Local Workforce Innovation Area #17

Workforce Innovation and Opportunity Act

LOCAL PLAN

Rev. Apr 2016
# TABLE OF CONTENTS

Executive Summary

Chapter 4: Operating Systems and Policies – Local Component

Chapter 5: Performance Goals and Evaluation – Local Component

Chapter 6: Technical Requirements and Assurances – Local Component
EXECUTIVE SUMMARY

In response to the employment and training needs of the economically disadvantaged and dislocated workers in Champaign, Ford, Iroquois and Piatt Counties, Workforce Investment Area Seventeen (LWIA #17) has adopted this four-year plan that addresses those needs, as well as the needs of the local economy.

The Champaign County Regional Planning Commission, selected to be the Grant Recipient under the Workforce Innovation and Opportunity Act (WIOA), developed the local Job Training Plan.

The Workforce Development Board and Chief Elected Officials identified a number of needs to which these financial resources should be applied. Based on the 2010 Census, there are an estimated 40,604 economically disadvantaged residents in the four-county area that could benefit eligible from LWIA assistance. From this group, services will be focused on the “hard-to-serve” individuals and other individual needing assistance to reach self-sufficiency.

The number of people eligible for services under the Dislocated Workers Program, which helps previously-employed workers who have lost their jobs through employer closings or reduction-in-force layoffs, will depend on general economic conditions and employer business decisions. Clients entering these programs will have a need for: academic and vocational skills training; improvement in employability readiness; on-the-job training; elimination of special barriers to employment; and job-seeking and job-retention skills to support the goal to obtain employment with adequate compensation.

Elsewhere, according to the Illinois Department of Employment Security (IDES) statistics, it is anticipated that the economy in LWIA 17 will experience continued expansion and a growing demand for labor over the four year period. The sectors of the local economy which are expected to employ the largest number of new workers are:

- Transportation and Distribution Logistics
- Health Services
- Retail Trade
- Computer and Data Processing Services
- Construction and Manufacturing

Employers in Champaign County, the largest economic unit in the four-county LWIA, expect growth in the following employment categories: professional, clerical, skilled and semi-skilled, with a reduction in agriculture and unskilled unemployment. The plan also identifies occupations expected to be in demand in the upcoming year for which the Champaign County Regional Planning Commission (CCRPC) will attempt to train and prepare program participants.

In order to prepare program participants for placement in jobs, CCRPC will make available the following activities and services: academic/classroom training, remedial education, vocational training, On-the-Job Training (OJT), job search assistance (including Job Club), and supportive services (transportation, childcare, health care and other assistance). The Workforce Innovation
Board has implemented a system using vouchers/individual training accounts (ITAs) to pay for training.

Since October 2007, the primary location of workforce development service delivery has been through the Illinois workNet Center, 1307 North Mattis Avenue, Champaign, IL. The Illinois workNet Center provides access to all LWIA-required partner programs. Champaign County Regional Planning Commission’s three rural offices, located in Monticello, Paxton and Watseka, have provided a satellite link to the Illinois workNet Center for many years. Through technology, they are closely linked with the Illinois workNet Center.

This employment and training plan is inclusive of the Workforce Innovation Area’s Title IB Adult and Dislocated Workers programs strategic goal to improve the effectiveness in our labor markets and reduce economic dependency through the following objectives:

- Increase the efficiency of the labor exchange function by improving the speed and accuracy with which the area employers can identify job applicants with the requisite skills and experience to meet their job requirements;
- Increase the marketable skills of area workers, new entrants to the labor force and those reentering the labor force through improved targeting of occupational training programs to meet the specific skill requirements of area employers;
- Increase the economic self-sufficiency of at-risk populations by improving the coordination of state agency programs serving at-risk populations and by targeting intensive and training services to meet the employment related needs of these groups.

CHAPTER 4: OPERATING SYSTEMS AND POLICIES

One-stop Delivery System

Below are the services that will be provided at Comprehensive One Stop located at 1307 N. Mattis Avenue Champaign IL 61821 as well as the affiliated workforce centers listed below:

Piatt County: 1115 North State Street Suite 111 Monticello, IL 61856
Ford County: 258 West State Street Paxton, IL 60957
Iroquois County: 1001 East Grant Street, Watseka, IL 60970
### Eligibility for Title IB

<table>
<thead>
<tr>
<th>Required Partner</th>
<th>Eligibility</th>
<th>Outreach, intake, orientation</th>
<th>Skills and support services assessment</th>
<th>Labor exchange services</th>
<th>Program coordination and referral</th>
<th>Labor market information</th>
<th>Training provider performance and cost information</th>
<th>Performance info for the local area as a whole</th>
<th>Info on the availability of support services and referrals</th>
<th>Info and Assistance with UI claims</th>
<th>Assistance establishing eligibility for financial aid</th>
<th>Employment retention services</th>
<th>Follow-up services for Title IB customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title IB</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Adult Education and Family Literacy</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Employment Programs under Wagner-Peyser</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Post-secondary Career and Technical Education under Perkins</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Trade Adjustment Assistance (TAA)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Job Counseling, Training and Placement Services for Veterans</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Community Services Block Grant</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Senior Community Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Trade Readjustment Assistance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Second Chance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>TANF</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Housing and Urban Development</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Migrant and Seasonal Farmworkers</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Job Corps</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>National Farmworker Jobs Program</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
The comprehensive one-stop center will comply with the rules and regulations as outlined in the governor’s guidelines to state and local program partners, negotiating costs and services under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The career services mentioned previously will be made available through multiple avenues including but not limited to: onsite staff, technology, and information, and referral. The center is equipped with state of the art equipment to allow for accessibility to persons with disabilities.

Coordinated Service Delivery

At this time our local area has not procured a One-Stop Operator. The current One-Stop Center is operated through a consortium model made up of the Champaign County Regional Planning Commission (Title 1B), Parkland College (Title II and Perkins), Illinois Department of Employment Security (Title III), and Illinois Department of Human Services- Division of Rehabilitation (Title IV). This model will remain in place to coordinate the One-Stop Center services, programs, and manage referrals at the Illinois WorkNet Center until a one-stop operator is procured.

The Local Workforce Innovation Board will define the role and responsibilities of the one-stop operator as well as develop a request for qualifications to procure a one-stop operator by the deadline set in the Governors Guidelines.

Although a one-stop operator has not yet been procured, the partners of the One-Stop Center will establish a referral system to insure all partners are coordinating services as well as a way to increase efficiency of services being provided to customers.

The LWIA 17 Memorandum of Understand (MOU) will be used as an essential tool for achieving a key goal of WIOA – establishing integrated and effective local workforce delivery systems that produce the skilled workers businesses in the local and regional economies require.

All required partners, LWIBs and CEOs will implement workforce development delivery systems in accordance with the guidelines established in the.

The LWIA 17 MOU reflects the shared vision and commitment of the Local Workforce Innovation Board and required partners to develop high-quality workforce development systems and centers, and be consistent with the vision articulated by the Federal government and State, regional and local planning priorities.

WIOA establishes ambitious goals for the integration of workforce service programs. These goals are intended to maximize the value and benefits of services available to customers under Federally-funded workforce development programs. Included are business customers seeking to acquire the talent and skills needed to compete in a global economy and program participants seeking to acquire skills and recognized credentials to move along pathways that lead to high-paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment.
It is the intent of the Local Workforce Innovation Board (LWIB) to carefully plan and coordinate services among all Federally-funded workforce development programs as necessary to achieve the level of integrated service delivery WIOA envisions. This means that all Federally-funded workforce development programs will work collaboratively in partnership to optimize the quality of services provided, recognizing that successful integration is directly related to coordinated and joint use of resources.

Our workforce area is fortunate to not only have a comprehensive one-stop locally, we also have satellite centers in each of the three outer counties of LWIA 17. Staff are available at the satellite sites providing an array of services. Our Board has also invested in technology based programs such as career cruising and career scope to provide services such as labor market information, skills and supportive service needs assessments, and career services.

There is a plan to develop a website that will link customers to all WIOA required partner services provided through the one stop that would provide customers accessibility to apply for services remotely.

Local Board Efforts for Expanded and Improved Access, Facilitation of Career Pathways, and Co-Enrollment

The Local Board will work with the one stop operator to ensure core programs are referring customers as appropriate and plan to follow the guideline in the law to insure we are giving priority to those who are low income, basic skills deficient, and veterans. With the new addition of a required partnership with the Department of Human Services’ Temporary Assistance for Needy Families (TANF), we will have closer access to individuals whom are low income. We will also continue to work closely with our adult education providers as well as our Veterans Representatives to provide services to our other priority areas.

Our Local Board is very excited about the development of career pathways as we feel it is an important strategy that is needed in our community. The Board plans to work closely with our community colleges and adult education programs to collaborate in the development of career pathways. We have begun the process of partnering with Parkland College and Urbana Adult Education in writing a grant to help expand and develop pathways in areas such as Healthcare, IT, Manufacturing, and Hospitality. We will continue looking for these opportunities in the future.

The Board is also committed to ensuring customers are co-enrolled. For example when partnering with other core partners, we will ensure customers are co-enrolled where appropriate so that customers have access to all programs available to assist them. Partners will also collaborate to determine service delivery roles for co-enrolled customers in or to avoid duplication of services and maximize resources.

Our Board will work closely with our community colleges as well as businesses to create more portable/stackable credentials. We will utilize the employers to assist us in identifying industry- recognized certifications. The Training Approval Committee will
Local Workforce Innovation Area #17
Local Plan

meet at least once a year to review current approved training programs. This committee will review labor market data, employer input, etc. and determine if any programs should be removed from the approved list or be added based on the program’s outcomes. Customers will in turn have access to training programs that have substantiated positive outcomes and also access to programs with shorter term credentials that will lead to accelerated earnings.

Local Coordination Strategies
LWIA 17 will work closely with Title II to build an array of services to include: accelerated time to earning, career pathways, stackable industry recognized credential, bridge programs, and contextualized conceptual training. Our local area has existing bridge programs that are provided by Title II in the area of healthcare; effort will be put forth to expand these bridge programs. Title I and II currently work closely in co-enrolling customers. LWIA 17 also has a welding program that combines GED instruction with post-secondary education. While the student is attending GED classes through Title II, they are also enrolled in Title I services earning their welding certificate.

To support the alignment of local planning efforts, all required partners will be encouraged to develop local applications in collaboration with the Local Board as opposed to providing applications for informational purposes.

Wagner-Peyser and Title I continue to work in coordination. All customers are required to sign up for IDES Job link and Illinois workNet in order to be eligible for Title I services. We will continue to work in conjunction with each other to provide services to job seekers. The increased emphasis in WIOA to provide services to those with disabilities, will strengthen our ability to work more closely with Title IV. We will continue to co-enroll customers according to the needs of the individual.

Our Local Area is excited to strengthen our relationship with our local community colleges. The local Perkins provider will become an integral part of the One-Stop Center in the upcoming year. They are in the process of developing workshops that will take place at the Center. Some topics include: adult college reentry, financial aid, career planning, information on health careers, and information on the transportation, distribution, and logistics career.

LWIA 17’s local supportive service policy is provided below. The Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area as detailed in the policy.
**LWIA 17 SUPPORTIVE SERVICES POLICY**

Supportive Service funds are limited to a percentage of the total amount of funds available for training and frequently do not last the entire year. Supportive Service requests are made with the guidance and assistance of the Case Manager and are sent to the program manager for review and action.

**DEFINITION OF SUPPORTIVE SERVICES TAKEN FROM THE TECHNICAL ASSISTANCE GUIDE SECTION 4 (24):**

The phrase “supportive services” means services which are necessary to enable our individuals who are eligible for training under this Act, but who cannot afford to pay for such services, to participate in a training program funded under this Act. Individuals requesting supportive services should explore and exhaust all available options before requesting supportive services. Such supportive services may include transportation, health care, financial assistance (except as post termination services), drug and alcohol abuse counseling and referral, individual and family counseling, special services, and materials for individuals with disabilities, job coaches, child care and dependent care, meals, temporary shelter, financial counseling and other reasonable expenses required for participation in the training program may be provided in-kind or through cash assistance.

**TRANSPORTATION REQUEST GUIDELINES**

**Mileage Assistance**

1. A request should only be submitted after all other means of assistance have been exhausted. If an enrollee is determined by their case manager to be in need of transportation assistance in order to participate in training, and if no other source can be found to provide that assistance, the case manager can approve assistance from the client’s home to the training facility.

2. Mileage is to be determined by the estimated mileage from documented maps. Only one round trip per day will be included in the calculation. Transportation assistance will not be offered for any day that the client has online classes, TBA classes only, and/or television classes. To minimize costs, TBA classes should be arranged on days when you are already going to be at the institution.
3. Requests for reimbursement are submitted to the Case Manager. A copy of the class schedule must accompany requests. Reimbursement will only be made for the regular class days indicated on the request. Changes in class schedule should be submitted and approved by the Case Manager as soon as they occur, as reimbursement will not be retroactive.

4. Customers submit a class attendance sheet every two weeks to their Case Manager. Based upon this attendance, the Case Manager will complete an invoice for trip mileage reimbursement and submit it to the program manager for approval and processing.

5. Attendance sheets that are submitted more than 4 weeks after the due date will not be considered on the basis that lateness represents a lack of true need. Supportive Services are only for those people in true need of assistance in order to attend training.

6. A new Transportation Request will be required for each semester and schedule change.

7. Mileage reimbursement will be at 50% of the Internal Revenue Service issued optional standard mileage rates for operating an automobile.

8. The Workforce Innovation and Opportunity Program has a limited amount of funds available. Customers should have alternative plans in place for transportation assistance if the reimbursement funds are cut back or ended. Customers are encouraged to do things such as form car pools.

**Bus Passes**

Customers that are residents of Champaign and Urbana have the option of having a bus pass in lieu of the mileage reimbursement. The following apply to the bus passes:

1. Customers that reside in Champaign or Urbana and who have a Parkland Community College student identification card may choose the bus pass option over mileage reimbursement. Customers cannot use both options.

2. The customer needs to request a bus pass through the Case Manager. The Case Manager will notify the customer of the procedures for obtaining a bus pass from the Champaign-Urbana Mass Transit District.

3. The customer needs to take special care to safe guard his/her bus pass. CCRPC will not pay to replace any bus pass. Any customer losing a bus pass will not be eligible for mileage reimbursement for the duration of the pass.

4. Customers using the bus pass option will be required to submit attendance sheets to the Case Manager every two weeks. Failure to submit attendance sheets can result in not being eligible for supportive services in the future.
CHILD CARE REQUEST GUIDELINES

1. Only after child care resources have been exhausted will WIOA assist with child care support.

2. WIOA will only assist with the payment of child care services for the times that the customer is attending class. Child care provided during holidays, sick days and personal days not in class attendance will be the responsibility of the customer.

3. The customer will provide the Case Manager with a copy of their schedule along with the Child Care Request. If the customer has any changes during the semester regarding child care, the Case Manager should be notified of the change so modifications can be submitted reflecting the change. This includes such items as change of schedule, change in rates, change in provider, or other changes that may affect payment.

4. All child care providers must be licensed and a non-relative of the customer. The license number of the provider must be submitted to the Case Manager.

5. The age of all children and those attending school (including ½ day kindergarten) must be noted on the request. WIOA will not pay for times when children should be in school. WIOA will cover before and after school times if the customer has a class that coincides with these times.

6. Child Care Requests will reflect day care rates by the hour and daily or weekly charges, not to exceed current WIOA-approved rates.

7. Both customers and child care providers will receive a copy of the approved Requests, so expectations are clear to everyone. Child care providers will also receive invoice forms and instructions for submitting them. If child care providers have any questions or changes they should contact the customer. The customer will then contact the Case Manager to adjust the Request if needed.

8. All customers will submit class attendance sheets to the Case Manager to verify their attendance.

9. A new Request will be required for each semester and schedule change.

10. The customer should keep in mind that due to funding availability, the amount requested may not be approved or may be partially approved, and should make back-up plans for child care. If not approved, WIOA will notify the customer as soon as possible.
CHILD CARE ASSISTANCE RATES

1. For care provided less than 5 hours per day, the part day rates will be used.
2. For care provided for 5 or more hours per day, the full day rates will be used.
3. For child(ren) age 6 or older that use day care before and after school, the school rates will be considered.
4. Drop off and pick up time is included in the rates.
5. No child care provider may charge a WIOA customer more than the private customers they serve.

WIOA will not pay rates in excess of Child Care Resource Services (CCRS) guidelines for Champaign County.

Occasionally monitoring will be conducted to verify that CCRS and WIOA are not duplicating child care payments.

OTHER SUPPORTIVE SERVICES REQUEST GUIDELINES

Requests for assistance can be made to alleviate barriers to your training. Other supportive services may include, but are not limited to eye health care, financial assistance (except as past termination services), drug and alcohol counseling and referral, individual and family counseling, material for individuals with disabilities, job coach, meals, temporary shelter, financial counseling, and other reasonable expenses required for continued participation in workforce training activities. These additional supportive services must be reasonable and necessary to enable our individuals who are eligible for training under the Act, but who cannot afford to pay for such service, to participate in a training program funded under the Act. Champaign County Regional Planning Commission will procure supportive service by doing price comparisons.
The local referral process is established through the LWIA 17 MOU and is detailed below.

Title I (Adult, Dislocated Worker, Youth) - All Core and Required partners present in the Illinois workNet Center One-Stop have ownership of and responsibility to the referral system to make, receive, track, and follow-up on referrals as appropriate and necessary to provide services and programs to the customer. See referrals below. Also see physical accessibility below.

Title II (Adult Education) – present at the Illinois workNet Center and through Parkland College and the Urbana Adult Education

Title III (Wagner-Peyser/ES) – present at Illinois workNet Center

Title IV (Vocational Rehabilitation) -- present at the Illinois workNet Center

Perkins/Continuing Technical Education -- present at the Illinois workNet Center and Parkland College

Trade Adjustment Assistance (TAA) -- present at Illinois workNet Center

IDES/Veterans -- present at Illinois workNet Center

CSBG (Community Service Block Grant) -- present at the Illinois workNet Center

IDES/UI -- present at the Illinois workNet Center

SCSEP (Older Americans) -- present at the Illinois workNet Center

IDES/Trade Readjustment Assistance – Present at the Illinois workNet Center

IDOC Second Chance -- NA

DHS/TANF -- present at the Illinois workNet Center via technology

HUD – present at the Illinois workNet Center via technology

IDES/MSFW (Migrant & Seasonal Farmworkers) -- present at Illinois workNet Center

Job Corps – Present at the Illinois workNet Center via Technology

National Farmworkers Jobs Program -- present at the Illinois workNet Center as determined by allowable FTE hours per week

Youth Build -- NA
Adult and Dislocated Worker Employment and Training Activities

Career services provided in the ILLINOIS WORKNET CENTER include the following:

- Outreach
- Orientation
- Intake
- Eligibility determination
- Initial assessment
- Monthly Hiring Events
- Assistance applying for financial aid
- Job search assistance
- Job placement services
- Information on Unemployment Insurance
- Information about supportive services
- Program performance information
- Program cost information
- Employment statistics information
- Local performance information
- Labor Market Information

Beyond the career services, each partner will provide additional services on-site or make the services available through technology. Individualized services provided include the following:

- Individual counseling
- Group counseling
- Comprehensive assessment
- Testing
- Career planning
- Individual career planning
- Adult secondary education
- English as a second language
- Short-term job readiness training
- Occupational skills training
- On-the-job-training
- Customized training services
- Skills upgrading and retraining
- Entrepreneurial training
- Customized training
- Supportive Services
- Career Planning
- Job order taking
- Unemployment insurance

The strategy for the provision of services beyond career services has been described in the local memorandum of understanding (MOU), details below.

**Title I (Adult, Dislocated Worker, Youth):** Career services provided are as follows:

Eligibility for Title 1B participation, outreach intake and orientation, skills and supportive service needs assessment, labor exchange services, program coordination and referral, Training provider performance and cost information, performance information for LWIA 17, Information about the availability of supportive services and referral to these services, Assistance establishing eligibility for financial aid, employment retention services, and follow up.

Other program services provided are as follows: Analysis and use of labor market data to support local economic development, business services – interaction with business and economic development representatives, analysis and use of labor market data to support local economic development – interaction with business and economic development representatives, and case management.

Services will be provided onsite and through technology.
Title II (Adult Education): Career services provided are as follow: Outreach intake and orientation, skills and supportive service needs assessment, program coordination and referral, training provider performance and cost information, performance information for the LWIA 17, and information about the availability of supportive services and referral to these services.

Other program services provided are as follows: Student intake, assessment, student support services, and instruction.

Services will be provided onsite and through technology also at Parkland College 2400 W. Bradley Avenue Champaign IL 61821 and 211 N. Race St, Urbana, IL 61801

Title III (Wagner-Peyser/ES): Career services provided are as follow: Outreach intake and orientation, Labor exchange services, program coordination and referral, labor market information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, information and assistance with UI claims, and employment retention services.

Services will be provided onsite and through technology

Title IV (Vocational Rehabilitation): Career services provided are as follow: Outreach intake and orientation, skills and supportive service needs assessment, program coordination and referral, labor market information, training provider performance and cost information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, assistance establishing eligibility for financial aid, and employment retention services.

Other program services provided are as follows: Overview and orientation to vocational rehabilitation services, Evaluation and assessment of eligibility for vocational rehabilitation services, Vocational rehabilitation guidance and counseling, and development of individualized plan for employment, including job placement.

Services will be provided onsite and through technology

Perkins/Continuing Technical Education: Career services provided are as follow: Outreach intake and orientation, skills and supportive service needs assessment, labor exchange services, training provider performance and cost information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, assistance establishing eligibility for financial aid, employment retention services.

Other program services provided are as follows: academic counseling and career advising services will be provided onsite and through technology also at Parkland College 2400 W. Bradley Ave. Champaign IL 61821.
Trade Adjustment Assistance (TAA): Career services provided are as follows: Case management and local delivery of TAA services and State Merit Staff approval of training, waiver issuance, out of area job search and out of area relocation.

Services will be provided onsite and through technology

IDES/Veterans: Career services provided are as follows: Outreach intake and orientation, Labor exchange services, program coordination and referral, labor market information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, information and assistance with UI claims, and employment retention services

Other program services provided are as follows: Veterans’ assistance – job preparation, employer outreach

Services will be provided onsite and through technology

CSBG (Community Service Block Grant): Career services provided are as follows: Outreach intake and orientation, program coordination and referral, and information about the availability of supportive services and referral to these services.

Other program services provided are as follows: Linkages and referrals to other programs services will be provided onsite and through technology

IDES/UI: Career services provided are as follows: Outreach intake and orientation, Labor exchange services, program coordination and referral, labor market information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, information and assistance with UI claims, and employment retention services

Services will be provided onsite and through technology

SCSEP (Older Americans): Career services provided are as follows: Outreach intake and orientation, skills and supportive service needs assessment, and program coordination and referral

Other program services provided are as follows: Outreach activities, Professional development, Recruitment, Financial assistance and Benefits screening

Services will be provided onsite and through technology

IDES/Trade Readjustment Assistance: Career services provided are as follows: Outreach intake and orientation, Labor exchange services, program coordination and referral, labor market information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, information and assistance with UI claims, and employment retention services
Services will be provided onsite and through technology

**DHS/TANF:** Career services provided are as follow: Outreach intake and orientation, skills and supportive service needs assessment, information about the availability of supportive services and referral to these services, and employment retention services

Other program services provided are as follows: Overview of Program Services and Applicants can apply for Cash, SNAP and medical assistance, Evaluation and assessment of potential eligibility for work and training programs offered at the comprehensive one-stop center for the TANF and SNAP population, Evaluate TANF and SNAP customers who may qualify for supportive services such as transportation and child care based on set policy guidelines and verification, Develop responsibility and service plan for TANF and SNAP customers who are engaged in workforce development services offered at the comprehensive one-stop center

Services will be provided onsite and through technology also at the Illinois Department of Human Services located at 705 N. Country Fair Dr. Champaign IL 61821.

**HUD:** Career services provided are as follow: Outreach, intake, and orientation

Services will be provided through technology

**IDES/MSFW (Migrant & Seasonal Farmworkers):** Career services provided are as follow: Outreach intake and orientation, Labor exchange services, program coordination and referral, labor market information, performance information for LWIA 17, information about the availability of supportive services and referral to these services, information and assistance with UI claims, and employment retention services

Services will be onsite and through technology

**Job Corps:** Career services provided are as follow: Outreach intake and orientation

Services will be provided through technology

**National Farmworkers Jobs Program:** Career services provided are as follow: Outreach intake and orientation, skills supportive service needs assessment, labor exchange services, program coordination and referral, labor market information, training provider performance and cost information, performance information for LWIA 17, and information about the availability of supportive services and referral to these services.

Other program services provided are as follows: announcement of training opportunities

Services will be provided through technology

The Local Board will insure that local rapid response activities are conducted by entering them into the DETS system upon learning of the events. We will coordinate locally with core partners
in providing services to the employees affected by the events. The Local Board will work to ensure the state is informed when these events occur in the local area.

Youth Activities

The Youth Committee of LWIA 17 is well positioned to meet the customer and economic needs specifically related to youth to assist them in preparation for long-term economic self-sufficiency and life-long learning. As part of the strategy to determine the services currently offered, a partnership was formed with the Education for Employment and our local Education-To-Careers partners, to design an instrument that would assess all relevant youth related activities currently being administered in our four county areas. This instrument was designed specifically to address the Workforce Innovation and Opportunity Act’s required 14 elements of youth programs. The required elements are:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recover strategies leading to completion of secondary school or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities);
- Alternative secondary school offerings;
- Paid and unpaid work experiences that have as a component academic and occupational education, which may include summer employment or other employment opportunities throughout the school year, pre-apprenticeship programs, internships or job shadowing, and on-the-job training opportunities;
- Occupational skills training;
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors as appropriate;
- Supportive services;
- Adult mentoring for a duration of at least twelve (12) months that may occur both during and after program participation;
- Follow-up services for a minimum of twelve (12) months following termination from the program (see definition below);
- Comprehensive guidance and counseling including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
- Financial literacy education;
- Entrepreneurial skills training;
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.
Through an evaluation process of the administered instrument, it was determined that all fourteen required components are currently offered and are inclusive of people who have deficiencies in basic literacy skills; individuals with a disability; school dropouts; who are homeless, runaways, or foster children; pregnant or parenting youths; and/or offenders. Further, our Local Workforce Innovation Board (LWIB) has agreed that the components listed above are inclusive, comprehensive, and are an accurate reflection of the needs of our youth in our community. These fourteen elements are reflective of our community’s youth needs, regardless if they are in school, out-of-school, or socioeconomic status. The LWIB also agreed that these services are adaptable to any career interest area regardless of the skill preparation and/or educational components required to reach specific career goals. Thus, our assertion is that we are well positioned to meet the needs of our community’s youth.

The LWIB’s challenge, however, is to develop a comprehensive outreach program to make all service providers and customers aware of these services listed above. It is our intention to be inclusive, not exclusive. Outreach to the community cannot rely solely upon word-of-mouth; it must also be conducted through comprehensive, well thought out marketing plan. Hence this challenge will be a primary focus of the Youth Committee.

Many of our youth who are identified as deficient in basic literacy skills, school dropout, individual with a disability; homeless runaway, or foster child, pregnant or parenting, or offender, face multiple barriers to employment. Many of them lack the educational skill, occupational skill, and job readiness skills to be successful in our labor market. The services to be provided to address the special needs will include academic training, vocational training, work experience, on the job training, job mentoring, job shadowing, youth employment competencies, job search assistance, and possibly, special youth programs.

The Youth Committee has embraced the Department of Labor Employment and Training Administrations (ETA’s) New Strategic Vision for the Delivery of Youth Services under the Workforce Innovation and Opportunity Act. Out-of-school youth (and those most at risk of dropping out) are an important part of the new workforce “supply pipeline” needed by employers to fill job vacancies in the economy. Our Local Board will procure contracts from local youth providers to provide the above mentioned services. The Board will contract with one or more providers making certain that 75% of our local youth funds will be spent on Out-of-School youth as well at 20% of funding to be spent on work-based activities. Local LWIA 17 funded youth programs will provide leadership by serving as a catalyst to connect these youth with quality secondary and postsecondary educational opportunities and employment opportunities, particularly employment in high growth sectors.

Priority Population Services

Our Local Board will comply with the WIOA requirement of giving priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Not only will we comply with the law, but we will work to find individuals who are most in need. We will continue to operate under our current self-sufficiency policy that states priority could be demonstrated in two ways: either 51% or more of the participants served in career and
Local Workforce Innovation Area #17
Local Plan

training services from the target population, or 51% or more of the adult funds budgeted for career and training services be expended on the target population. The LWIA 17 has begun planning discussions with a local service provider, the Reading Group, who specialize in providing services to those that are basic skills deficient. They have expressed interest in becoming an eligible training provider. This will be a new manner for LWIA 17 to provide services to the new basic skills deficient priority group.

The partners, including the four core partners, approved by consensus the following special populations to target in addition to the specific WIOA populations (low income adults, dislocated workers, and youth): re-entry / felons, single parent families, English Second Language (ESL), disabled, veterans with special needs (SA/ homeless/ etc.), and adults with lack of work experience. Our Local Area will also focus services on veterans, homeless, and those that are considered low skilled. It is the intent of the Board to create a Special Populations Committee in order to address the ever changing needs of target populations.

Local Area Training Policies and Activities

The LWIB plans to meet the minimum 40% direct training rate primarily through the establishments of Individual Training Accounts (ITAs). The LWIB is also adopting the State’s vision to become more business and employer driven, therefore we plan to target employers in our established regional industry sectors. By doing this, we plan to reach our goal of increasing our On the Job Training (OJT) contracts as well as incumbent workers. One way we have begun these activities is by changing our current incumbent worker policy. In the past, the LWIB has only targeted Manufacturers. We have revised the policy to now include Transportation/Distribution, Health Care, and Business Services/IT.

Individual Training Accounts (ITAs) will be used to assist eligible adults, dislocated workers, and youth in the Workforce Innovation and Opportunity Act (WIOA) program. Participants must be certified by a Career Planner as eligible to receive WIOA Title I training services and accepted for admission to a training institution prior to being approved for an ITA. Examples of services requiring an ITA include: occupational skills training, skill upgrading and retraining, entrepreneurial training, and adult education and literacy activities.

Individuals eligible for an ITA must not be able to become employed or retain employment through WIOA Career Services, must have the skills and qualifications to successfully participate in the selected training program, and must select a training program directly linked to local employment opportunities (labor market demand). The LWIB will utilize the Illinois Worknet website, IDES Labor Market Data, and various assessment tools to ensure informed customer choice in the selection of training programs.

An individual must have applied for federal student financial aid prior to receiving an ITA and whenever possible, an individual should also apply for state or local financial aid and scholarship awards. An individual may receive both financial aid and an ITA, however they cannot be used to pay for the same services.
In accordance with the Workforce Innovation and Opportunity Act, ITAs will be the primary method of payment of occupational skills training for adults, dislocated workers and out-of-school youth through the system, however contracts for services or vendor agreements will be used in place of ITAs for on-the-job training, incumbent worker, or other training that meets the federal definition and requirements of allowable non-ITA training. The board will also coordinate the use of ITAs and contracts for training services when necessary. An example of this would be, if a student completes a training program however is having trouble obtaining work due to lack of experience, the board could enter into an on the job training contract with an employer in order to aid in the student getting work.

The Workforce Innovation and Opportunity Act (WIOA) requires States to establish procedures under which Local Workforce Innovation Boards will certify training providers by program. The provider certification process is intended to ensure that quality-training programs are available to customers of the workforce development system, providing customers data to make an informed decision when selecting a training program. Listed below are the procedures our Local Area will follow when certifying training providers.

**General Eligibility**

All institutions desiring to have their training programs certified under initial eligibility must submit an application to the Local Workforce Innovation Board of East Central Illinois. To be eligible to receive funds from LWIA 17 the provider shall be:

- an institution of higher education that provides a program that leads to a recognized postsecondary credential; This may include programs receiving approval or accreditation by the U.S. Department of Education, Illinois Board of Higher Education, Illinois Community College Board, or Illinois State Board of Education;

- an entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the ‘‘National Apprenticeship Act’’; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) as recognized in Illinois by the U.S. Department of Labor (USDOL), Office of Apprenticeship; or

- another public or private provider of a program of training services, which may include joint labor-management organizations; eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; or programs that have been recognized by the industry as meeting the standards necessary for approval or accreditation, when such standards exist.

All Registered Apprenticeship (RA) programs registered with USDOL, Office of Apprenticeship, or a recognized state apprenticeship agency are automatically eligible to be included as an eligible training provider so long as they show interest in being added to the Eligible Training Provider List (ETPL). Any Registered Apprenticeship (RA) program should
contact the Workforce Innovation Board of East Central Illinois in order to be added to the list. The Workforce Innovation Board will also inform local RAs of these requirements via mass email, phone call, or other methods.

Once the LWIB has been notified of a Training Provider’s intent to apply, the LWIB will verify that the training program for which the training provider is seeking initial eligibility has met the following guidelines:

A. The training provider has gathered all of the mandatory information found in Attachment A of the WIOA Policy 15-WIOA-5.3 - Requirements for Training Program Eligibility and the information has been entered into IWDS.

• Once LWIA 17 has verified eligibility of a training provider, a Training Provider record will be set up in the Illinois Workforce Development System (IWDS) as outlined in Attachment A of the WIOA Policy 15-WIOA-5.3.
• After LWIA 17 has entered the training provider on IWDS, the Training Provider will be supplied with the following:
  - The user ID for the primary contact that is generated by IWDS to be used by the training provider when they log into the system to request eligibility of training programs or need to update information on a training program;
  - The temporary password for the primary contact that is generated by IWDS to be used by the training provider to log into the system the first time; and
  - The web address (https://iwds.dceo.illinois.gov/iwdshome.html) to the IWDS system that will direct the training provider to the appropriate system screen.

• The training provider will then add the requested training programs into IWDS to be determined eligible and add contacts for each training program.

B. The specific training provider and training program performance data as outlined in Section J of the WIOA Policy 15-WIOA-5.3 has been provided, when available.

C. The training provider has provided all other information required by LWIA 17 for which it is seeking eligibility.

D. The training provider’s program is intended to lead to placement in a Demand Occupation as identified in the Demand Occupational Training List for the Region.

• Exceptions to this requirement include:
  - The training program, as identified on the Demand Occupation Training List (DOTL), is intended to be a beginning step in a Career Pathway or Bridge Program that would lead to placement in a Demand Occupation; or
- The training provider's program provides only basic skills and/or remedial training.

- The board will accept applications for training in occupations from any of the Demand Occupation Training Lists in the region. In the event the training is in an occupation that is not on the Demand List the board will look at the following when deciding to request that the additional occupation be added to the Regional list:
  - New plant opening
  - Facility expansion
  - Addition to the state or federal key sector initiatives; or
  - Other reasons that might indicate multiple job openings will be available

E. The training provider has provided the following assurances that it will comply fully with all non-discrimination and equal opportunity provisions of the laws listed below:

- WIA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially-assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified people with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- 29 CFR Part 37 and all other regulations implementing the laws listed above; and
- This assurance applies to the grant applicant's operation of the WIOA Title I financially-assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I financially-assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

The Local Board will determine if the program is eligible or not within 30 days of the application to LWIA 17. In such case that the Board does not meet within 30 days of the
application, the Board has a designated Executive Committee to act on behalf of the full Board in the event of an urgent matter that requires action prior to the next scheduled Board meeting.

**Continued Eligibility**

Upon approval, all Training Providers eligibility date will be the date that the Board approved the application. The next eligibility date will be 2 years from the date of approval. All providers must meet the same criteria for continued eligibility as necessary at the time of initial approval.

All providers wishing to have training programs certified under continued eligibility must resubmit to LWIA 17, the Training Program Basic Information application in IWDS.

At that time, LWIA 17 will submit the application to the LWIB within 90 days for approval. The following documents will be included with the submission:

- A current copy of the Training Program Basic Information record from IWDS;
- Identification of items that have changed since the initial eligibility or most recent continued eligibility determination;
- Performance data (as outlined in Section J of WIOA Policy 15-WIOA-5.3) for the training program; and
- Any other additional information the training provider has submitted for review or the LWIB determines pertinent to the review.
The LWIB will grant continued eligibility to a training program based on the following:
- State and local eligibility criteria are still being met;
- State and local performance criteria have been met;
- One or more O*Net codes associated with the training program remain on the current Demand Occupation Training List; and
- The training provider has maintained timely updates in the Illinois Workforce Development System of Information on the training program.

All Training programs will be subject to determination of continued eligibility status by the LWIB or the Executive Committee whenever significant information for the training provider or training program has changed. Significant information includes all of the "mandatory" fields on the Training Program Basic Information record in IWDS. (These items are identified by a * or ** in WIOA Policy 15-WIOA-5.3 - Requirements for Training Program Initial Eligibility and Continued Eligibility.)

**Denial or Revocation of Eligibility**

The Local Workforce Innovation Board of East Central Illinois (LWIB) may deny approval of initial or continued eligibility, or revoke the status of eligibility, and remove it from the eligible training provider list for a training provider, or for a training program under the following circumstances:

- Its annual performance fails to meet the minimum standards set by the State of Illinois or the LWIB for the WIOA performance measures;
- If it is determined at any time that the training provider intentionally supplied inaccurate information in its application for eligibility or continued eligibility;
- The training provider substantially violated any requirement under WIOA or WIA; or
- The training provider voluntarily chooses to cease being an eligible training provider or goes out of business.

Training programs that are removed from the eligible training provider list (ETPL) because of a failure in performance shall remain off the list for a period of not less than one year at which time the training provider may re-apply for eligibility.

In accordance with WIOA, training programs that have been removed from the list of approved training programs, based on reasons 2 or 3 above:

- Shall remain off the ETPL for a period of not less than two years at which time the training provider may reapply for continued eligibility of the training program;
- May prompt the revocation and removal of all other training programs of the training provider for a period of no less than two years as determined by the LWIB; and
- May result in the following actions being taken against the training provider:
  1) The eligibility of the training provider may be revoked;
2) The eligibility of the training provider to receive funds for the program in question may be terminated;  
3) Any disallowed costs may be recovered; and  
4) The State of Illinois or LWIB may take any other action it deems appropriate.

LWIA 17 will cease to enroll customers in a training program that has had its eligibility revoked, however customers who have already been enrolled in such training programs shall be allowed to remain through completion of the program. If it is deemed necessary to immediately close a training program (for such reasons as the training provider committed egregious violations or went out of business), the customers of such program(s) should be provided the opportunity to enroll in a similar program.

The LWIB of East Central Illinois will notify providers within 7 days in writing of any denial or revocation of initial or continued eligibility of a training provider and/or of the training programs for which approval was sought.

**Monitoring and Oversight**

All programs approved for either initial or continued eligibility status will be subject to routine monitoring by the Local Workforce Innovation Board (LWIB) of East Central Illinois and Office of Employment and Training (OET).

The LWIB will conduct annual monitoring of all eligible training providers and their eligible training programs. The LWIB, at a minimum, will:

- Ensure all eligible training providers have maintained all criteria for which they were determined eligible;  
- Reaffirm that a training program is still accredited or the accreditation has been renewed;  
- Ensure all eligible training program basic information in IWDS has been updated to reflect current information;  
- Conduct routine visits at each location for which eligible training programs are conducted to ensure all assurances outlined in E. of this policy letter continue to be met; and  
- Ensure that all eligible training programs have met the required performance measures.

In determining the frequency of visits, the LWIB will prioritize as follows those locations:

- With training programs approved for initial eligibility;  
- For eligible training programs exhibiting poor performance;  
- That have had the longest period since the last visit; and  
- That warrant a visit based on local changes.
Monitoring visits to eligible training providers located outside of the local area (including in another LWIA or out-of-state) will be a coordinated effort, so long as the monitoring is consistent with the above mentioned minimums.

These established procedures will support LWIA 17 to accurately and consistently meet employment needs of local employers, workers and jobseekers.

Title IB Workforce Fund Transfers

LWIA 17 will continue the strategy of transfer of 30% of dislocated worker funds into the adult funding stream unless the need for the community changes. With the new required priority groups, we believe that the adult population will continue to grow. We typically have more eligible adults than dislocated workers.

In recent years, LWIA 17 has not utilized the authority to transfer a combined 20% of the total adult and dislocated worker funds into the incumbent worker funding stream. LWIA 17 will be exercising this authority, aligning with our goal to target employers in our identified industry sectors.

At this time, our region will not use our authority to transfer funds for transitional jobs and pay for performance contracts. If the community needs change, the Board will revisit the decision.

CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

Projected Local Service Levels

Given the analysis of local worker needs (both job seekers and current workers), customers for the workforce investment system can be identified as job/skill seekers and individuals with barriers to employment. The Local Board will consider these customer groups when developing local services.

Job/Skill Seekers:
This group is segmented into those who need assistance finding a job, and those who need assistance upgrading their skills in order to find or retain a job. Job seekers in the first segment need help developing their job search and exploration skills. For example, recently unemployed adults may be unfamiliar with the new computer systems that can aid their job search. In the case of recent high school or college graduates, they may not be familiar with job search basics such as resume writing or interviewing skills.

For those who need assistance upgrading their skills, it is most often their technical skills which are in the greatest need of improvement. This was identified as the single most important skill development need by all of those consulted. Needed skills ranged from basic computer knowledge and the ability to use everyday technology (e.g., fax machines), to the need to
understand and utilize specific hardware and software. As business utilization of technology expands (particularly through the use of the Internet) and the technology itself continues to be upgraded, this need will only grow.

Individuals with Barriers to Employment:
Frequently, individuals in this group have skill development needs that cross all three areas: (1) basic skills; (2) employability skills; and, (3) occupational and employment skills. A lack of basic skills is often the most significant barrier to employment. When surveyed to identify the needs of their customers, local workforce development programs nearly unanimously identified basic skills (reading ability, writing ability, computational skills) as the most important skill need. Customers identified as part of this group includes: (1) TANF recipients, (2) Welfare-to-Work participants, (3) public assistance recipients; and, (4) low-income individuals served under the priority system. These customers are less likely to have completed high school than the population at large.

There is also a great need to improve the employability skills of this customer group. Employability skills include the following (1) communication skills; (2) development of strong work ethic; (3) teamwork skills; (4) the ability to grasp both the content and the application of training; (5) problem-solving skills; and (6) life coping skills.

Performance Measures

The Workforce Innovation Board will evaluate performance based on locally negotiated performance standards (not yet released by the state). The LWIB will continuously monitor the performance outcomes for LWIA Title I program. The LWIB will also integrate the use of the performance outcomes into its local continuous improvement planning.

The LWIB will work to develop a system of measuring the satisfaction of customers to the Illinois workNet Center, through an interagency effort that would include all the required partners in the Illinois workNet Center.

The Illinois workNet Center customer feedback system will have the following characteristics:
- Centralized collection, processing and reporting of survey data;
- Covers all programs and providers; and,
- Would be jointly developed and managed among participating agencies.

The following organizational goals have been adopted by the One-Stop Center:
- To ensure that our customers come first and that our programs, in their design and delivery, meet the unique needs of individuals and the marketplace;
- To assess the manner in which we conduct our business to ensure that our operational processes are relevant and efficient, and that they support program services; and
- To achieve superior overall performance to confirm the value of our services to customers.
The key to the successful execution of this plan is the commitment of each Illinois workNet Center staff member and associate partner to continually assess the level of satisfaction of their customers; to analyze the results of the assessment; and, to take or recommend actions that will eliminate barriers to satisfaction, ultimately improving the quality of services provided. Wherever possible, the staff will be empowered to make decisions that will expedite the flow of services that will enhance the level of satisfaction of their customers. The customer satisfaction survey will be our assessment tool. A task force will be appointed to analyze the survey data and to make recommendations for problem solving actions.

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES

Fiscal Management

The Chief Elected Officials have named the Champaign County Regional Planning Commission as the entity responsible for the disbursement of grant funds. The following procedures are utilized when competitively procuring sub grants and contracts for WIOA Title I activities.

On the Job Training and Customized Training Contracts:
Providers of on-the-job training or customized training, while not subject to the provider certification process, will be identified through job development activities at the One-Stop. Job development and customized training is designed to train and increase the employment opportunities for hard-to-serve individuals and to increase employment opportunities for women in non-traditional employment.

A pre-award checklist will be collected from on-the-job training and customized training providers. A decision will be determined based on whether the providers meet the criteria as set forth in the checklist.

Sub Grants:
Request for Proposals (RFP) will be developed and the funding opportunities will be publicly advertised. All potential providers who have expressed an interest in being considered for awards will be sent Requests for Proposals (RFP) for the area or areas of service for which they wish to be considered. The list will be considered public information.

The primary consideration in selection of sub grantees to deliver services within the workforce investment area will be the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance; in terms of the likelihood of meeting performance goals; cost; quality of training; and characteristics of participants to be served. The LWIA will make a determination, in writing, concerning the demonstrated performance of its staff in cases when the CCRPC plans to operate a program in-house. In addition, proper consideration will be given to community-based organizations, including organizations providing non-traditional training for women, as service providers. Appropriate educational agencies in the local area will be given the opportunity to provide educational services unless alternative agencies or organizations demonstrate they would be more effective or would have greater potential to enhance the participants' continued occupational and career growth.
The following criteria will be considered in evaluating proposals (order of listing does not represent priority ranking):

1. Clear statement of documented needs and ability of program to serve those needs,
2. Ability to serve target populations and provide meaningful work,
3. Coordination with other organizations, evidence of co-operative planning, and utilization of non-LWIA resources,
4. Supervisory capability.
5. Administrative capability, including ability to conform to fiscal and programmatic reporting requirements,
6. Reasonableness of budget,
7. Compliance with federal regulations and RFP guidelines, and
8. Funds are not used to duplicate effective services or facilities in the area.

Physical Accessibility

IDES and the Illinois Department of Human Services/Office of Rehabilitation Services (DHS/ORS) are mandatory partners in the Illinois Employment and Training Centers. Cooperative efforts will be made to provide services and activities to individuals with disabilities. As required by WIOA, DHS/ORS has individuals in each office whose responsibilities include the promotion and development of job opportunities for individuals with disabilities.

The Illinois Job Link system is equipped to allow accessibility to individuals with disabilities. The Illinois Department of Employment Security (IDES) is following the guidelines provided by the World Wide Web Consortium's (W3C) Web Accessibilities Initiative (WAT) in designing and providing accessibility for people with disabilities to the self-service Internet Skills Matching System.

The One Stop Center is also equipped with state of the art equipment to allow for accessibility to persons with disabilities. Partners will take a joint effort in maintaining the equipment as well as ensuring all staff are trained use of equipment.

American Disabilities Act (ADA) accessibility of the Illinois Worknet Center is regularly reviewed for compliance to ADA standards and requirements. Partners are committed to making reasonable accommodations for all individuals seeking services by assessing needs and making appropriate resource referral.
The comprehensive One-Stop Center will maintain a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements.

Additionally, the physical characteristics of the facility, both indoor and outdoor, meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services are available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space is designed in an “equal and meaningful” manner providing access for individuals with disabilities.

Partners will ensure to co-enroll customers with disabilities when applicable. A work group to create an internal referral system in order to effectively serve customers especially those with disabilities is under development. Partners will work together to:

a. Strengthening relationships and involvement of the business community to gain buy-in when serving people with disabilities; the businesses will have to open the doors for internships, OJT’s, apprenticeships, etc., and they will do that if they can see the value added to this approach and the impact on their hiring, retention and productivity success.

b. Share resources (funds, physical support, knowledge & experience) can help to create a leaner approach to this entire process and;

c. Maximize outcomes in an environment where funding is most limited.

Plan Development and Public Comment

The Local Workforce Innovation Board has charged representatives Board membership and the core partners in LWIA 17 with the task of drafting the local plan. Plans are prepared in consultation with the WIB and then submitted to the Chief Elected Officials for approval.

Chief Elected Officials then reviewed and had opportunity to comment on the plan. Other local elected officials, the business community, labor organizations, educators, vocational rehabilitation agencies, and other interested parties, such as service providers, welfare agencies, community-based organizations, transportation providers and advocates gain opportunities to collaborate in the development of the local plan through board meetings and through the publication of a legal notice announcing the plan availability for review and comment.

A legal notice was placed in the Champaign News Gazette newspaper to notify the public that a copy of the 4 year plan and any subsequent modification will be made available for review and comment for 30 days at the Illinois workNet Center office located at 1307 N Mattis Street in Champaign. This specific newspaper was selected because it serves the four counties of
Champaign, Piatt, Ford, and Iroquois that are all represented by the Workforce Innovation Area 17. No comments were received.

The same procedures will be utilized for all proposed modifications to the Plan.