

## Chapter 11: PROGRAM ADMINISTRATION

- Roles and Responsibilities
- Continuous Improvement
- Sustainability

## ROLES AND RESPONSIBILITIES

Partnerships are a key product of the Job Training and Economic Development grants. The Grantee is expected to develop working relationships with employers and other partners that can support the participants in their quest to find and sustain employment.

Each respective organization is heavily involved in the success of the project and brings added expertise to the partnership.



To better assist with the development of the partnerships, we have listed key responsibilities for each partner:

### Grantee

- Develop and adhere to a Memorandum of Understanding (MOU) that defines the roles and responsibilities of participating partners including training providers, work based learning partners and business partners
- Develop an engagement plan to increase partnerships with businesses
- Use Illinois workNet (IwN) for completing intake/eligibility, documenting assessments, services, outcomes, and credentials
- Receive consultation technical assistance from authorized representatives of the Department. The grantee and collaborating partners will have required site visits, trainings, and in-person interviews. Grantees must attend webinars and training as scheduled and provided by the Department or a subcontractor of the Department and must budget accordingly.
- Complete required reporting (PPR, PFR, Trial Balance, GRS)

### Department Of Commerce

- Provide technical assistance on program design, project implementation, financial management, and monitoring of the project
- Through Illinois workNet (IwN) provide the data system for all participants, tracking from the intake form to the final close-out of the service file
- Provide outreach tools for communication and outreach to participants, employers, and grantees
- Provide resource tools for assessment of interest, career plans, and employer engagement

### Employers

- Advise partners on labor market long-term and short-term needs, career opportunities, trends, and job openings
- Define skill requirements and corresponding industry recognized credentials for the career pathway
- Interview and select participants for work-based learning experience opportunities
- Evaluate work-based learning participants and communicate regularly with grantee
- Provide feedback on the performance of the career pathway/project in meeting employer needs and assist in identifying needed improvements and improvement strategies

- Report progress

### **Education/Training Partners**

- Eligible training providers consist of public or private colleges or universities, industry associations, registered apprenticeship programs, or community-based organizations that are approved to provide training services by the appropriate accrediting body
- Collaborate with partners in establishing career pathway programs of study
- Recommend that training providers complete [Observational Evaluation](#)
- Recommend that training providers incorporate employability skills and workplace skills
- Collaborate with partners in marketing and outreach to participants and employers
- Collaborate with partners, including employers in conducting interviews and selecting work-based learning experiences and employees who have completed program requirements
- In connection with the participant, develop career plans to meet individual goals
- Provide personal/customized instruction, instructional support, and transition services for participants from entry through employment or continuing education
- Establish industry credentials and access to credential assessment(s) to ensure all participants have equal opportunity to be successful in credential attainment

### **Other Community Partners (Workforce, Homeless Shelters, Child Care Providers)**

- Collaborate with partners in providing orientation to participants
- Provide personalized support and transition services for participants from entry through to employment or continuing education
- Provide resource tools for participants in need of assistance

### **MEASUREMENT OF RESULTS AND CONTINUOUS IMPROVEMENT**

Agencies providing programs under the JTED scope must measure results on the participants performance and use them to improve outcomes through evidence-based practices to remain responsive to the needs of the pathway participant and the employment community. Some of the ways that grantees can evaluate their programs in house include:

- Ensuring that a continuous improvement process is in use with the program from the initial phase of programming
- Processes for 'quick' change/ improvement are in place based on program performance results
- Collect data and analysis strategy are in place with opportunities to share and discuss information between/among service provide
- Follow the state definition of Measurable Skills Gain to ensure that milestones are being completed

## SUSTAINABILITY

Sustainability is a top priority of the JTED program and should be addressed and considered at the beginning and throughout the life of the project.

Below we have listed the three types of programs sustainability to keep in mind while planning for your programs. They include:

1. Financial Sustainability: refers to ensuring a steady flow of funds and generating revenue for maintaining and continuing the organizations work
2. Institutional Sustainability/Organizational: refers to ensuring proper working of your organization and institutions that were developed as part of the project
3. Programmatic Sustainability: continues the organization's projects and programs in the absence of donor support

Developing a plan at the onset of the project that truly addresses these three types of sustainability will assist in program longevity. Comprehensive marketing, outreach, and communication strategies to keep DCEO and local and regional partners informed and involved are key components of such a plan. Program services and grantee sustainability is beneficial for the community. Customer care must be sustainable. Should services no longer be available or appropriate for a customer, staff should refer individuals to appropriate community resources, including but not limited to:

1. The local America Jobs Center (AJC) or workforce board
2. Other community resources and agency



Illinois WorkNet (IWN) Service Finder: [Network & Connect Illinois workNet Service Finder](#)

Additional Grant opportunities: [Home | GRANTS.GOV](#)