employer community, and training providers? 2. Do such programs promote employee retention of those vulnerable to layoffs? 3. Do such programs help workers upgrade skills, maintain or increase wage levels, and enable workers to become more competitive in the marketplace? 4. Do such programs improve the business sector's access to skilled workers? 5. Which program designs are the most successful and which are most easily replicated?
A description of the evaluation's methodology:	<p>Two types of pilot projects will be considered: projects with an industry sector focus, that serve a variety of employers; and projects that target a specific large employer, and are designed to address the specific needs of that employer for skilled workers. Each pilot project will be required to collect the relevant data items and develop a report on the results of each such project.</p>
Information about the timing of feedback and deliverables:	<p>Grants for the pilot projects will cover the period of February 1, 2003 to June 30, 2004.</p>

Name of the evaluation study:	Decatur Impact Study
The questions the evaluation will/did address:	<p>Workforce Investment Solutions (LWIA 19) in cooperation with Millikin Institute has undertaken a study of the local one-stop system in addressing the needs of the area's 1500 workers who were dislocated as a result of the closing of Decatur's Bridgestone Firestone Plant. The study is designed to address the following questions:</p> <ol style="list-style-type: none"> 6. What services are offered by local providers? 7. How are affected workers treated by service provider staff? 8. What pay levels do affected workers indicate that they will accept, and how does this change over time? 9. What pay levels do affected worker achieve upon re-employment? 10. What demographic factors affect the prospects for re-employment? 11. What factors prompt affected workers to leave the workforce? 12. How is the financial, health and emotional well-being of affected workers changed as a result of the plant closing?
A description of the evaluation's methodology:	<p>The study will gather information about each program that serves affected workers. It will track a sample of affected workers, interviewing them ever three months. Tracking information will be obtained by peer counselors selected and supported through the Manpower Assistance Program of the Illinois AFL-CIO, the Community Foundation of Decatur/Macon County, the Decatur Community Partnership and Heritage Behavioral Health Center.</p>
Information about the timing of feedback and deliverables:	<p>The project completion is scheduled for March, 2003.</p>

Name of the evaluation study:	World Class One-Stop Project
The questions the evaluation will/did address:	<p>The purpose of this project is to assist Illinois in assessing, analyzing, and recommending approaches and key actions to make the world-class one-stop vision a reality. Key work to be performed by the project contractor includes:</p> <ol style="list-style-type: none"> 13. Analyze the way current programs serve customers, improve the process and cut bureaucratic red tape. 14. Create models and prototypes to demonstrate promising one-stop practices based on reviewing the best in the country. 15. Develop corporate operational plans to hold each one-stop partner responsible for the outcomes.
A description of the evaluation's methodology:	All comprehensive one-stop centers in Illinois responded to a series of questions about their facility, management structure, partners, program volume, assessment tools, and other descriptive features. Corporation for a Skilled Workforce conducted process mapping at 10 one-stops sites around the state to review their major business processes.
Information about the timing of feedback and deliverables:	Several interim products have been released, and final report of project accomplishments will be available along with recommendations to the Governor. Project updates are posted to the ilworkforce.org web site.

Name of the evaluation study:	Secret Shopper
The questions the evaluation will/did address:	Illinois is implementing a secret shopper program to assess the quality of customer service delivered to the public through the forty-four Illinois comprehensive one-stop centers.
A description of the evaluation's methodology:	<p>The grantee will work under the direction of an advisory group to develop customer service standards/expectations for serving businesses and individuals through Illinois comprehensive one-stop centers. On site assessments/visits would minimally address initial greeting procedures; length of wait; completeness and accuracy of information provided regarding services available; how customers are directed to center employees for assistance; and level of courtesy, helpfulness and professionalism employees demonstrate.</p> <p>The grantee will develop standard scenarios to be used by the "shopper" which address the need for receiving multiple one-stop partner services. The grantee will also develop telephone surveys and on-site visit guides to be used by the "shopper" when portraying a business or individual.</p> <p>The grantee will conduct a total of four telephone surveys of each of the 44 one-stop centers, and a total of four on-site visits at each of the centers.</p>
Information about the timing of feedback and deliverables:	The project will provide an annual report at the end of the first year of operation, which is scheduled for December, 2003.

Name of the evaluation study:	Chicago Workforce Board Evaluation Project
The questions the evaluation will/did address:	<p>The Chicago Workforce Board will be undertaking a major evaluation of its One-Stop system beginning in 2003. In Chicago, the state employment and training system is structured around five One-Stop centers; however, programs and services are delivered via a wide network of partner agencies and organizations in many communities throughout the city. Most of the four priority areas of analysis require that data be collected from several of these partner agencies and organizations. The four areas to be evaluated are:</p> <ol style="list-style-type: none"> 16. Who is being served by the One-Stop system in Chicago, and what services are they receiving? Where are the gaps in service? 17. What happens to customers who visit the One-Stop system? Are they being referred to appropriate services? 18. Which employers use the services of the One-Stop system, and why? Of employers who do not use the One-Stop system, why don't they? 19. What program resources are available to employers in the Chicago area, and how do these programs relate to each other?

Name of the evaluation study:	Chicago Workforce Board Evaluation Project
A description of the evaluation's methodology:	<p>Examine existing data from all programs required by the Workforce Investment Act (WIA) and associated Executive Orders by the Governor of the State of Illinois to be provided in conjunction with the local One-Stop system.</p> <p>20. Visit One-Stop centers and observe how clients are actually treated and directed to services from the time they walk in the door until their connection with the center and with their services has been completed.</p> <p>21. Assess how employers who currently access services use these services, and analyze their level of customer satisfaction. Assess why other employers don't use the services.</p> <p>22. Collect data on several state programs intended for employer use of public resources and services. Focus on getting basic information on the Chicago area such as: the number of Chicago companies participating; the number of employees or jobs involved; the dollars accessed or spent annually, etc.</p>
Information about the timing of feedback and deliverables:	This project will begin early in 2003, and will begin to have results by the end of 2003.

Name of the evaluation study:	Chicago Workforce Board Internship Study
The questions the evaluation will/did address:	<p>The purpose of this study is to better understand how the Chicago Workforce Board can facilitate increased internship opportunities for youth ages 16 to 21. The study will address the following questions:</p> <ol style="list-style-type: none"> 1. What are the general principles of effective practice in youth internships, with a focus on employer-side practices? 2. What are some examples of promising/best practice internship and career awareness models in three specific industries? 3. What are employer perceptions and experiences with internships, as well as employer willingness to develop internship programs?
A description of the evaluation's methodology:	The project will employ a combination of literature review, expert interviews, case studies, an employer survey, and one on one employer interviews.
Information about the timing of feedback and deliverables:	A preliminary report of findings has been completed. The final report will be available in PY 2002.

Name of the evaluation study:	Benchmarking Workforce Development in Illinois
The questions the evaluation will/did address:	<p>In 2001, the Illinois Workforce Investment Board charged its Evaluation and Accountability Committee with creating a mechanism to evaluate the state’s progress in meeting its goals for the workforce development system. The EAC focused on benchmarking as the best methodology for determining the ongoing success of Illinois workforce development system.</p> <p>Benchmarking workforce development in Illinois is an evaluation of the health of the state’s system, based on various factors. Our numbers highlight our areas of strength as well as those areas that need work, and can answer questions like the following:</p> <ol style="list-style-type: none"> 23. Are Illinoisans prepared for jobs that will pay enough to support families? 24. Do Illinois employers have a qualified pool of workers they can rely upon? 25. Is our workforce development system equitable in educating Illinoisans of different races and genders and those from all parts of the state? 26. How does Illinois compare to other states in the region and the country?

Name of the evaluation study:	Benchmarking Workforce Development in Illinois
A description of the evaluation's methodology:	<p>Based on an extensive process of stakeholder and expert input, the EAC has recommend ten benchmarks for Illinois' workforce development system:</p> <ul style="list-style-type: none"> • Educational level of working-age adults • Percentage of the adult workforce in education and workforce training • Adult literacy • Percentage of high school graduates transitioning to education or workforce training • High school dropout rate • The number of youth transitioning from 8th grade to 9th grade • Percentage of individuals and families at economic self-sufficiency • Average growth in pay • Net job growth • Productivity per employee
Information about the timing of feedback and deliverables:	<p>The report of the Evaluation and Accountability Committee of the IWIB is available. This report contains the proposed benchmarks and baseline information for Illinois, along with recommendations for further steps to be taken to support greater accountability and continuous improvement of the state's workforce development system.</p>

Name of the evaluation study:	Pilot Study of ACT's WorkKeys Assessment System
The questions the evaluation will/did address:	<p>Illinois is funding pilot projects in the use of the WorkKeys assessment system in four locations: Chicago (LWIA 9), the Workforce Investment Board of Western Illinois (LWIA 14), the Central Illinois Workforce Development Board (LWIA 15), and the Southern Illinois Workforce Investment Board (LWIA 25). The project is designed to assess the utility of the WorkKeys tool. The following are some of the questions that will be addressed:</p> <ol style="list-style-type: none"> 1. How satisfied were workers who took the exam? 2. How many workers who took the exam sought and obtained remediation? How many completed? 3. Are client test scores consistent with work history? 4. Does use of WorkKeys increase the ease of employee recruiting and retention? 5. How transferrable are the WorkKeys profiles between employers? 6. Are job seekers who hold a credential based on WorkKeys assessment more marketable to employers than someone without such a credential? 7. Do employers consider use of WorkKeys a valuable service to be provided by the one-stop system?
A description of the evaluation's methodology:	Each project will involve the operational use of the WorkKeys assessment system. Employers will be recruited to participate in job profiling, and job matching activities. Clients will be recruited to take the assessment and participate in remediation of skill deficiencies.
Information about the timing of feedback and deliverables:	Projects are beginning operation, and results will be available in PY 2002.

ETA 9091 Annual Report Tables (A through O):

These tables were transmitted in accordance with the instructions given in TEGL 7-01. They reflect outcomes for the full PY 2001 (all four quarters). Due to the need for IWIB review and approval of the narrative Annual Report, data in that document reflect only the first three quarters of PY 2001.

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table A: Workforce Investment Act Customer Satisfaction Results

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	74	71.9	2,759	8,044	4,920	56.1
Employers	66	70.2	729	6,032	1,150	63.4

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67	76.9	1,746
			2,270
Employment Retention Rate	74	86.4	2,016
			2,334
Earnings Change in Six Month	3,200	4,090	9,088,880
			2,222
Employment and Credential Rate	50	58.2	809
			1,390

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	71.3	196	76.8	73	70.6	127	65.9	81
		275		95		180		123
Employment Retention Rate	83.9	203	84.3	75	83.9	135	79.4	81
		242		89		161		102
Earnings Change in Six Months	5,184	1,181,998	3,841	318,811	3,628	515,155	2,410	238,605
		228		83		142		99
Employment and Credential Rate	52.9	109	55.1	27	53	71	42.4	28
		206		53		134		66

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	76.3	702	77.3	1,044
		920		1,350
Employment Retention Rate	86.3	955	86.5	1,061
		1,107		1,227
Earnings Change in Six Months	4,920	5,022,986	3,385	4,065,894
		1,021		1,201

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76	85.2	3,155
			3,705
Employment Retention Rate	75	90.5	2,854
			3,155
Earnings Replacement in Six Months	82	88.6	36,719,351
			41,447,758
Employment and Credential Rate	50	59.6	1,292
			2,167

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83	254	83.2	89	77.3	309	100	11
		306		107		400		11
Employment Retention Rate	90.6	230	83.1	74	87.7	271	90.9	10
		254		89		309		11
Earnings Replacement Rate	85.8	3,287,219	86.6	702,359	75.6	3,146,668	130	103,811
		3,832,816		810,955		4,163,973		79,859
Employment And Credential Rate	57.1	92	56.9	41	60.7	119	100	6
		161		72		196		6

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	86	1,864	83.9
2,167			1,538	
Employment Retention Rate	91.1	1,699	89.5	1,155
		1,864		1,291
Earnings Replacement Rate	87.5	21,112,123	90.1	15,607,228
		24,133,106		17,314,652

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	69	84.9	315
			276
Earnings Change in Six Months	2,300	3,781	1,130,492
			299
Credential Rate	40	51.5	220
			427

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	60.8	45	0	0	75	36	73.9
74			1		48		284	
Employment Retention Rate	85.4	41	100	1	82.6	38	82.4	183
		48		1		46		222
Earnings Change in Six Months	2,800	114,795	4,546	4,546	3,345	130,451	3,198	665,195
		41		1		39		208
Credential Rate	38.8	31	100	1	54.1	33	44.6	137
		80		1		61		307

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	66.6		77.4
				8,960
Diploma or Equivalent Attainment Rate	58		70.9	591
				833
Retention Rate	61		71.4	384
				538

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	73.9	420	77.8	892	72.9	1,243
		568		1,147		1,704
Diploma or Equivalent Attainment Rate	68.7	92	83.6	163	61.8	286
		134		195		463
Retention Rate	64.9	48	79.9	115	70	243
		74		144		347

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	71.5	616	3,058	2,538,062	7.4	130	4,188	7,010,311	94.4	587
		862		830		1,746		1,674		622
Dislocated Workers	84.2	650	84	8,689,664	6.6	207	6,110	18,556,054	92.3	1,056
		772		10,338,922		3,155		3,037		1,144
Older Youth	82.6	57	5,527	375,812	8.1	19	2,713	594,189		
		69		68		235		219		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	10,919	3,280
Dislocated Workers	15,241	3,730
Older Youth	2,695	597
Younger Youth	8,336	2,047

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$35,105,891.00
Local Dislocated Workers		\$26,550,832.00
Local Youth		\$34,713,970.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$11,616,473.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,978,072.00
Statewide Allowable Activities 134 (a) (3)	Total	\$8,535,474.00
Total of All Federal Spending Listed Above		\$119,500,712.00

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Lake County Workforce Development Department - LWA 1	Total Participants Served	Adults	287
		Dislocated Workers	408
		Older Youth	71
		Younger Youth	253
	Total Exiters	Adults	92
		Dislocated Workers	97
		Older Youth	27
		Younger Youth	40

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	68.8	
	Employers	63	72	
Entered Employment Rate	Adults	63.3	86.2	
	Dislocated Workers	74.9	88	
	Older Youth	56	80	
Retention Rate	Adults	70.6	93.3	
	Dislocated Workers	74.7	87.9	
	Older Youth	67.7	75	
	Younger Youth	59	64.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,006	3,909	
	Dislocated Workers	75.1	81.4	
	Older Youth (\$)	2,103	2,740	
Credential / Diploma Rate	Adults	49	76.2	
	Dislocated Workers	50.9	69	
	Older Youth	36.5	66.7	
	Younger Youth	60.5	58.8	
Skill Attainment Rate	Younger Youth	58	80.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: McHenry County Job Training - LWA 2	Total Participants Served	Adults	24
		Dislocated Workers	243
		Older Youth	5
		Younger Youth	72
	Total Exiters	Adults	10
		Dislocated Workers	83
		Older Youth	2
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	70.9	
	Employers	63	79.6	
Entered Employment Rate	Adults	65.9	83.3	
	Dislocated Workers	76.7	86.5	
	Older Youth	50	100	
Retention Rate	Adults	73.2	91.7	
	Dislocated Workers	74.9	93.8	
	Older Youth	66.2	100	
	Younger Youth	61.8	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,214	2,655	
	Dislocated Workers	81.3	89.4	
	Older Youth (\$)	2,550	0	
Credential / Diploma Rate	Adults	48.6	75	
	Dislocated Workers	46.4	68.8	
	Older Youth	38.5	100	
	Younger Youth	59.4	100	
Skill Attainment Rate	Younger Youth	66.7	83.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Boone & Winnebago County Workforce Investment Board - LWA 3	Total Participants Served	Adults	379
		Dislocated Workers	680
		Older Youth	113
		Younger Youth	305
	Total Exiters	Adults	177
		Dislocated Workers	197
		Older Youth	36
		Younger Youth	101

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	70.6	
	Employers	63	73.4	
Entered Employment Rate	Adults	65.5	77.6	
	Dislocated Workers	75.9	86.7	
	Older Youth	58	61.5	
Retention Rate	Adults	73.3	81.3	
	Dislocated Workers	75	90	
	Older Youth	67.8	69.6	
	Younger Youth	61.1	65.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,598	4,163	
	Dislocated Workers	91.4	84.1	
	Older Youth (\$)	2,127	2,318	
Credential / Diploma Rate	Adults	47.6	44.4	
	Dislocated Workers	40.2	45.7	
	Older Youth	37.1	37.1	
	Younger Youth	55.6	67.9	
Skill Attainment Rate	Younger Youth	66.2	68.7	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Northwest Illinois Workforce Investment Board - LWA 4	Total Participants Served	Adults	102
		Dislocated Workers	904
		Older Youth	22
		Younger Youth	103
	Total Exiters	Adults	22
		Dislocated Workers	255
		Older Youth	4
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	77.4	
	Employers	63	66.3	
Entered Employment Rate	Adults	65.4	69.6	
	Dislocated Workers	75.6	73.4	
	Older Youth	66.7	100	
Retention Rate	Adults	71.3	78.1	
	Dislocated Workers	74.8	87.7	
	Older Youth	68.7	100	
	Younger Youth	62	75	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,423	1,398	
	Dislocated Workers	93	71.9	
	Older Youth (\$)	3,200	1,395	
Credential / Diploma Rate	Adults	49.3	45.2	
	Dislocated Workers	47.8	38.2	
	Older Youth	39.5	100	
	Younger Youth	64.2	100	
Skill Attainment Rate	Younger Youth	67.7	88.4	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	2	11

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: River Valley Workforce Investment Board - LWA 5	Total Participants Served	Adults	509
		Dislocated Workers	301
		Older Youth	135
		Younger Youth	304
	Total Exiters	Adults	122
		Dislocated Workers	62
		Older Youth	35
		Younger Youth	141

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	75.6	
	Employers	62	74.4	
Entered Employment Rate	Adults	69	87	
	Dislocated Workers	77	80.9	
	Older Youth	60.7	0	
Retention Rate	Adults	72.7	90.4	
	Dislocated Workers	74.9	94.5	
	Older Youth	69.2	100	
	Younger Youth	59	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,904	2,542	
	Dislocated Workers	91.1	81.6	
	Older Youth (\$)	2,248	16,917	
Credential / Diploma Rate	Adults	49.9	42.9	
	Dislocated Workers	57.5	63.2	
	Older Youth	40.1	100	
	Younger Youth	59.2	57.1	
Skill Attainment Rate	Younger Youth	64.7	71.8	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: DuPage County Workforce Investment Board Inc. - LWA 6	Total Participants Served	Adults	226
		Dislocated Workers	610
		Older Youth	85
		Younger Youth	195
	Total Exiters	Adults	79
		Dislocated Workers	118
		Older Youth	11
		Younger Youth	21

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	72.8	
	Employers	63	81.2	
Entered Employment Rate	Adults	67.3	85.2	
	Dislocated Workers	78	82.1	
	Older Youth	71.4	85.7	
Retention Rate	Adults	73	92.1	
	Dislocated Workers	74.9	98.6	
	Older Youth	70	100	
	Younger Youth	61.6	74.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,021	3,687	
	Dislocated Workers	92.3	90.4	
	Older Youth (\$)	2,293	3,637	
Credential / Diploma Rate	Adults	61.4	70.2	
	Dislocated Workers	64.8	69.4	
	Older Youth	50	80	
	Younger Youth	68	95	
Skill Attainment Rate	Younger Youth	64.2	81.4	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: The Cook County Presidents Office of Employment Training - LWA 7	Total Participants Served	Adults	882
		Dislocated Workers	1,196
		Older Youth	221
		Younger Youth	804
	Total Exiters	Adults	142
		Dislocated Workers	127
		Older Youth	25
		Younger Youth	133

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	73.8	
	Employers	57.5	59.3	
Entered Employment Rate	Adults	66.7	91.4	
	Dislocated Workers	76.2	94.6	
	Older Youth	61.5	83.6	
Retention Rate	Adults	78	92.7	
	Dislocated Workers	74.9	95.4	
	Older Youth	68.7	83.3	
	Younger Youth	61.9	73	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,324	5,155	
	Dislocated Workers	80.2	100.2	
	Older Youth (\$)	2,257	2,794	
Credential / Diploma Rate	Adults	48	61.2	
	Dislocated Workers	47.1	62.9	
	Older Youth	38	43.7	
	Younger Youth	61.6	89.5	
Skill Attainment Rate	Younger Youth	67	82.8	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: The Workforce Board of Northern Cook County - LWA 8	Total Participants Served	Adults	304
		Dislocated Workers	1,111
		Older Youth	38
		Younger Youth	139
	Total Exiters	Adults	76
		Dislocated Workers	310
		Older Youth	6
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	69	
	Employers	65	68.2	
Entered Employment Rate	Adults	70	79	
	Dislocated Workers	78	88.3	
	Older Youth	69.2	100	
Retention Rate	Adults	77.5	90.8	
	Dislocated Workers	75	87.6	
	Older Youth	70	75	
	Younger Youth	62.3	84	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,580	9,488	
	Dislocated Workers	88.7	83.1	
	Older Youth (\$)	3,398	4,048	
Credential / Diploma Rate	Adults	52.6	62.6	
	Dislocated Workers	52.6	74.6	
	Older Youth	52.9	75	
	Younger Youth	64.8	78.3	
Skill Attainment Rate	Younger Youth	70	89.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Chicago Workforce Board - LWA 9	Total Participants Served	Adults	3,384
		Dislocated Workers	3,858
		Older Youth	972
		Younger Youth	2,252
	Total Exiters	Adults	1,264
		Dislocated Workers	726
		Older Youth	221
		Younger Youth	567

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	66	62.1	
	Employers	64	71.9	
Entered Employment Rate	Adults	62.1	70	
	Dislocated Workers	73.3	79.8	
	Older Youth	63.5	63.2	
Retention Rate	Adults	69.5	84.8	
	Dislocated Workers	74.2	85.7	
	Older Youth	67.1	76.8	
	Younger Youth	61.2	69.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,903	3,198	
	Dislocated Workers	76.3	90.5	
	Older Youth (\$)	2,334	3,185	
Credential / Diploma Rate	Adults	46	49	
	Dislocated Workers	41.8	60.2	
	Older Youth	34.8	42.5	
	Younger Youth	41.4	64.7	
Skill Attainment Rate	Younger Youth	69.2	70.7	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Will County - LWA 10	Total Participants Served	Adults	385
		Dislocated Workers	501
		Older Youth	44
		Younger Youth	560
	Total Exiters	Adults	88
		Dislocated Workers	139
		Older Youth	18
		Younger Youth	226

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	79.1	
	Employers	63	59	
Entered Employment Rate	Adults	63.3	84.5	
	Dislocated Workers	78	85.6	
	Older Youth	57	69.6	
Retention Rate	Adults	72.3	83.8	
	Dislocated Workers	77	91.6	
	Older Youth	69	94.1	
	Younger Youth	60	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,672	3,876	
	Dislocated Workers	86	74.8	
	Older Youth (\$)	2,274	1,874	
Credential / Diploma Rate	Adults	48.7	51.7	
	Dislocated Workers	46.1	55.2	
	Older Youth	36.9	45.8	
	Younger Youth	55	71.8	
Skill Attainment Rate	Younger Youth	69.1	84.9	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Grundy Livingston Kankakee Workforce Investment Board - LWA 11	Total Participants Served	Adults	445
		Dislocated Workers	442
		Older Youth	93
		Younger Youth	184
	Total Exiters	Adults	61
		Dislocated Workers	74
		Older Youth	9
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	81
	Employers	63	74.9
Entered Employment Rate	Adults	66.4	78.1
	Dislocated Workers	77.4	91.5
	Older Youth	66	66.7
Retention Rate	Adults	70.6	89.1
	Dislocated Workers	74.8	94.7
	Older Youth	69.8	84.6
	Younger Youth	62.2	81.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,475	6,640
	Dislocated Workers	84.1	113.1
	Older Youth (\$)	2,307	7,543
Credential / Diploma Rate	Adults	49.6	52
	Dislocated Workers	48.3	53.8
	Older Youth	38.5	47.1
	Younger Youth	60.9	75
Skill Attainment Rate	Younger Youth	68.8	93.2
Description of Other State Indicators of Performance			
X		0	0
X		0	0
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Workforce Investment Board #12 - LWA 12	Total Participants Served	Adults	145
		Dislocated Workers	383
		Older Youth	39
		Younger Youth	236
	Total Exiters	Adults	39
		Dislocated Workers	136
		Older Youth	13
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	74.2	
	Employers	63	66.7	
Entered Employment Rate	Adults	70.9	90.9	
	Dislocated Workers	79.1	91.7	
	Older Youth	66.7	83.3	
Retention Rate	Adults	72.7	83.7	
	Dislocated Workers	75.8	87	
	Older Youth	70	66.7	
	Younger Youth	60	75	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,248	6,076	
	Dislocated Workers	73.2	69.7	
	Older Youth (\$)	2,156	3,532	
Credential / Diploma Rate	Adults	49.8	67.3	
	Dislocated Workers	44.5	64.1	
	Older Youth	47.4	80	
	Younger Youth	57.1	50	
Skill Attainment Rate	Younger Youth	70.7	84.2	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: The Workforce Investment Board of Rock Island Henry and Mercer Counties - LWA 13	Total Participants Served	Adults	362
		Dislocated Workers	298
		Older Youth	63
		Younger Youth	258
	Total Exiters	Adults	151
		Dislocated Workers	155
		Older Youth	22
		Younger Youth	155

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	76.2	
	Employers	63	57	
Entered Employment Rate	Adults	68.4	79.3	
	Dislocated Workers	76.3	83	
	Older Youth	61.5	66.7	
Retention Rate	Adults	71.9	90	
	Dislocated Workers	74.4	84.6	
	Older Youth	70.4	87.5	
	Younger Youth	61.9	63.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	967	4,576	
	Dislocated Workers	79.8	98.8	
	Older Youth (\$)	1,930	1,525	
Credential / Diploma Rate	Adults	49.5	73.8	
	Dislocated Workers	49.4	60.3	
	Older Youth	38.4	38.9	
	Younger Youth	60.4	71.4	
Skill Attainment Rate	Younger Youth	63.1	86.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Western Illinois - LWA 14	Total Participants Served	Adults	309
		Dislocated Workers	419
		Older Youth	128
		Younger Youth	296
	Total Exiters	Adults	121
		Dislocated Workers	120
		Older Youth	29
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	75.8	
	Employers	70	62.4	
Entered Employment Rate	Adults	67.6	68.4	
	Dislocated Workers	74.9	82.3	
	Older Youth	63.6	100	
Retention Rate	Adults	71.3	100	
	Dislocated Workers	74.5	95.4	
	Older Youth	72.2	100	
	Younger Youth	61.9	75	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,072	3,824	
	Dislocated Workers	91.9	80.1	
	Older Youth (\$)	2,412	844	
Credential / Diploma Rate	Adults	48.7	52.8	
	Dislocated Workers	48.6	52.5	
	Older Youth	40	80	
	Younger Youth	64.7	60	
Skill Attainment Rate	Younger Youth	68.3	78.9	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Central Illinois Workforce Development Board - LWA 15	Total Participants Served	Adults	109
		Dislocated Workers	177
		Older Youth	16
		Younger Youth	104
	Total Exiters	Adults	10
		Dislocated Workers	10
		Older Youth	0
		Younger Youth	60

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	84	
	Employers	63	76.2	
Entered Employment Rate	Adults	73	100	
	Dislocated Workers	75.5	95.2	
	Older Youth	66.7	0	
Retention Rate	Adults	73.1	100	
	Dislocated Workers	74.8	90	
	Older Youth	68.7	100	
	Younger Youth	61.8	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,837	3,903	
	Dislocated Workers	80.6	125.4	
	Older Youth (\$)	2,285	14,362	
Credential / Diploma Rate	Adults	49.3	50	
	Dislocated Workers	48.6	85.7	
	Older Youth	38.2	100	
	Younger Youth	61.8	0	
Skill Attainment Rate	Younger Youth	66.7	89.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Local Workforce Area - Region 16 - LWA 16	Total Participants Served	Adults	142
		Dislocated Workers	104
		Older Youth	43
		Younger Youth	105
	Total Exiters	Adults	35
		Dislocated Workers	29
		Older Youth	7
		Younger Youth	67

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	79.3
	Employers	63	67.4
Entered Employment Rate	Adults	66.8	88.2
	Dislocated Workers	76	90.6
	Older Youth	60	80
Retention Rate	Adults	72.2	94.9
	Dislocated Workers	74.8	94.8
	Older Youth	68.2	100
	Younger Youth	51.8	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	7,835
	Dislocated Workers	70.5	79.9
	Older Youth (\$)	2,221	6,907
Credential / Diploma Rate	Adults	54.3	87.8
	Dislocated Workers	42.3	74.6
	Older Youth	38.5	58.3
	Younger Youth	67.5	95.8
Skill Attainment Rate	Younger Youth	71.8	82.8
Description of Other State Indicators of Performance			
X		0	0
X		0	0
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	
		17	

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: East Central Illinois Workforce Development Board - LWA 17	Total Participants Served	Adults	206
		Dislocated Workers	174
		Older Youth	38
		Younger Youth	145
	Total Exiters	Adults	44
		Dislocated Workers	78
		Older Youth	6
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.5	74.6	
	Employers	65	67.8	
Entered Employment Rate	Adults	72.7	75.9	
	Dislocated Workers	80	81.1	
	Older Youth	72.7	100	
Retention Rate	Adults	74.3	74.3	
	Dislocated Workers	75	96.7	
	Older Youth	70	100	
	Younger Youth	62.4	62.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,186	2,059	
	Dislocated Workers	96.1	95.2	
	Older Youth (\$)	2,446	10,584	
Credential / Diploma Rate	Adults	54.2	34.8	
	Dislocated Workers	54.3	47.9	
	Older Youth	53.3	50	
	Younger Youth	69.3	100	
Skill Attainment Rate	Younger Youth	76.4	54.5	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Vermilion County Job Training Consortium - LWA 18	Total Participants Served	Adults	131
		Dislocated Workers	227
		Older Youth	28
		Younger Youth	124
	Total Exiters	Adults	34
		Dislocated Workers	55
		Older Youth	9
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	72	
	Employers	65	55.3	
Entered Employment Rate	Adults	64.6	77.3	
	Dislocated Workers	73.8	73.7	
	Older Youth	57.1	100	
Retention Rate	Adults	75	76.2	
	Dislocated Workers	74.6	92.9	
	Older Youth	68.3	100	
	Younger Youth	61.8	66.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,239	2,990	
	Dislocated Workers	79	118.2	
	Older Youth (\$)	2,239	1,831	
Credential / Diploma Rate	Adults	53.1	52.9	
	Dislocated Workers	58.3	50	
	Older Youth	39.5	100	
	Younger Youth	62	100	
Skill Attainment Rate	Younger Youth	64.7	79.3	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	10

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Workforce Investment Board for Macon and DeWitt Counties - LWA 19	Total Participants Served	Adults	251
		Dislocated Workers	278
		Older Youth	39
		Younger Youth	155
	Total Exiters	Adults	55
		Dislocated Workers	35
		Older Youth	9
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	76.1	
	Employers	63	81.6	
Entered Employment Rate	Adults	85	85.7	
	Dislocated Workers	75.7	87.3	
	Older Youth	71.4	60	
Retention Rate	Adults	87.7	90.6	
	Dislocated Workers	80	95.8	
	Older Youth	80	83.3	
	Younger Youth	60	70	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,065	5,175	
	Dislocated Workers	80.4	89.4	
	Older Youth (\$)	2,141	5,816	
Credential / Diploma Rate	Adults	48.6	45.7	
	Dislocated Workers	45.1	38.9	
	Older Youth	37.5	37.5	
	Younger Youth	64.2	60	
Skill Attainment Rate	Younger Youth	61.8	53.4	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Land of Lincoln Workforce Investment Board - LWA 20	Total Participants Served	Adults	280
		Dislocated Workers	216
		Older Youth	28
		Younger Youth	309
	Total Exiters	Adults	100
		Dislocated Workers	73
		Older Youth	11
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	79.5	
	Employers	72	65.4	
Entered Employment Rate	Adults	67.9	89.2	
	Dislocated Workers	75.7	91.4	
	Older Youth	67.8	85.7	
Retention Rate	Adults	77.4	86.2	
	Dislocated Workers	75.3	96.5	
	Older Youth	73.7	84.6	
	Younger Youth	62	90.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,522	3,451	
	Dislocated Workers	80.1	95.3	
	Older Youth (\$)	2,248	4,306	
Credential / Diploma Rate	Adults	50.9	65.3	
	Dislocated Workers	63.9	66.2	
	Older Youth	52.3	75	
	Younger Youth	67.7	100	
Skill Attainment Rate	Younger Youth	65.6	74.1	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: West Central Development Council - LWA 21	Total Participants Served	Adults	237
		Dislocated Workers	221
		Older Youth	64
		Younger Youth	265
	Total Exiters	Adults	76
		Dislocated Workers	52
		Older Youth	26
		Younger Youth	53

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73.5	80.3	
	Employers	62.5	69.6	
Entered Employment Rate	Adults	68	88	
	Dislocated Workers	74.2	88.9	
	Older Youth	66.7	90	
Retention Rate	Adults	73.8	87.1	
	Dislocated Workers	74.6	93.8	
	Older Youth	73.3	90.9	
	Younger Youth	61.7	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,368	4,875	
	Dislocated Workers	86.1	123.8	
	Older Youth (\$)	2,581	4,371	
Credential / Diploma Rate	Adults	50	57.6	
	Dislocated Workers	58.5	63.6	
	Older Youth	41.7	58.3	
	Younger Youth	62	50	
Skill Attainment Rate	Younger Youth	70.9	83.6	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Madison-Bond Workforce Investment Board - LWA 22	Total Participants Served	Adults	369
		Dislocated Workers	239
		Older Youth	44
		Younger Youth	245
	Total Exiters	Adults	61
		Dislocated Workers	74
		Older Youth	7
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.5	87.6	
	Employers	63	56.4	
Entered Employment Rate	Adults	64.2	90.6	
	Dislocated Workers	74.3	93.6	
	Older Youth	56	100	
Retention Rate	Adults	71.9	80.3	
	Dislocated Workers	74.1	95.5	
	Older Youth	68.1	100	
	Younger Youth	61.4	69.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,306	2,995	
	Dislocated Workers	79.5	101.4	
	Older Youth (\$)	2,285	9,602	
Credential / Diploma Rate	Adults	49.7	79.2	
	Dislocated Workers	46.9	78.8	
	Older Youth	38.1	75	
	Younger Youth	57	64	
Skill Attainment Rate	Younger Youth	66	86.8	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Crossroads Workforce Investment Board - LWA 23	Total Participants Served	Adults	421
		Dislocated Workers	1,667
		Older Youth	67
		Younger Youth	227
	Total Exiters	Adults	220
		Dislocated Workers	525
		Older Youth	28
		Younger Youth	75

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.5	76.3
	Employers	62.5	60.2
Entered Employment Rate	Adults	66.8	72.7
	Dislocated Workers	75.3	89.2
	Older Youth	58.8	65
Retention Rate	Adults	76.5	90.3
	Dislocated Workers	74.8	92.5
	Older Youth	70	94.4
	Younger Youth	62.3	68.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,110	4,317
	Dislocated Workers	81	88.7
	Older Youth (\$)	2,516	3,203
Credential / Diploma Rate	Adults	48.8	51
	Dislocated Workers	49.3	52.8
	Older Youth	40	38.5
	Younger Youth	70.1	57.7
Skill Attainment Rate	Younger Youth	67.1	90.5
Description of Other State Indicators of Performance			
X		0	0
X		0	0
Overall Status of Local Performance		Not Met	Met
		0	3
		Exceeded	14

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Mid America Workforce Investment Board - LWA 24	Total Participants Served	Adults	479
		Dislocated Workers	292
		Older Youth	182
		Younger Youth	212
	Total Exiters	Adults	59
		Dislocated Workers	80
		Older Youth	22
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	73.1	
	Employers	63	85.6	
Entered Employment Rate	Adults	64.8	73.1	
	Dislocated Workers	78.1	79.1	
	Older Youth	58.3	100	
Retention Rate	Adults	78.9	88.1	
	Dislocated Workers	74.9	88.2	
	Older Youth	75	100	
	Younger Youth	62.5	41.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,122	5,623	
	Dislocated Workers	89.7	77.4	
	Older Youth (\$)	2,550	4,968	
Credential / Diploma Rate	Adults	51.7	62.7	
	Dislocated Workers	48.8	61.1	
	Older Youth	39	58.3	
	Younger Youth	67.2	66.7	
Skill Attainment Rate	Younger Youth	70	57.7	
Description of Other State Indicators of Performance				
X		0	0	
X		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southern Illinois Workforce Investment Board - LWA 25	Total Participants Served	Adults	272
		Dislocated Workers	201
		Older Youth	74
		Younger Youth	278
	Total Exiters	Adults	70
		Dislocated Workers	88
		Older Youth	6
		Younger Youth	21

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.5	85.5
	Employers	72.5	87.4
Entered Employment Rate	Adults	71.1	82.6
	Dislocated Workers	74.7	88.9
	Older Youth	51.3	75
Retention Rate	Adults	73.4	87
	Dislocated Workers	74.8	95
	Older Youth	76	85.7
	Younger Youth	61.2	77.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,880	7,718
	Dislocated Workers	70.4	76.6
	Older Youth (\$)	2,249	5,658
Credential / Diploma Rate	Adults	64.3	65.4
	Dislocated Workers	63.2	70.7
	Older Youth	36.6	62.5
	Younger Youth	52.2	81.3
Skill Attainment Rate	Younger Youth	65.1	67
Description of Other State Indicators of Performance			
X		0	0
X		0	0
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17

WIA Annual Report Data

State Name: IL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southern 14 Workforce Investment Board - LWA 26	Total Participants Served	Adults	279
		Dislocated Workers	91
		Older Youth	43
		Younger Youth	206
	Total Exiters	Adults	72
		Dislocated Workers	32
		Older Youth	8
		Younger Youth	16

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	80.2
	Employers	63	65.7
Entered Employment Rate	Adults	63.4	87.5
	Dislocated Workers	73.1	83.7
	Older Youth	53.6	80
Retention Rate	Adults	73.3	75
	Dislocated Workers	74.2	86.1
	Older Youth	67.7	82.4
	Younger Youth	61.5	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,725	4,560
	Dislocated Workers	86.9	102.5
	Older Youth (\$)	2,136	5,637
Credential / Diploma Rate	Adults	66.7	67.9
	Dislocated Workers	62	66.7
	Older Youth	67.5	70
	Younger Youth	58.2	66.7
Skill Attainment Rate	Younger Youth	60.9	74.6
Description of Other State Indicators of Performance			
X		0	0
X		0	0
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17