



STATE OF ILLINOIS  
DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY



# ILLINOIS WORKFORCE DEVELOPMENT FPY'15/SFY'16 ANNUAL REPORT



## STATE OF ILLINOIS

**Bruce Rauner, Governor:**

I am pleased to present to you the 2016 Illinois Workforce Development Annual Report, which describes the activities of Illinois' Workforce Innovation and Opportunity Act (WIOA) partners during the recently completed program year. As this report will show, Illinois remains fully committed to providing our workforce with the education and training necessary to make them job-ready in our current economy and career-ready in the economy of the future. A job and career ready workforce will allow Illinois' businesses to compete in the global economy and bring more and higher-quality jobs to the state.

The programs you will read about have been designed to implement a clear vision for Illinois' workforce development system. My administration is focused on encouraging an economic climate that creates jobs, on ensuring world-class education and training options for every Illinoisan, and on bringing greater accountability to state government.

We are determined to create a demand-driven climate that engages with business to assess their needs, and develops sector-based talent pipeline partnerships that leads to systemic solutions for those needs. These partnerships with business will enable the development of career pathways that meet employers' skills needs today, while offering individuals clear opportunities to build and upgrade their skills and advance their career over time.

Every Illinoisan should have access to a flexible integrated education and training system that helps students and workers identify career pathway options to develop their skills that meet the evolving requirements of a global economy. We are committed to full collaboration and improved strategic connections across all of state government to meet this goal. By integrating workforce education and economic development, we can ensure Illinois' overall talent pipeline grows with the future. These collaborative strategic connections are being designed and will continue to be designed to maximize employment opportunities for all of our citizens, including those who face many barriers to employment.

Finally, we have and will continue to establish clear accountability metrics that gauge our progress and success in meeting the needs of our students, workers and businesses. We will also use these metrics to assess our ability to continuously improve our system, through recognizing our successes and by gaining an understanding of areas we can do better.

We are proud of our accomplishments this year as a state workforce development system – the programs and the individual success stories that are highlighted in this report give us reason to be proud.



**Bruce Rauner, Governor**

## A MESSAGE FROM IWIB CO-CHAIRS

As Co-Chairs for the Illinois Workforce Innovation Board (IWIB), we are pleased to present you with the 2016 Illinois Workforce Development Annual Report.

The past year Illinois has used the extraordinary opportunity presented through the Workforce Innovation and Opportunity Act (WIOA) to create alignment within the workforce, education, and economic development systems. In solidifying our efforts for alignment and integration, a team of IWIB business members, Cabinet level staff along with industry associations, education entities and community organizations came together in August of 2015, and established a vision that serves as the foundation of our Unified State Plan:

***“Business-driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state’s economy.”***

Since that time, our partners have worked diligently to craft regional and local strategies that will result in a comprehensive and integrated system to meet the needs of Illinois’ businesses, workers and students. The level of cooperation and collaboration amongst state, regional and local education, workforce and economic development partners, in this effort is unprecedented.

Strategies developed and under implementation as part of the WIOA Unified State Plan have expanded the tools available to us in coordinating data driven strategic planning to support employer led regional demand sector initiatives. WIOA’s emphasis on the use of work-based learning models has proven invaluable in refining Illinois’ use of our expanded tools.

To that end, this year saw the establishment of an IWIB Apprenticeship Standing Committee. This committee -- which includes representatives of business, education and apprenticeship program practitioners -- was given a charge to lead Illinois’ efforts to increase the use of this established work-based learning practice, and to expand its use among nontraditional business sectors and underrepresented populations. Its designation as a standing committee of the IWIB is an indication of the value placed on this strategy, and our commitment to seeing it utilized broadly within the workforce system.

As you will see in this report, Illinois has made great strides in implementing these and a host of other strategic directions during the past year. Our priority continues to be that employment and training solutions created through collaboration with business leadership, economic development and industry partnerships is the best approach. The business members of the IWIB understand that education, workforce development and economic development must all be partners in the important effort to provide Illinois’ businesses with the most skilled and capable workforce possible.

To that end, Illinois will continue to focus on the creation of strong partnerships that will allow us to remain in the vanguard of progress as we continue that effort.

John Rico, Rico Enterprises  
Co-Chair, Illinois Workforce Innovation Board

Sean McCarthy, Acting Director  
Illinois Department of Commerce and Economic Opportunity



**John Rico**  
Rico Enterprises



**Sean McCarthy**  
Illinois Department of Commerce

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## INTRODUCTION

The past year was significant for Illinois' workforce development system, both for what we were able to accomplish and for the steps we made to build the foundation for future accomplishments. Many of those achievements are described in this report. Steps taken to establish the basis for the future are described in the first WIOA Unified State Plan for Illinois – a plan that was developed throughout Program Year 2015 (State Fiscal Year 2016) in conjunction with WIOA planning processes at the regional and local level.

In both cases, our work has and will be guided by the Governor's vision for workforce development in Illinois. We seek to promote business-driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state's economy.

Our guiding principles also remain firmly fixed. Illinois has worked toward achieving the Governor's vision by using a clear set of principles: a demand-driven sector-strategy framework; strong business partnerships; a focus on career pathways; integrated service delivery; cross-agency collaboration and alignment; access and opportunity for all; clear metrics for success, and; a focus on continuous improvement and innovation.

Under the strategic direction of the Governor's Office and the Illinois Workforce Development

Board (IWIB), Program Year 2015 saw the creation of an Interagency Work Group that meets regularly to identify and address the state-level issues associated with the implementation of WIOA. This group, including representatives from the four the core partners that are encompassed in this report, was established in order to provide consistent direction to regional and local-level partners as they seek to establish effective One-Stop Delivery Systems under WIOA. Through the Interagency Work Group, the core partners have established a new mechanism to address the operational and policy issues that arise during WIOA implementation, and the group met regularly throughout Program Year 20'5.

The agency partners that make up the Interagency Work Group have each continued to develop activities that seek to embed sector strategies into workforce development programs across Illinois that support employers, employees, and jobseekers. These approaches enable the workforce system to customize solutions for employers in the industries that are most vital to our economy. Through customized training solutions, employed, unemployed and underemployed workers are better able to obtain the skills they need and that employers require.

Illinois continued this sector focus in Program Year 2015 through the continued development of employer-based training options that work directly with employers to identify hiring requirements, assess the skill levels of

jobseekers, and provide competency-based training to quickly fill skill gaps, prepare individuals to go to work, and allow employers to increase their productivity while reducing their hiring risk. Using approaches such as internships, job shadowing, work experience, and on-the-job training (OJT) provides employers with a quicker method to fill critical job openings while providing trainees with a quicker route to a paycheck. The Accelerated Training in Manufacturing (ATIM) project

continued to be an example of this type of innovation model during Program Year 2015.

All of the projects that are described in detail within this report have together provided the mechanism for Illinois' workforce development system to partner with employers, workers, job seekers and students to help gain knowledge, build skills, and create economic growth for the State of Illinois, during Program Year 2015 and into the future.





# ILLINOIS WORKFORCE INNOVATION BOARD

The IWIB is charged with providing strategic leadership and oversight which will further the state's goals to meet the workforce needs of businesses and workers. Furthermore, recognizing the importance of aligning the education system with workforce and economic development, the IWIB is providing guidance to the workforce system to ensure there are strong linkages that expand work-based learning opportunities and open up career pathways for all learners. Building these strong linkages is part of moving the board toward becoming system leaders and supports further alignment of the education, workforce and economic development vision.

During this reporting year, the Governor and the IWIB created a unified vision for aligning workforce, education and economic development through the implementation of WIOA. A team of IWIB business members, Cabinet level staff along with industry associations, education entities and community organizations established the following vision: "Business-driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state's economy."

To achieve this vision, the Governor and the IWIB built the Unified State Plan around the following principles:

- Demand-Driven Orientation

- Strong Partnerships with Business at All Levels
- Career Pathways to Today's and Tomorrow's Jobs
- Cross-agency Collaboration and Alignment
- Integrated Service Delivery
- Access and Opportunity for all Populations
- Clear Metrics for Progress and Success
- Focus on Continuous Improvement and Innovation

This vision and the guiding principles provided the framework to guide the IWIB's Unified State Planning process.

Appointed by the Governor and confirmed by the Illinois Senate, the IWIB includes leaders from business that represent high-demand sectors, state agencies, industry, labor, education and community based organizations. Additionally, recognizing the importance that education from preschool through post-secondary plays in workforce development the Governor has ensured representatives from the Illinois State Board of Education, the Illinois Community College Board, and the Illinois Board of Higher Education have a central role on the state board.

A business representative and the Director that oversees the Title I program are appointed by the Governor to serve as co-chairs. These co-



## REGIONAL ECONOMIC DEVELOPMENT & SECTOR INITIATIVES

### Workforce Innovation Fund Initiatives

Through a partnership between DCEO, the Illinois Department of Employment Security, the Illinois Community College Board and the Illinois Pathways Manufacturing Learning Exchange, Illinois received \$12 million from the U.S. Department of Labor (DOL) Workforce Innovation Fund (WIF) to implement the Accelerated Training for Illinois Manufacturing (ATIM) initiative. A majority of the grant (\$6.4 million) is set aside to train at least 600 individuals for manufacturing occupations in five regions that applied for funding. Agency partners and DCEO are using the remaining \$5.6 million for system development, project implementation, and evaluation.

There are three key elements to the program:

- Responding directly to regional demand to fill current manufacturing vacancies and near-term projected job postings through unprecedented opportunities for employer involvement.
- Providing accelerated industry-recognized skills training and credentials, along with opportunities for work-based training, such as internships and OJT so that participants begin earning income sooner.
- Increasing use of lean principles for more efficient and effective coordination of services through multiple programs to train people rapidly and get them into good paying jobs.

The project has a strong evaluation component that will track the progress of all enrollees and compare them to a control group to determine the impact of the program. Program management and analysis is helped by the Illinois workNet web portal through a robust series of dashboards and reports developed for ATIM based on prior workforce projects.

DCEO's Office of Employment and Training (OET) worked with state and regional partners to continue enrollment and training through August, 2015; and continued job placement services through December, 2015. As of the end of the reporting period the enrollment goal of 600 had been surpassed, with 609 participants in the program. Of these, 565 (93%) entered training 461 or 82% of trainees completed at least one training element; and 454 (80% of trainees, 98% of completers) individuals earned a total of 1,276 industry-recognized stackable credentials. By the close of the reporting period, 427 trainees (94% of those earning a credential) were officially recorded as having entered employment. An eighteen month evaluation period that compares employment and retention rates of ATIM participants to outcomes of a control group is now underway. Promising practices and lessons learned will be shared with DOL and other interested organizations to use in formulating national workforce development policy. The impact analysis will begin in earnest when the first employment retention data becomes available in late 2016.





# ILLINOIS PATHWAYS

The employment landscape is shifting. Education needs to be more relevant to the real world, and resources and investments need to be coordinated in a way that makes sense to industry partners. In order to achieve this, we need complimentary community and state-level approaches for this work.

Illinois Pathways was launched in 2011 to respond to these education to employment dynamics.

Illinois Pathways is a statewide, public-private education and economic development initiative designed to meet twin goals:

- 1) Increase the number of Illinoisans who attain a post-secondary credential with labor market value and are ready for employment in high-demand, high-wage occupations involving the application of STEM knowledge and skills.
- 2) Spur state and regional economic development by developing a homegrown talent pipeline for areas of workforce need.

Illinois Pathways addresses these goals through three overarching strategies:

- 1) Align State education, workforce, and economic development systems to support targeted sectors and careers.
- 2) Launch and support statewide, public-private partnerships in high-growth industry sectors, known as STEM Learning Exchanges.

- 3) Support regional career pathway systems in targeted industry sectors and occupations that respond to local development objectives.

This report focuses on the second strategy—launching and supporting the STEM Learning Exchanges.

## STEM Learning Exchanges

Since January 2013, the STEM Learning Exchanges have increased their effort to build their networks of support and reached out to educational entities, workforce development providers, and businesses across the state to create coalitions of interest and investment around sector specific “cluster” areas. These public-private partnerships have leveraged \$5 million in matching resources for the State’s \$3 million investment in Race to the Top funds from the Illinois State Board of Education and funds from the Department of Commerce and Economic Opportunity.

Each STEM Learning Exchange is led by an industry-supported nonprofit or public entity that coordinates investments, resources, and planning in industry areas that are crucial to economic development in Illinois.

Key Focus Areas for STEM Learning Exchanges

- 1) Career Pathway Advisement: Provide sector-specific expertise to regional partnerships for developing career pathway systems.
- 2) Career-Oriented Instruction: Either directly or



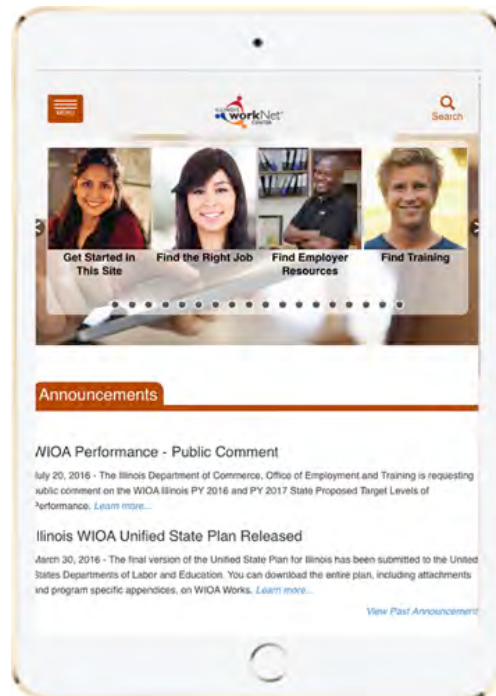
# ILLINOIS WORKNET®

Illinois workNet (IwN) is sponsored by the DCEO Office of Employment and Training (OET) and made possible through state, local, and private sector partnerships. For the purpose of expanding economic opportunity, the Illinois workNet® Portal and Program utilizes partnerships and technology to expand seamless and real-time access to workforce development resources aimed at individuals, employers and workforce and education partners. Innovative partnerships span state economic development, workforce development, education agencies, and local workforce innovation boards along with their public and private partners including local governments, community colleges and non-profit organizations. Through partnerships that leverage technology, a common vision is realized that supports planning for the economic futures of individuals and communities through a seamless array of services.

During PY 2015, July 1, 2015 through June 30, 2016, Illinois workNet continued to innovate and provided the following programs and tools for individuals, employers and workforce and education partners:

- Illinois workNet Technology Upgrades and Enhancements
- Disability Employment Initiative (DEI)
- EPIC Program Tools and Microsite
- Illinois Longitudinal Data System (ILDS) Microsite

- Incumbent Worker Tracking System Reports and Updates
- WIOA Approved Training Programs Search
- WIOA ePolicy Re-Design



## Illinois workNet Technology Upgrades and Enhancements

One of our top priorities is ensuring that IwN ([www.illinoisworknet.com](http://www.illinoisworknet.com)) is providing our state's citizens current and relevant content, and is delivering content, information and data via the most current technologies. During PY 2016, IwN users benefited from a new header look and feel, updated content, and upgraded



# ILLINOIS WORKFORCE PARTNERSHIP



**Julie Courtney**  
IWP President

The Illinois Workforce Partnership (IWP) network of 22 local workforce development areas is at the forefront of WIOA implementation and has been a catalyst for business led workforce and economic development solutions throughout Illinois. Our local networks have established partnerships with businesses, education and training systems, economic development and community organizations that allow us to deliver a high quality workforce system that supports economic development in the State. IWP is committed to growing and enhancing these partnerships and working collaboratively at the local, regional and state level to implement the goals outlined in WIOA.

The Illinois Workforce Partnership and its members are dedicated professionals driven to ensure that the businesses and people of Illinois have access to a high quality, integrated, inclusive workforce system that provides opportunities for success and to participate in growing our economy.

This year IWP expanded its leadership role in the professional development for workforce professionals by organizing training events conducted by national speakers. Melanie Arthur presented two regional workshops on WIOA implementation and over 200 staff from all the partner agencies attended. Workforce 180 partnered with IWP to bring three webinar series for partner frontline staff. Over 300 individuals participated in these webinars for Business Services, Case Management and Youth Services in a WIOA World.

IWP also hosted their annual awards luncheon to honor 6 individuals and 2 businesses out of 64 nominees for statewide recognition.

## IWP: MAKING A DIFFERENCE!

The Illinois Workforce Partnership (IWP) is making a difference in workforce development throughout the state of Illinois. IWP statewide statistics and successes are represented within this annual report. We are pleased to present a summary of our results:

- 37 job seekers, 14 youth, and 13 business and workforce leaders were honored at our IWP Award Ceremony
- 22 business-led Workforce Boards
- 322 business leaders, 42 economic development entities, and 50 labor organizations serving as workforce board members
- 8,949 adults are enrolled in workforce programs
- 10,341 dislocated workers are enrolled in workforce programs
- 8,026 youth are enrolled in workforce programs
- 125,892 job seeker customers received 989,777 services at our workNet Centers

## 2015-16 IWP Officers

**PRESIDENT**  
JULIE COURTNEY, LWIA 2

**PAST-PRESIDENT**  
KATHY LIVELY, LWIA 25

**VICE PRESIDENT**  
GARY GIBSON, LWIA 1

**SECRETARY**  
ANNE SCHNEIDER, LWIA 20

**TREASURER**  
STEVE MARTIN, LWIA 16

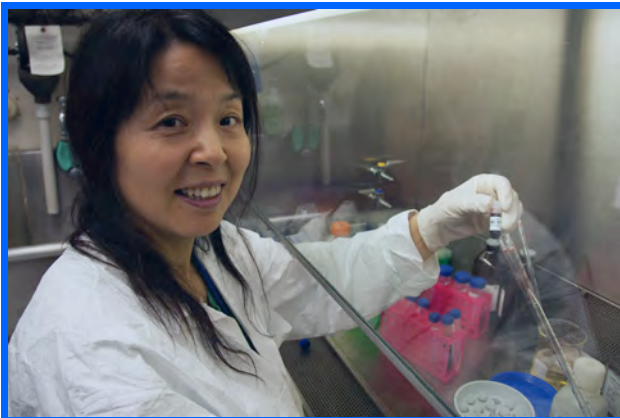
### MEMBERS AT LARGE

KATHY DAY, LWIA 4  
PAT FERA, LWIA 10  
DAVE STOECKLIN, LWIA 22  
KEVIN PIERCE, LWIA 23

### IWP COMMITTEES

EXECUTIVE  
CAPACITY BUILDING  
GOVERNANCE  
PERFORMANCE TASK FORCE  
COMMUNICATIONS TASK FORCE

ECONOMIC IMPACT FOR ADULT & DISLOCATED WORKER SERVICES*	
<b>ADULT SERVICES</b>	<b>DISLOCATED WORKER SERVICES</b>
Total Wages Earned: \$62,227,340	Total Wages Earned: \$130,506,744
Total Allocations: \$31,556,824	Total Allocations: \$56,375,395
<b>RETURN ON EVERY DOLLAR INVESTED: \$1.97</b>	<b>RETURN ON EVERY DOLLAR INVESTED: \$2.31</b>
*Statistics for Program Year 2014.	



## AGENCY PARTNERS

### **Illinois Community College Board**

#### **Illinois Community College System**

Illinois' 48 comprehensive community colleges and multi-college centers play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, the colleges serve nearly one million residents. The community college system pledges to address work-force development needs with flexible, responsive, and progressive programs designed for colleges and university transfer students, returning adults, and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in various occupations.

The Illinois Community College Board (ICCB) continues to work collaboratively across the state with other partners to address the alignment of workforce development, education and economic development. Over the past year, through Workforce Development, Career and Technical Education and Adult Education, the Illinois community college system and ICCB have moved forward in a coordinated way, focusing on the implementation of WIOA and the ICCB Workforce Education Five Year Strategic Plan. Additionally, sector/cluster initiatives such as manufacturing, healthcare, and transportation, distribution and logistics with an emphasis on low-skilled and low-income adults through Business and Industry training, Professional and Continuing Education training,

Programs of Study, and continued Adult Education initiatives are all focused on meeting the needs of Illinois' employers and workforce. ICCB's ongoing partnerships with other agencies and entities such as DCEO/OET are critical to addressing Illinois' economic and workforce needs.

#### **Workforce Development**

ICCB Workforce Development is a critical piece of the community college system and encompasses involvement and collaboration with the private sector across many industries, local workforce investment areas/boards, community college business and industry centers, OET, other state agencies, and other ICCB and community college departments. The overall goal is to address the workforce/economic needs of the state either through individual college initiatives designed to meet local workforce needs or training partnerships designed to target regional or statewide workforce/economic development needs.

#### **Workforce Education Strategic Plan**

The Illinois Community College Board, in partnership with the Illinois Community College Presidents' Council and DCEO, engaged multiple stakeholders to begin the development of a five-year Workforce Education Strategic Plan. This plan focuses on strengthening system-wide visibility and impact by aligning workforce education and training. The Illinois Community College System Strategic Plan for Workforce Education builds upon current successful efforts



## APPENDICES



Workforce Innovation & Opportunity Act Title I Program Performance

Workforce Data Quality Initiative

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# APPENDIX A

## Workforce Investment Act Title IB Program Performance

### Overview

Performance accountability for the WIOA program begins in Program Year 2016 so report outcomes are based on the WIA program performance measures. Title IB of WIA establishes a governance structure for the design and development of the workforce system and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. OET administers the Title IB program at the state level. LWIBs, in partnership with the Chief Elected Officials (CEOs) in each LWIA, are responsible for oversight of the Title IB Adult, Dislocated Worker, and Youth activities. The CEO has fiscal responsibility for Title IB program funds, and may designate an entity to serve as fiscal agent and assist with program administration.

### Cost- Effectiveness Analysis

Each year Illinois provides a cost-effectiveness analysis and a summary of evaluations conducted for workforce investment activities. Illinois adopted the format suggested for use in the U.S. Department of Labor's Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) 07-15. Rather than providing an overall cost-effectiveness ratio for the Title IB programs, Illinois uses cost-effectiveness measures for each program. This approach takes into account the important differences in the targeted populations and the variations in the intended outcomes of each program.

The methodology for deriving cost-effectiveness measures related to the basic performance outcomes for each program is as follows:

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

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

- The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level.
- The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.
- The method is of limited use in assessing program effectiveness, because it is not an outcome-based measure. The State offers no evaluative judgment about these outcomes. At best, they constitute a baseline in which a comparison with subsequent results occurs.

- The following performance outcomes have cost-effectiveness measures:

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

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

**Table 1 – Illinois Workforce Investment Act (WIA) Title IB Financial Statement**

	Available	Expended	Percent	Balance Remaining
Total all Fund Sources	184,981,143	135,654,822	73.33%	49,326,321
Adult Program Funds	42,306,756	34,487,967	81.52%	7,818,789
Carry-in Funds (no add)	6,413,932	6,413,932	100%	0
Dislocated Worker Program Funds	39,786,151	34,450,834	86.59%	5,335,317
Carry-in Funds (no add)	6,772,175	6,772,175	100%	0
Youth Program Funds	41,216,336	35,137,105	85.25%	6,079,231
Carry-in Funds (no add)	6,924,024	6,924,024	100%	0
Out-of-School Youth	31,336,229	27,355,946	87.30%	3,980,283
In-School Youth	9,880,107	7,781,160	78.76	2,098,947
Summer Employment Opportunities		62,911		
Local Administration Funds	17,350,391	9,865,038	56.86%	7,485,352
Carry-in Funds (no add)	5,883,857	5,883,857	100%	0
Rapid Response Funds	23,509,605	13,655,573	58.09%	9,854,032
Carry-in Funds (no add)	11,844,574	9,624,035	81.25%	2,220,539
Statewide Activities Funds	20,811,906	8,058,305	38.72%	12,753,601
Carry-in Funds (no add)	6,774,777	2,126,603	31.39%	4,648,173

Illinois expended almost \$118 million in FPY'15/SFY'16 across the adult, dislocated worker (including Rapid Response) and youth funding streams, serving over 26,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$ 4,463 which reflects an increased number of participants entering training.

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

**Table 2 – Cost Effectiveness – Registered Adult and Dislocated Worker Programs**

Adult Programs		Dislocated Worker Programs				
Expenditures	\$34,487,967	\$48,106,406				
Participants	*8,610	10,182				
Cost Per Participant	\$4,006	\$4,725				
Measures		Measures				
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	3,024	3,141	3,655	3,981	5,202	4,549
Cost	\$12,114,144	\$12,582,846	\$14,641,930	\$18,810,225	\$24,579,450	\$21,494,025
Outcome	\$42,516,050	2,537	3,115	\$80,418,160	4,571	4,057
Cost per Outcome		\$4,960	\$4,700		\$5,377	\$5,298
Return on Investment	\$10,054			\$15,475		

**Table 3 – Cost Effectiveness – Youth Programs**

Youth Programs			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains <sup>1</sup>
Expenditures	\$35,137,105		\$27,355,946
Participants	7,587		5,166
Cost Per Participant	\$4,631		\$5,295
Measures			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains <sup>1</sup>
Participants in Measure	2,986	2,410	2,024
Cost	\$13,828,166	\$11,119,031	\$10,717,080
Outcome	2,390	1,859	1,257
Cost per Outcome	\$5,786	\$5,981	\$8,526

<sup>1</sup> Literacy & Numeracy Gains are measured on Out-of-School Youth only.

\*The 8,610 participant count is derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count



## Workforce Data Quality Initiative ( WDQI)

The purpose of WDQI is to provide state workforce agencies the opportunity to develop and share data to produce and enhance State workforce longitudinal research information. The State workforce longitudinal information will, 1) include information on programs that provide training, employment services, and unemployment insurance; 2) connect with education data contained in the Illinois Centralized Demographic Database Administrator; 3) provide data that allows for the evaluation of federally and State- -supported education and workforce programs; 4) be capable of generating workforce training provider performance information and outcomes in a standardized, easy to understand format (e.g., scorecards; and 5) lead to better information for customers and stakeholders of the workforce system. Illinois education, workforce, and human services agencies have signed an interagency governance agreement and inter-agency shared data agreements that will allow the seven state institutions and agencies involved in the State Longitudinal Data Initiative the ability to share current and historical data to see long term outcomes and calculate return on investment.

### Key Performance Indicators

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with USDOL. Illinois' overall performance calculation aggregates the performance data of its 22 LWIAs. The state's ability to meet or exceed pre-determined levels of performance provides an indicator as to the effectiveness of Illinois' WIA Title IB services in addressing the needs of its customers.

Since the inception of WIA Illinois has met or exceeded performance each year. In FPY'15/SFY'16 the State exceeded eight out of the nine performance measures meeting one measure.

### Adult and Dislocated Worker Programs

WIA authorizes a tiered level of services for adults and dislocated workers. Career services represent those services that are universally available to any individual. Training services are available to individuals who meet certain eligibility requirements for each of the funding streams in WIA. Based on eligibility guidelines, career planners determine whether or not these individuals will benefit from WIA services to achieve employment or training. In the case of employed individuals, WIA services are directed towards obtaining or retaining self-sufficient employment and training when needed.

In addition to the delivery of services to dislocated workers through funds allocated by formula to the local level, WIA requires states to establish a Rapid Response capability to address major worker dislocation and plant closing events. This Rapid Response capability allows for organized and coordinated services to dislocated workers, drawing on all available partner resources, in cooperation with local workNet staff.

Rapid Response activities that address major dislocations are 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.

- The WIA Title IB program served 8,610<sup>2</sup> registered adults during FPY'15/SFY'16.
  - 4,225 of those served (49% of the total) entered the Adult program as registrants new to the WIA system.
  - 80.8% of the adults gained employment in the first quarter after exiting the program
  - 85.2% retained employment three quarters after exiting the program
- <sup>2</sup>The 8,610 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count.
- The Dislocated Worker Program served 10,182 individuals during FPY'15/SFY'16.
  - 4,040 of those served (almost 40% of the total) entered the Dislocated Worker program as new registrants.

- o Over 87.9% of dislocated workers gained employment in the first quarter after exiting the program
- o Illinois also met its goal for employment retention, as 89.2% of dislocated workers retained employment three quarters after they exited the program

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

## Youth Activities

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

- The WIA youth program serves all youth ages 14 to 24
- During FPY'15/SFY'16, there were 7,587 youth served through the WIA Title IB program
- Over 62% of these youth increased his/her educational functioning level in either literacy or numeracy exceeding the State's negotiated performance goal
- In FPY'15/SFY'16, the State exceeded its ADC goal. Over 77% of youth who exited the program received a recognized certificate, GED or attained a degree
- Eighty percent of these youth were placed in employment or education (including the military) during the program and up to three quarters after they exited the program

## Customer and Employer Satisfaction Survey Activities and Results

DCEO has committed to improving the satisfaction survey process for both customers and employers by integrating surveys into the Illinois workNet portal. It is anticipated that this process will be completed during the reporting period and results available on a regular basis thereafter.

## State Evaluations of Workforce Investment Activities

DCEO plans to institute a series of metrics to evaluate workforce development activities under WIA section 136(e). The Return on Investment (ROI) evaluations will accomplish three major goals:

1. To position Office of Employment and Training (OET) administrators to quantify the economic impact and value of workforce development programs in Illinois,
2. To establish specific outcome metrics and related performance expectations to be incorporated into OET's overall grant administration strategy and future grant agreements, and
3. To provide an objective basis that can be used to compare effectiveness and outcomes across alternative workforce service interventions (e.g., OJT, incumbent worker training, customized training, ITAs, etc.).

Expected timeline for starting and completing the evaluation: The Office of Employment and Training will pilot the ROI metrics using data from existing grant initiatives in the health care sector. The initial

evaluation will be completed during the next reporting year.

### **Questions the Evaluation will address:**

The data to be collected, analyzed and tracked over time will illustrate three core outcomes:

1. Placement rate into demand occupations – This measure will identify the number of grant-funded program participants who have completed the training program and are placed into unsubsidized employment in demand occupations identified on the Demand Occupation Training List, expressed as a percentage of all participants who completed the training program.
  - o The rate will be calculated at an individual and aggregate level by service intervention type.
2. Rapid placement into demand occupations – This measure will focus on the average number of days from the date the program participant completed the grant-funded training program to the start dates of employment in demand occupations included on the Demand Occupations Training List.
  - o The rate will be calculated at an individual and aggregate level by service intervention type.
3. Return on investment – This measure will incorporate two parts: 1) the increase in wages (or net increase in wages if an incumbent worker) earned expressed as a percentage of the direct financial investment required to generate increased earnings gains, and 2) the general economic value derived in the local economy in which income from increased wages is introduced.

### **Department of Labor Waiver Requests**

During the reporting period, the Office of Employment and Training (OET) received waivers from U.S. Department of Labor (DOL) which allowed the state to implement policies that improved service delivery and training opportunities for its customers. The five waivers still in effect during this Program Year expire June 30, 2017. However, the policies supported by four of these five waivers are now part of the allowable program design framework enabled by the Workforce Innovation & Opportunity Act (WIOA), which renders moot the purpose of those waivers. The one remaining waiver is described below.

### **Common Performance Measures**

As a result of this waiver, Illinois reports only the six common measures rather than the performance measures described in WIA Section 136(b), for Adult and Dislocated Workers. Through the implementation of the common measure waiver, the provision of training to adults and dislocated workers is strengthened because the current WIA credential rates are removed. This may require shorter, targeted training in some cases and longer term training in others, depending on the specific skills and credentials identified as necessary by industry, as well as more on-the-job and customized training delivery. Results are in Appendix B.

# APPENDIX B

## WIOA Title I Annual Report Form (ETA 9091)

Illinois participates in the Common Performance Measure Waiver described on page A-5. Therefore, Shaded areas are not a report requirement for states approved to report against the Common Performance Measures.

**Table A - WIOA 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						
Employers						

**Table B: Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.0 %	80.8 %	2,537
			3,141
Employment Retention Rate	85.0 %	85.2 %	3,115
			3,655
Six Months Average Earnings	\$ 13,900	\$ 14,060	\$ 42,516,050
			3,024
Employment and Credential Rate			

**Table C – Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals With Disabilities	Older Individuals
Entered Employment Rate	81.3 %	70.0 %	70.7 %	72.2 %
	1,905 2,344		84 120	
Employment Retention Rate	84.8 %	83.3 %	72.8 %	88.5 %
	2,080 2,452		120 144	
Six Months Average Earnings	\$ 13395	\$ 16,375	\$ 13,572	\$ 14,992
	\$ 27,057,879 2,020		\$ 1,883,119 115	
Employment and Credential Rate				

**Table D – Outcome Information by Service Level for the Adult Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	75.1 %	139 185	78.7 %	731 929	82.2 %
Employment Retention Rate	83.8 %	228 272	83.4 %	796 955	86.1 %	2,091 2,428
Six Months Average Earnings	\$ 12,060	\$ 2,665,208 221	\$ 11,602	\$ 9,142,509 788	\$ 15,240	\$ 30,708,333 2,015

**Table E – Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0 %	87.9 %	4,571
			5,202
Employment Retention Rate	91.0 %	89.2 %	4,057
			4,549
Six Months Average Earnings	\$ 19,000	\$ 20,200	\$ 80,418,160
			3,981
Employment and Credential Rate			

**Table F – Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	89.3 %	366	87.4 %	76	80.5 %	718	83.7 %	41
		410		87		892		49
Employment Retention Rate	88.5 %	307	83.6 %	46	87.6 %	624	95.1 %	39
		347		55		712		41
Six Months Average Earnings	\$ 20,249	\$ 6,054,451	\$ 18,631	\$ 838,412	\$ 19,577	\$ 11,824,795	\$ 16,273	\$ 602,084
		299		45		604		37
Employment and Credential Rate								

**Table G – Outcome Information by Service Level for the Dislocated Worker Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	84.1 %	159 189	85.4 %	1,503 1,760	89.4 %
Employment Retention Rate	92.2 %	95 103	88.6 %	1,434 1,618	89.4 %	2,528 2,828
Six Months Average Earnings	\$ 17,975	\$ 1,707,629 95	\$ 17,944	\$ 25,408,960 1,416	\$ 21,580	\$ 53,301,571 2,470

**Table H.1 – Youth (14-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level
Placement in Employment or Education Rate	70.0	80.0 2,390 2,986
Attainment of Degree or Certificate Rate	67.0	77.4 1,859 2,401
Literacy and Numeracy Gains	60.0	62.1 1,257 2,024

**Table H.1.A – Outcomes for Youth Special Populations\***

Reported Information	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth		
Placement in Employment or Education Rate	79.4 %	1,439	1	505	79.9 %	1,359
		1,812	100.0 %	1	638	79.9 %
Attainment of Degree or Certificate Rate	74.1 %	1,022	2	424	65.0 %	650
		1,380	100.0 %	2	518	65.0 %
Literacy and Numeracy Gains	59.3 %	794	0	209	62.1 %	1,257
		1,340	0.0 %	0	314	62.1 %

**Table H.2 – Older Youth (19-21)**

Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate		
Employment Retention Rate		
Six Months Earnings Increase		
Credential Rate		

**Table I – Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate								
Employment Retention Rate								
Six Months Earnings Increase								
Credential Rate								

**Table J – Younger Youth (14-18) Results**

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

**Table K – Outcomes for Younger Youth Special Populations**

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

**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 Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
<b>Adults</b>	86.1%	2,924 3,395	\$ 9,464	\$ 25,779,012 2,724	3.6 %	92 2,537	\$ 6,007	\$ 14,404,872 2,398	64.3 %	1,071 1,667
<b>Dislocated Worker</b>	89.8 %	4,068 4,528	\$ 130	\$ 79,281,516 61,210,467	4.0 %	181 4,571	\$ 9,586	\$ 42,071,587 4,389	66.8 %	1,942 2,909
<b>Older Youth</b>										

**Table M – Participation Levels**

	Total Participants Served	Total Exiters
<b>Total Adults</b>	77,924	60,453
<b>Total Adults (self)</b>	59,163	51,120
<b>WIA Adults</b>	67,773	55,473
<b>WIA Dislocated Workers</b>	10,182	4,989
<b>Total Youth (14-21)</b>	7,587	3,690
<b>Younger Youth (14-18)</b>		
<b>Older Youth (19-21)</b>		
<b>Out-of-School Youth</b>	5,166	2,268
<b>In-School Youth</b>	2,421	1,422



**Table N – Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$ 34,487,966.66
<b>Local Dislocated Workers</b>		\$ 34,450,834.14
<b>Local Youth</b>		\$ 35,137,105.31
<b>Rapid Response (up to 25%) WIA Section 134(a)(2)(B)</b>		\$ 13,655,572.61
<b>Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)</b>		\$ 7,063,581.13
<b>Statewide Allowable Activities WIA Section 134 (a)(3)</b>	<b>Program Activity Description</b>	
	Local Incentive Grants	\$ 505,456.20
	Governor's Discretionary/Pilot Projects	\$ 489,267.64
	Disability Employment Initiative (2013)	\$ 421,963.40
	Disability Employment Initiative (2014)	\$ 355,236.93
	NEG Severe Storms 2013	\$ 39,610.60
	NEG Dislocated Worker Training	\$ 299,462.02
	NEG Job Driven	\$ 3,841,825.55
	NEG Sector Partnerships	\$ 778,172.24
	Workforce Data Quality Initiative (WDQI)	\$ 304,706.08
	Workforce Innovation Fund (WIF)	\$ 1,757,154.82
	<b>Total of All Federal Spending Listed Above</b>	

**Table O – Local Performance**

Local Area Name <u>Boone and Winnebago Counties Workforce Investment Board</u>	Total Participants Served	Adults	454
		Dislocated Workers	477
		Older Youth (19-21)	<i>Total Youth - 353</i>
		Younger Youth (14-18)	
ETA Assigned Number <u>17015</u>	Total Exiters	Adults	248
		Dislocated Workers	321
		Older Youth (19-21)	<i>Total Youth - 169</i>
		Younger Youth (14-18)	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75	76
	Dislocated Workers	84	87
	Older Youth		
Retention Rates	Adults	80	84
	Dislocated Workers	89	88
	Older Youth		
	Younger Youth		
Six-Months Average Earnings	Adults	11,000	10,515
	Dislocated Workers	16,000	14,942
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14-21)	65	78
Attainment of Degree or Certificate	Youth (14-21)	66	63
Literacy or Numeracy Gains	Youth (14-21)	57	53
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

**Table P – Veteran Priority of Service**

<b>Reported Information</b>	<b>Total</b>	<b>Percent Served</b>
<b>Covered Entrants Who Reached the End of the Entry Period</b>	565	
<b>Covered Entrants Who Received a Service During the Entry Period</b>	565	100.0 %
<b>Covered Entrants Who Received a Staff-Assisted Service During the Entry Period</b>	565	100.0 %

**Table Q – Veterans’ Outcomes by Special Populations**

<b>Reported Information</b>	<b>Post 9/11 Era Veterans</b>		<b>Post 9/11 Era Veterans who Received at least Intensive Services</b>		<b>TAP Workshop Veterans</b>	
<b>Entered Employment Rate</b>	87.4 %	174	89.0 %	169	73.2 %	30
		199		190		41
<b>Employment Retention Rate</b>	87.4 %	152	88.0 %	147	79.3 %	23
		174		167		29
<b>Six Months Average Earnings</b>	\$ 20,702	\$ 3,084,545	\$ 20,508	\$ 2,953,215	\$ 23,003	\$ 529,072
		149		144		23

# APPENDIX C

## **Measuring Progress: Benchmarking Workforce Development in Illinois**

The Benchmarking Report is prepared annually in the early part of the calendar year. It includes data from sources that are typically updated in the last few months of each year. The most recent report was completed in March 2016. Since that time, the data sources included in the report have not released updated numbers. As a result the attached report contains the most recently available data.

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# Measuring Progress: Benchmarking Workforce Development in Illinois

11th Annual Report



Illinois Workforce Investment Board

2016

## Background

In 2001, the Illinois Workforce Investment Board (IWIB) charged its Evaluation and Accountability Committee (EAC) with creating a mechanism to measure the progress of the Illinois workforce development system. After reviewing leading national and state models, the EAC identified benchmarking as the best approach for monitoring progress. Based on an extensive process of stakeholder and expert input, the EAC recommended ten benchmarks, and in 2003 produced the first report on the performance of the Illinois workforce development system.

In July 2003, Public Act 93-0331 required the IWIB to implement a method for measuring progress of the State's workforce development system by using the benchmarks developed in the first IWIB report. This legislation also required that the IWIB annually report to the General Assembly on the status and progress of these benchmarks.

To fulfill this requirement, the IWIB established a working group in April 2004 to review and update the first benchmark report. Those results were subsequently submitted to the Illinois General Assembly. In developing the second report, the IWIB working group attempted to identify the most credible and reliable data sources for each of the required benchmarks. In most cases, standard federal government data sources were utilized. These data sources included the Current Population Survey, the National Center for Education Statistics, and the Bureau of Economic Analysis. To preserve continuity and reliability, these same data sources have been used for each subsequent report. In some cases, updated data are no longer possible to obtain. In these instances the most recent statistical information is included.

Benchmarking is a general planning and evaluation tool that states use to measure progress regarding major indicators of performance. It is also used for comparison with other states, especially major competitor states. Benchmarking is further designed to identify a state's relative strengths and weaknesses compared to other states, as a basis to stimulate discussion and further analysis. To be credible, these benchmarks must be based on reliable data that are produced and reported on a regular basis, such as a standard federal government statistical series, e.g., U.S. Census, Current Population Survey (CPS).

This is the 11th report to the General Assembly measuring progress on the ten major benchmarks for the Illinois workforce development system.