



Illinois Workforce Investment Board

Pat Quinn, Governor

**Adam Pollet, Chair
John Rico, Co-Chair**

**Chicago Lighthouse for the Blind
1850 W Roosevelt Road
Chicago, IL 60608
December 13, 2012**

IWIB Welcome/Roll Call

The meeting was called to order at 3:06 p.m. Roll call was taken and a quorum was present.

Present: John Rico, Tom Ashby, John Coliton, Joseph Costigan, Donald DeDobbelaere, Elizabeth Dickson, Michael Massie, Francisco Menchaca, Sandeep Nain, Barbara Oilschlager, Michael Perry, Tom Prinske, Jeff Pritts, Jay Rowell, Juan Salgado, Shelley Stern, David Stoecklin, Mike Williams

Present by Proxy: Dr. Harry Berman (Ocheng Jany), Dr. Chris Koch (Dora Welker), Geoffrey Obrzut (Lavon Nelson), Sophia Siskel (Patsy Benveniste), Diane Williams (Jack Hazan)

Absent: Honorable James Clayborne, Jr., Scott Frick, David Hanson, John Holton, Steve LaRocca, Sandy Moldavon, Janet Payne, Terri Payne, Honorable Sandy Pihos, Eloy Salazar, Gary Swango, Larry Walsh, Grover Webb

Approval of June 14, 2012 Minutes

Board members were asked to review the September 13, 2012 minutes as provided in the meeting handouts. Co-Chair Rico requested a motion to approve the minutes. David Stoecklin motioned and Mike Williams seconded. The motion passed.

Welcome by The Chicago Lighthouse for the Blind

Co-Chair John Rico welcomed members and guests and extended thanks to Chicago Lighthouse for the Blind for hosting the meeting and invited Dr. Janet Szlyk to address the board.

Dr. Szlyk, President and Executive Director of The Chicago Lighthouse for the Blind (Lighthouse), welcomed everyone and stated she hoped those who participated in the tour prior to the meeting enjoyed it and learned of the important role The Chicago Lighthouse for the Blind provides for people with visual impairments. She noted Lighthouse, at 106 years old, is the oldest social service agency in the Chicagoland area, and has been successful due to significant community support throughout the years. She followed with a brief overview of their programs and new projects and thanked the Board for the opportunity to host the meeting and share information regarding their organization and services for individuals with visual impairments.

Opening Remarks

Co-Chair John Rico recognized Lieutenant Governor Sheila Simon, Jay Rowell, Director, Illinois Department of Employment Security, Mark Harris, President and CEO, Illinois Science and Technology Coalition, Shana Whitehead, Illinois State Toll Highway Authority, and Sandi Castro, I.C. Stars. He welcomed and thanked them for their continued efforts in promoting workforce development. He stated the Board will hear presentations from each of these individuals during the meeting.

Co-Chair Rico announced the Department of Commerce and Economic Opportunity (DCEO) underwent changes in leadership since the September meeting as Adam Pollet was named Acting Director by Governor Quinn. Acting Director Pollet previously served as the head of the Office of Trade and Investment at the Department at DCEO. Although he was unable to attend he is looking forward to participating in future meetings.

Co-Chair Rico noted the IWIB 2013 meeting schedule was included in the meeting handouts. Board member Tom Ashby stated he would be honored to host the September quarterly meeting again in Southern Illinois since the schedule reflected that the meeting location was undetermined.

In conclusion, he welcomed and introduced Greg Pullman from Lighthouse and his guide dog, Rueben, to the meeting.

Grant Initiatives Update

Jason Tyszko provided updates on the following grant initiatives:

- DCEO recently released the application for the *Workforce Innovation Fund* on behalf of its multiagency partnership. This grant is designed to support regional consortia that coordinate manufacturing training programs for adults as well as evaluate program effectiveness. The applications are due February 18, 2013 and can be accessed both at DCEO's and Illinois workNet's websites.
- The *Workforce Data Quality Initiative* (WDQI) is moving forward with DCEO and the Illinois Department of Employment Security (IDES) working across agencies on establishing longitudinal data system governance. The WDQI is tasked with developing workforce longitudinal data systems and integrating data with education agencies and partners.

- *Illinois Pathways* advanced with the establishment of seven STEM Learning Exchanges, which are presently engaged in strategic planning. Illinois Pathways supports local programs which empower students to explore their academic and career interests in STEM fields as well as supports new statewide, public-private partnerships, known as Learning Exchanges, which will better coordinate investments, resources, and planning for those programs. Each Learning Exchange will network throughout the state to connect to local education and workforce systems. Additionally, the Illinois Pathways Advisory Council was established. Mike Massie is serving as a member representing the IWIB.
- The *Illinois Shared Learning Environment (ISLE)* project, a cloud computer platform designed to enhance the personalization of learning, continues to move forward and recently concluded a design phase. The design phase included regional focus groups that were attended by education and workforce providers and employers. The Learning Exchange also participated in a separate focus group. The Advisory Council for ISLE will convene in January with Sandeep Nain serving as a representative from the IWIB.

Call Center Project - Illinois State Toll Highway Authority

Shana Whitehead presented on the Illinois State Toll Highway Authority – Call Center Project. Ms. Whitehead thanked everyone for the opportunity to address the Board and provided a synopsis of the recently awarded contract to The Chicago Lighthouse for the Blind. She stated the five year, \$61.5 million contract will provide assistance to tollway customers calling 800-UCI-PASS for account services and questions related to I-PASS. Under the contract, Lighthouse will provide more than 200 jobs for members of the underserved community; including persons with disabilities and veterans to support the tollway's customer service needs. She stated with an unemployment rate estimated at 75 percent, jobs are critically important to this population and Lighthouse is excited to be a part of this opportunity.

Ms. Whitehead noted this contract award completed the Tollway's goal to break up the large, single contract for I-PASS services into four smaller contracts to increase opportunity for businesses to work with the agency and, at the same time, engage the services of Illinois non-for-profit organizations to provide employment for the underserved communities. The other contracts are: 1) The Printers Mark, a subsidiary of Transitions Mental Health Services in Rock Island - Three year contract for \$5.5 million to assume printing services and mailing violation notices as part of the Tollway's toll violation enforcement system; 2) Chicago-based Ada S. McKinley Community Services Inc. - Three-year contract for \$2.6 million with to assume responsibility for transponder fulfillment services to include the distribution of new transponders and disposal of older transponders via mail; 3) The Illinois Tollway relocated its license plate image review services to new facilities operated by Bridgeway Inc. in Rockford and Galesburg bringing more than one hundreds new jobs to Illinois.

Services provided to the Tollway will include staffing to handle 8,000 to 10,000 customer contacts per day in addition to processing more than 27,000 toll and violation payments received monthly by mail. Lighthouse demonstrated the ability to manage teams and provide a stable workforce which fits well with the Tollway's goal of providing customers with enhanced customer service. The Tollway's call center operations previously housed in Lisle will move to

a new facility at the University of Illinois-Chicago (UIC) campus in 2013. Ms. Whitehead stressed Lighthouse continues to work toward seamless, world-class customer service. In conclusion, she stated the four new contracts, including the new contract with Lighthouse will enable the Tollway to improve efficiencies and business operations to meet the increasing demand for I-PASS customer service and timely violations processing.

A brief discussion followed regarding the workforce training component of the call center. Ms. Whitehead stated that Lighthouse and the Illinois Tollway both have strong training components and by working together in the transition and training process the employees will have the necessary skills to provide seamless, world-class customer service.

Lieutenant Governor Remarks

Lieutenant Governor Simon thanked everyone for the opportunity to provide an update on postsecondary education. As Governor Quinn's point person on education reform, she spent her first year in office visiting all 48 community colleges throughout the state. She stated the primary finding is that students are not prepared to enroll in college level math courses. Through legislative action, Illinois now has a workgroup at the State Board of Education that has begun work on a model-math curriculum focusing on middle through high school students. The curriculum will consist of four years of math coursework as opposed to the current three-year requirement. The fourth year could consist of a traditional math course or possibly agricultural economics, statistics, or something similar deemed as a valuable math experience for students.

Lieutenant Governor Simon stated she recently visited all of the four-year state universities as well. Initial findings revealed the universities could have better communication among them to bring best practices to the forefront to minimize missed opportunities with each other and be more intentional in meeting the employers' skill needs for students entering the workforce.

Lastly, Lieutenant Governor Simon emphasized that in each of her visits the issue of affordability and its impact on accessing and completing higher education was most prevalent. Currently, her office is working through the legislative process to require colleges to provide something similar to a "nutritional label" which would be known as a "college choice report". This report would allow students, parents, and families to see how colleges compare to one another. In some cases, first generation students are not fully aware of the total cost of higher education. By implementing such a report, it is hopeful the information would be available to assist with making smart educational decisions.

John Coliton remarked that variances in the administration of student loans and repayments serve to increase confusion for students and parents regarding the affordability of higher education. He explained the FAFSA process is easier to understand because education institutions assist in obtaining the funding. However, there is a greater need to understand the different payment options available to each student which could have an impact on affordability. Lieutenant Governor Simon understood and thanked him for his comment.

Entrepreneurship Task Force Final Report – Action Item

Mark Harris and Shelley Stern provided a final report to the board. Mr. Harris thanked the Task Force members for their collaborative efforts in discussing strategies to advance more student

engagement with entrepreneurship in Illinois. He reminded everyone the Entrepreneurship Task Force was established at the December 2011 meeting to provide a deeper analysis into the role entrepreneurship and entrepreneurial learning can and should play in the education and workforce systems in Illinois. The goal of the Task Force was to develop recommendations and actions to evaluate the importance of entrepreneurial learning to students, teachers, administrators, and the broader community in addition to providing greater access to developing entrepreneurial skills for P-20 and adult education.

Mr. Harris noted the Task Force approached entrepreneurship within the context of education and developed a framework to collectively define what comprises entrepreneurial skills through a multi-disciplinary lens. The Task Force defined entrepreneurship as a process by which ideas are turned into action. Many discussions were conducted among the group regarding an entrepreneurial mindset that is inherent in critical thinking, problem solving, creativity, and taking action. This entrepreneurial mindset cuts across disciplines and classroom subjects and is cultivated by learning which occurs across the curriculum – from math and science to the arts and business. Therefore, the Task Force determined the skills tied to entrepreneurial learning involved not only business foundations and digital/technological skills, but also communications, interpersonal abilities, and an ethos involving traits and behaviors such as curiosity, owning your work, being resourceful, persistence, and taking risks.

Mr. Harris provided an overview of the structure of the year-long Task Force. Members served on one of the three working groups that met separately to discuss the respective goals and potential strategies. The groups focused on three key areas: 1) Entrepreneurship, advocacy and visibility; 2) Teacher and faculty professional development; and 3) Entrepreneurial linkages and workforce alignment. Each group developed specific goals and recommendations to comprise the Task Force's action plan, such as specifying a specific set of challenges in each area and laying out objectives, deliverables and proposed next steps to address each challenge. The focus and key recommendations for each working group has been outlined in the final report provided in the meeting packet.

Co-Chair Shelley Stern reported the group chose not to reinvent a definition of entrepreneurship or be too strict in its interpretation. The Task Force sought to establish a framework allowing the members to build a common vocabulary. Mr. Harris stated the first component of the issue was the need to map out the skills perceived as being associated with entrepreneurial learning in addition to the resources and programs already in place to help students develop such skills. Task Force members' suggestions generally fell into one or more of the skill sub-categories, including technical skills, interpersonal skills, and ethos. After compiling and consolidating the many submissions from the Task Force, DCEO created a document entitled "Skills Tied to Entrepreneurial Learning" (Appendix B of the final report).

The second component identified by the Task Force was a resource assessment. The members recognized a number of existing efforts statewide that are promoting entrepreneurship across the P-20 pipeline through competitions, mentorship opportunities, problem-based learning, and other special and experimental programs. Since many of these efforts were being driven by organizations on the Task Force, a goal of the group was to compile and categorize the resources in place that are cultivating entrepreneurial learning. Mr. Harris briefly reviewed Appendix C in

the final report. He stated that while the list is not exhaustive, it does provide a robust and diverse set of programs and resources for enriching entrepreneurial learning experiences. Those listed included various initiatives into one or multiple demographical cohorts (K-12, post-secondary, and workforce professionals).

Mr. Harris briefly outlined the findings and recommendations with regard to the outcomes of the three key areas of focus. The objectives of the Entrepreneurship Advocacy and Visibility work group included: 1) Fully embed entrepreneurship across the P-20 curriculum in a sustainable way by defining the range of core competencies, skills and certifications that span secondary and postsecondary programs and are measured by customized growth and accountability; 2) Support entrepreneurship in the curriculum by developing new public-private partnerships that reduce the transaction cost with connecting educators and learners to practitioners in the entrepreneurial ecosystem; and 3) empower public-private partnerships with innovative applications and collaboration tools that facilitate and deliver transformative entrepreneurial learning experiences through resources, social networking, and career exploration.

The objectives of the Teacher and Faculty Professional Development work group included: 1) Moving entrepreneurship across the curriculum by empowering engaged teachers to integrate entrepreneurial skills development in their coursework; and 2) Sharing information, ideas, and resources across our post-secondary institutions and community colleges to advance more robust entrepreneurship education. The objective of the Improving Entrepreneurial Linkages and Workforce Alignment work group was to improve the scope, linkages and quality of services provided throughout the Illinois entrepreneurship network to address skills needed at each stage of development. Following the explanation of the objectives, challenges, deliverables, and the next steps of each of the Task Force's work groups findings and recommendations, Co-Chair Rico asked if there were any questions or comments and noted the Task Force was seeking approval of the final report in order to continue with the direction of the findings and recommendations.

Following a brief discussion, the Task Force was applauded for their efforts in examining, identifying, and developing new strategies to promote entrepreneurship through improved coordination among education, workforce development, and economic development throughout the state. Patsy Benveniste asked if the Task Force focused on linkages between entrepreneurship and the various sector-based industries with established task forces such as agriculture, healthcare, information technology, manufacturing, and transportation. The co-chairs responded by noting the Task Force recognized patterns of the various sectors overlapping with entrepreneurship but did not specifically examine each sector. Jason Tyszko emphasized the history of the IWIB included five sector-based task forces which is five of the nine career-cluster areas targeted by the Illinois Pathways Initiative and it was done by design to meet the economic needs of Illinois. In order to build a better crosswalk with the other sector-based industries, Jason suggested that members of the Task Force work with Mike Massie to present at the Illinois Pathways Advisory Council. Tom Ashby agreed that the idea of making formal presentations to the various sectors would continue to move the Task Force forward in achieving its mission.

Mr. Ashby made a motion to accept the Entrepreneurship Task Force Report: Findings and Recommendations as presented with the inclusion of formal presentations to the sector-based areas. Francisco Menchaca seconded and the motion passed.

Legislative Task Force & WIA Update

Mayor Tom Ashby and Director Jay Rowell provided a Legislative Task Force update. Mayor Ashby thanked the members of the Task Force, especially Director Rowell, for their continuing efforts to educate Congressional members and their staff on the need for critical training funds in Illinois. Since the last quarterly meeting the Task Force members in addition to public and private sector businesses met with Senator Durbin and his staff. The conversation was open and frank with the main takeaways from both sides being eradicating duplication of administration and services as well as increasing flexibility and accountability in the area of workforce development training. Senator Durbin asked the Task Force to assist in developing supporting language that can inform future workforce policy. Mayor Ashby stated he feels Senator Durbin is looking for a model not only for Illinois, but for the nation as the NGA has confirmed everyone is experiencing the same problems and they need to be addressed. He emphasized the public-private partnerships are the driving forces in the Congressional leadership's ability to maintain legislation to support continuation of workforce development training. Mayor Ashby stated at the Task Force meeting earlier in the day it was decided a sub-committee will assess the public-private partnership's role. Bob Sheets and Don DeDobbelaere will serve as co-chairs. In conclusion, he hopes to report on possible legislative language and the assessment of the public-private partnerships at the next meeting. Director Rowell thanked Mayor Ashby and the members for their continued efforts. He noted IDES's latest employment outreach assisted with the hiring of 725 individuals at UPS (John Coliton) within the past six and a half weeks.

LWIA Consolidation Updates

Therese McMahon, DCEO Deputy Director - Office of Employment and Training, provided an update on recent LWIA consolidation activity. She reported the former LWIAs 7, 8, and 9 completely consolidated as Cook County Works as of July 1, 2012 and is fully staffed with an operational board. Request for Proposals were issued for new service delivery contractors and are expected to begin in early January 2013.

With regard to the consolidation of LWIAs 4 (Carroll, Ogle, and Whiteside) and 12 (Bureau, LaSalle, Lee, and Putnam), Ms. McMahon reported the request to Governor Quinn for consolidation was received November 21, 2012. Several counties are currently weighing the options as to which LWIA would best serve their areas. Decisions are expected to be made in the near future. The transition plan is in the development stages and necessary signatures are being obtained in order to move forward. She concluded by noting Office of Employment and Training staff has reviewed the request with DCEO's Legal staff and will advise the LWIAs of next steps.

In conclusion, Office of Employment and Training staff is available to meet with LWIAs and Chief Elected Officials for initial discussions concerning consolidation.

Illinois workNet/Mobile Application Update

Julio Rodriguez, DCEO staff, provided an update on Illinois workNet. He stated updates on the most recent statistical usage data for Illinois workNet, a list of completed projects descriptions,

and a list of various partner forums, trainings, and webinars were included in the meeting packets. Mr. Rodriguez turned the attention to Ms. Sandi Castro of i.c.stars to present on the Illinois workNet jobPrep mobile application.

Ms. Castro thanked everyone for the opportunity to present at the board meeting. She stated i.c.stars began in 2000 as a non-profit organization and social enterprise. Their rigorous technology-based workforce development and leadership training program for low-income adults helps to develop Chicagoland's most promising information technology talent with leadership goals to connect them with career opportunities through social enterprise and partner organizations. The program is a four-month intensive training internship. The intern is provided a stipend and only fifteen individuals are chosen per internship program. The interns work on real projects with real clients. When the internship ends, participants are invited into the i.c.stars' residency program. Through the residency program, i.c.stars hires the interns to work with clients on live social media and web marketing campaigns as part of the social enterprise. Ms. Castro explained upon successful completion of the residency program, interns can then progress into the fellowship program where they are placed on IT projects for up to a year with various corporate partners at their location which helps them gain real world experience. It also affords the sponsors the opportunity to try out the talent produced at i.c.stars prior to offering them a permanent role and helps motivate hiring based on performance. During this two year period, the interns earned an Associate's Degree through a partnership with the City Colleges of Chicago. She stated most employers are looking for talent that has both relevant experience and a degree; i.c.stars provides both. She concluded by noting i.c.stars' job placement/successes statistics include: 90 percent job placement, 300 percent average earning increase, 70 percent of graduates are engaged in the community, over 50 percent college attendance, and 17 alumni are now homeowners.

Ms. Castro introduced the Solstice Mobile team, Nikki Mocerino, Project Manager, and i.c.stars residents, Alphonso Scales and Lance Andrews, to explain the jobPrep Mobile Application. Ms. Mocerino explained Solstice Mobile is a mobile development firm that provides businesses and organizations with web and mobile design projects. The i.c.stars residents explained the app was designed to assist individuals throughout the job preparation process to connect to job preparation tips, job openings, workplace skills, and other employment services. Both residents stated that they were grateful to have been selected as interns of i.c.stars and to be associated with an important project that will be used by thousands of individuals. Both stated that because of the program, they have been offered full-time employment in the technology field and are looking forward to a great career path.

A brief discussion followed the presentation regarding usefulness of the application and user opportunities for job seekers. Julio Rodriguez added the application draws information from the Illinois workNet portal. As the portal site is updated, users will have the most current information at their fingertips. Shelly Stern asked if the application will be available in Windows 8 format. Team members answered that the application can be adapted to the Windows system and will follow-up with the appropriate contacts to explore further.

Public Comment/Adjournment

Lavon Nelson with Illinois Community College Board (ICCB) distributed a news bulletin highlighting the Highway Construction Careers Training Program. She noted the Illinois Department of Transportation in collaboration with the Federal Highway Administration, initiated a training program in late 2009 in an effort to increase access to highway construction jobs for minorities, women, and disadvantaged individuals. The program administrated by the ICCB and implemented through ten community colleges. Furthermore, ICCB has begun a dialog with the Illinois Tollway Authority to link the students with their earned credit program. She emphasized the U.S. Department of Transportation views this program as a national model and work has begun to create an incentive program for contractors who hire students from the training program. Ms. Nelson concluded by thanking the Board for the opportunity to highlight this important training program and its effects on Illinois' workforce.

Mr. Pullman commented on how useful the mobile application in the various platforms will be and how it will serve all the populations of Illinois.

Co-Chair Rico announced the next IWIB meeting is scheduled for March 14, 2013 at 1:00 p.m. in Springfield and requested any further public comment. There being none, David Stoecklin motioned to adjourn. Francisco Menchaca seconded and the motion passed. The meeting adjourned at 4:47 p.m.