

REGIONAL AND LOCAL PLANNING GUIDE

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INTRODUCTION AND INSTRUCTIONS

BACKGROUND

This document provides a working outline of the regional and local planning requirements that are included in the Workforce Innovation and Opportunity Act (WIOA) and final regulations to guide discussions with regional and local partners. Within this document, pages 1-2 outline the State of Illinois' vision for workforce and WIOA implementation, including local and regional planning. Please read the state vision, as it is intended to inform the local and regional planning process.

The planning requirements that are included in the WIOA and final regulations are outlined in the State of Illinois Regional and Local Planning Guide on pages 3-4. Each local workforce innovation area in Illinois will submit a plan that includes the *regional planning components* (developed by the regional planning team) and *local planning components* (developed by the LWIA) as required by the U.S. Departments of Labor and Education. For purposes of regional and local plan compliance, **it is expected that regional and local plans follow the format of this Planning Guide, beginning with the chapter headings and addressing each item of required content in that chapter.**

Note: This guide and the information requirements are based on the latest regulatory information available at the time of publication. Additional information may be required based on any new federal or state regulations that are issued after the release of this guide.

STATE OF ILLINOIS WORKFORCE VISION

WIOA requires the state, regional and local workforce plans to be developed in concert with the core and required partners and stakeholders. Illinois' planning process begins with the state's vision.

Vision

Illinois' workforce system will meet employers, jobseekers, and community members where they are, centering the customer experience in an interoperable, equitable, and accessible manner to ensure all customers achieve their goals. We will support employers by building diverse, quality career pathways and provide effective training, education, and economic opportunities for jobseekers and communities to thrive.

STRATEGIES

The vision and principles laid the groundwork for the 11 strategies of the WIOA State Plan. The vision, principles and key strategies developed at the state level are the foundation of the planning process. The strategies are as follows:

1. The Workforce Development System uses a customer-centered approach to service delivery.
2. The Workforce Development System advances diversity, equity, inclusion and access.

3. WIOA partners and other workforce and education systems in Illinois enhance coordination and collaboration.
4. Jobseekers and employers have a broader awareness of the Workforce Development System.
5. The Workforce Development System improves local service delivery through enhanced support of frontline workers.
6. The Workforce Development System supports, informs and enhances employers' talent strategies.
7. The Workforce Development System sets a good-job standard for training programs and employers that work with the Workforce Development System.
8. The Workforce Development System will build out tools and practices that can help employers adopt a culture that promotes equity and accessibility.
9. The Workforce Development System educates and supports jobseekers regarding how to navigate the labor market.
10. The Workforce Development System interacts with jobseekers in the places where they live and visit.
11. The Workforce Development System will use a data-informed approach to reduce barriers to services for jobseekers who have historically been underserved.

PROGRAM COORDINATION AND SERVICE INTEGRATION

The State of Illinois is committed to the integration of the core and required partner programs throughout the workforce system. The planning process must be informed by the service integration activities outlined in the updated IWIB Service Integration Policy ([WIOA Policy WIOA-1.13](#)). The policy defines service integration as a combination of strategies to align and simplify access to one-stop center services and supports for employers, job seekers and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs, across time as customer needs change, or both.

This planning guide emphasizes that regions and local areas must demonstrate their commitment to service integration by providing specific plans and actions for working toward alignment, as well as any challenges to aligning the plans and activities within each region and local area. As the planning process evolves, regions and local areas must demonstrate the alignment with the strategic plans of other required partners and be sure to integrate other relevant parts when applicable. Local Planning must also align with the community colleges' Perkins CTE 4-Year Plan. Local Workforce Innovation Boards and Adult Education providers are required to be consulted through the completion of the Comprehensive Local Needs Assessment and the Perkins Local Application.

REGIONAL AND LOCAL PLAN COORDINATION

According to the WIOA final rule, a regional plan is required to meet the purpose of developing, aligning, and integrating service delivery strategies; supporting the state's vision and strategic and operational goals; and to coordinate resources among multiple LWIAs in a region. This approach is intended to align resources between multiple local workforce boards. WIOA requires the local workforce board, in partnership with the chief elected official(s), to submit a local plan to the Governor.

REGIONAL PLANNING REGULATIONS

The Workforce Innovation and Opportunity Act and final regulations require local workforce boards and chief elected officials (CEO) within an identified planning region to participate in a regional planning process that results in the preparation of a regional plan that includes:

- The establishment of regional service strategies, including use of cooperative service delivery agreements (§ 679.510(a)(1)(ii));
- The development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region (§ 679.510(a)(1)(iii));
- The collection and analysis of regional labor market data (in conjunction with the state), which must include the local planning requirements at § 679.560(a)(1)(i), (ii) and (iv);
- The coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate (§ 679.510(a)(1)(v));
- The coordination of transportation and other supportive services as appropriate (§ 679.510(a)(1)(vi));
- The coordination of services with regional economic development services and providers (§ 679.510(a)(1)(vii)); and
- The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA Sec. 116(c) for local areas or the planning region (§ 679.510(a)(1)(viii)).

LOCAL PLANNING REGULATIONS

The local plan serves as a four-year action plan to develop, align and integrate the region and local area's job-driven workforce development systems and provides the platform to achieve the local area's visions and strategic and operational goals. At the end of the first 2-year period of the 4-year local plan, each local board shall review¹ the local plan and the local board, in partnership with the chief elected official, shall prepare and submit modifications to the local plan to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the local plan. Additional criteria have been included in this Planning Guide to assist regional and local workforce areas in developing responses to the implementation of recommendations from the Governor's Commission on Workforce Equity and Access, the Illinois Workforce Innovation Board (IWIB) Equity Task Force and the IWIB Service Integration Work Group. The local plan sets forth the strategy to:

- Direct investments in economic, education and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills to compete in the job market and that employers have a ready supply of skilled workers (§ 679.500(a)(1));
- Apply job-driven strategies in the one-stop system (§ 679.500(a)(2));
- Enable economic, education and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training and education programs (§ 679.500(a)(3)); and
- Incorporate the local plan into the regional plan per § 679.540. At the end of the first 2-year period of the 4-year local plan, each local board shall review the local plan and the local board, in partnership with the chief elected official, shall prepare and submit modifications to the

¹ Workforce Innovation and Opportunity Act, U.S.C. 29 § 3123(a)

regional and local plans to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the local plan (§ 679.560(a)).

ILLINOIS PLANNING REGIONS

WIOA Section 106 requires the Governor to identify “planning regions” to align workforce development activities and resources with larger regional economic development areas. After an analysis of the labor market information and other data factors, the State has determined that the WIOA planning regions align with the existing ten Economic Development Regions (see Appendix I). The Economic Development Regions were determined based on the following factors:

- Workforce: Demographics, Labor Force, Commuting Patterns
- Geography: Metropolitan Statistical Areas (MSAs)
- Business & Industry: Employers & Major Industries

In accordance with WIOA Section 106(a)(2), a single local area may not be split across two planning regions. Local areas must be contiguous to be a planning region and effectively align economic and workforce development activities and resources (20 CFR 679.210). There are three LWIAs in Illinois that are split across state planning regions. **A renewed waiver from this requirement is being sought from the U.S. Department of Labor as a part of the 2024-2028 Unified State Plan². Local areas split across multiple planning regions may elect to participate in regional planning in the region of their choice or in both.**

The State of Illinois recognizes that the realignment of a local workforce area requires a significant amount of planning and effort at the state and local levels. Technical assistance is available to local workforce areas that voluntarily choose to realign programs, consolidate activities and/or merge local workforce areas.

PLAN ORGANIZATION

All local workforce innovation areas in Illinois must submit a plan that includes both the regional and local planning components outlined in this planning guide.

REGIONAL COMPONENTS	
Chapter 1	Economic and Workforce Analysis
Chapter 2	Strategies for Service Integration
Chapter 3	Vision, Goals and Implementation Strategies
LOCAL COMPONENTS	
Chapter 4	Operating Systems and Policies
Chapter 5	Performance Goals and Evaluation
Chapter 6	Technical Requirements and Assurances

² <https://www.illinoisworknet.com/WIOA/Resources/Pages/StateUnifiedPlan.aspx>

TIMELINE

ACTIVITY	TARGET DATE
Draft Regional and Local Planning Guide issued	October 11, 2023
Final Regional and Local Planning Guide issued	November 15, 2023
Regional data packets issued	October 31, 2023
Regional and local plan posted for public comment period not to last more than 30 days	February 16, 2024
Regional and local teams update plans based on public comments	March 14, 2024
Regional and local plan finalized (approved by local workforce board and submitted to the Governor)	March 31, 2024
State review period completed	June 30, 2024
Regional and local plan effective date or technical assistance provided (as needed)	July 1, 2024

PLAN REVIEW AND PUBLIC COMMENT

The plan (including the regional and local components) must be made available for viewing and public comment for no more than 30 days before submission to the Governor per § 679.550(b)(3). Any comments expressing disagreement with the plan must be included when the plan is submitted.

INSTRUCTIONS FOR SUBMITTAL

The regional and local component of the plan must follow the chapter format as laid out in this Planning Guide. The required items of content in the guide will be reviewed for quality and completeness to meet compliance requirements. Plans must be submitted by the close of business on March 31, 2024 to the State of Illinois at: wioaplans-mous@illinoisworknet.com.

REGIONAL COMPONENTS

CHAPTER 1: ECONOMIC AND WORKFORCE ANALYSIS

This chapter must discuss how the region has collected and analyzed updated regional labor market information including the local planning requirements. Regional teams are encouraged to use the labor market information posted on <https://www.illinoisworknet.com/WIOA/RegPlanning> to provide consistency in the data used for regional analysis throughout the state³.

A. Provide an analysis of the factors listed below:

1. Economic conditions, including existing and emerging in-demand industry sectors and occupations (§ 679.560(a)(1)(i));
 - a. What are the targeted industries, high-impact industry clusters, and in-demand occupations in the region?
 - b. What industries have favorable location quotients?
 - c. What industries and occupations have favorable demand projections based on growth?
 - d. What industries and occupations have favorable demand projections based on replacements?
 - e. What industries are considered mature but still important to the economy?
 - f. What industries are considered emerging in the regional economy?
 - g. What is the projected regional key in-demand occupations?
 - h. What sources of supply and demand data were used to determine the targeted industries occupations and skills?
2. Employment needs of employers in existing and emerging in-demand industry sectors and occupations (§ 679.560(a)(1)(ii));
3. Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations (§ 679.560(a)(2));
 - a. What are the targeted career pathway clusters in the region?
 - b. What skills are in demand in the region?
 - c. How well do the existing skills of job seekers match the demands of local businesses?
4. Regional workforce considering current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment⁴ (§ 679.510(a)(1)(iv) and § 679.560(a)(3)).
 - a. How is the region changing in terms of demographics, labor supply and occupational demand?

³ For clarity on what resources to use, regions can discuss the most appropriate data to select with their local IDES labor market economist.

⁴ The term “individual with barrier to employment” means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

- b. What special populations exist in the region, what is their magnitude, and what are the policy and service implications to meet the needs of these individuals?
- B. Describe how the Local Workforce Innovation Board and WIOA partners support the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region (§ 679.510(a)(1)(iii)). Plans must answer the following questions:
 1. How will the workforce partners convene or support the convening of regional employers, foundations, institutions and other stakeholders to create or maintain sector partnerships?
 2. Identify the established and active sector partnerships in the region (as defined in Illinois' Next Generation Sector Strategies Guide⁵). If any exist, are they business-led and what is their role in WIOA planning?
 3. What public-private partnerships exist in the region that could support sector strategies, and what is their role in planning?
 4. What neutral conveners with the capacity to help establish sector partnerships exist in the region, and what is their role in planning?
- C. If any employer collaboratives are engaged in the U.S. Chamber's Talent Pipeline Management initiative, describe the following:
 - a. What is the focus of the collaborative(s)?
 - b. How is the workforce system supporting the needs of these employers?
- D. Describe any broad economic development opportunities in the region within the context of the workforce, education and economic development plans.
- E. Describe any broad economic challenges in the region's workforce, education and economic development plans.
- F. Describe how a *workforce equity lens*⁶ is incorporated into the local planning requirements for collecting and analyzing labor market information.

⁵ Regional team are encouraged to review Illinois' Next Generation Sector Strategies Guide that is posted on <https://www.illinoisworknet.com/WIOA/network/Pages/SectorStrategies.aspx>.

⁶ An Equity Lens, as defined by the IWIB Equity Task Force, is an ongoing process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups, and to identify and potentially eliminate barriers.

CHAPTER 2: STRATEGIES FOR SERVICE INTEGRATION

This regional component of the plan must describe the regional service strategies, including use of cooperative service delivery strategies and the connection of job seekers with employers. Regions are required to provide information and analysis of the steps that will be taken to address the challenges and opportunities associated with the regional service integration strategies.

- A. Provide an analysis of workforce development activities, including education and training, in the region. This analysis must include the strengths and weaknesses of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (§ 679.560(a)(4)). The plan must address the following areas:
 - 1. Analyze the strengths and weaknesses of workforce development activities in the region.
 - 2. Analyze the capacity of the regional partners to provide workforce development activities to address the education and skill needs of the workforce including individuals with barriers to employment.
 - 3. Analyze the capacity of the regional partners to provide activities to address the needs of employers.
 - 4. How well do existing training programs in the region and local areas prepare job seekers to enter and retain employment with regional businesses?
 - 5. Summarize the commitments of each program partner to implement the selected strategies described in the “Action Plan for Improving Service Integration in the Region.”

- B. Describe how transportation and other supportive services are coordinated within the region (§ 679.510(a)(1)(vi)). The plan must address the following sections:
 - 1. What regional organizations currently provide or could provide supportive services?
 - 2. What policies and procedures will be established to promote coordination of supportive services delivery?

- C. Describe the coordination of services with regional economic development services and WIOA service providers (§ 679.510(a)(1)(vii)). The plan must address the following sections:
 - 1. What economic development organizations, WIOA service providers or businesses are actively engaged in regional planning?
 - 2. What economic development organizations, WIOA service providers or businesses were invited to participate but declined?

- D. Describe the coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate (§ 679.510(a)(1)(v)).

- E. Describe how a *workforce equity lens*⁶ is or will be incorporated in the regional service integration strategies, including to job seekers and employers.

CHAPTER 3: VISION, GOALS AND IMPLEMENTATION STRATEGIES

This section will outline how the Local Workforce Board(s) will coordinate the regional workforce, education and economic development activities with regional activities that are carried out in the local areas. The responses must illustrate that business, education and workforce development stakeholders have provided input and are involved with the development of the strategies and to ensure alignment with other plans.

- A. Describe the local strategic vision to support state and regional economic growth (§ 679.560(a)(5)). Describe how this aligns with the State of Illinois' vision and principles (page 1). Include a description of how the region and local areas will accomplish the local strategic vision and support state and regional economic growth.
- B. Describe the local goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment) and goals relating to the performance accountability measures based on performance indicators (§ 677.155(a)(1)). Include a description of how the region and local areas will accomplish local goals for preparing an educated and skilled workforce and goals relating to performance.
- C. Provide a description of the regional and local strategies that will achieve the vision and principles. This section must include a description of the strategies and services that will be used in the local areas:
 - 1. To facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations (§679.560(b)(3)(i));
 - 2. To support a local workforce development system that meets the needs of businesses in the local area (§ 679.560(b)(3)(ii));
 - 3. To better coordinate workforce development programs and economic development (§ 679.560(b)(3)(iii));
 - 4. To strengthen linkages between the one-stop delivery system and unemployment insurance programs (§ 679.560(b)(3)(iv));
 - 5. To promote entrepreneurial skills training and microenterprise services (§ 679.560(b)(4)); and
 - 6. To implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers (§ 679.560(b)(3)(v)).
- D. Describe regional strategies that will increase apprenticeship and other work-based learning opportunities.
- E. Describe initiatives to shorten the time from credential to employment and address how the area will work with the education system to begin putting training opportunities in place to meet this strategy.
- F. Describe the steps that will be taken to support the state's efforts to align and integrate education, workforce and economic development, including:
 - 1. Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its regions.

2. Expanding career pathway⁷ opportunities through more accelerated and work-based training, and align and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.
3. Expanding career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services.

G. Describe how goals established in this plan will be monitored and evaluated.

H. Describe how a *workforce equity lens*⁶ is or will be incorporated in the implementation of regional workforce, education, and economic development strategies.

⁷ The [State of Illinois Career Pathways Dictionary](https://isac.org/pace/cp_dictionary_11-13-18_final.pdf) is available at isac.org/pace/cp_dictionary_11-13-18_final.pdf.

LOCAL COMPONENTS

CHAPTER 4: OPERATING SYSTEMS AND POLICIES

This chapter provides an overview of all the operating systems and policies within the Local Workforce Innovation Areas (LWIAs). LWIAs must incorporate key documents into the plan that describe the one-stop delivery system and the services that are provided by the workforce partners. LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with the local operating system and policies.

- A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan. As part of this plan, the LWIA will complete a Service Integration Self-Assessment of its progress on service integration. A copy of the documentation associated with the self-assessment process will be submitted as an appendix to this plan. Additionally, this plan must include the following statements in this chapter:
1. *The Local Workforce Innovation Area (enter number) Memorandum of Understanding provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated by reference into this plan.*
 2. *The Local Workforce Innovation Area (enter number) Service Integration Action Plan provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Service Integration Policy (WIOA Policy Chapter 1, Section 13). The Service Integration Action Plan, any subsequent modifications and the results of the Service Integration Self-Assessment are incorporated by reference into this plan.*
- B. Provide a copy of the following local policies and agreements:
1. Chief Elected Official (CEO) Functions and Agreement Between Multiple Chief Elected Officials (WIOA Policy Chapter 1, Section 2)
 2. Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability (WIOA Policy Chapter 1, Section 3)
 3. Local Workforce Innovation Board (LWIB) Certification and Recertification Requirements (WIOA Policy Chapter 1, Section 5)
 4. One-Stop Operator Procurement (WIOA Policy Chapter 1, Section 7)
 5. Career Planning (WIOA Policy Chapter 4, Section 2)
 6. General Follow-Up Services (WIOA Policy Chapter 4, Section 3)
 7. Selective Service Registration Requirements (WIOA Policy Chapter 5, Section 1.1)
 8. Youth Eligibility (WIOA Policy Chapter 5, Section 4)
 9. Service Priorities (WIOA Policy Chapter 5, Section 6)
 10. Veterans' Priority of Service Requirements (WIOA Policy Chapter 5, Section 7)
 11. Individual Training Accounts (WIOA Policy Chapter 7, Section 2.1)
 12. On-the-Job Training (WIOA Policy Chapter 7, Section 2.2.1)
 13. Incumbent Worker Training (WIOA Policy Chapter 7, Section 2.2.3)
 14. Work Experience (WEX) and Transitional Jobs (WIOA Policy Chapter 7, Section 2.5)
 15. Training Provider and Training Program Eligibility – Eligible Training Provider List (WIOA Policy Chapter 7, Section 3)
 16. Supportive Services (WIOA Policy Chapter 7, Section 4)
 17. Privacy and Security (Personally Identifiable Information) (WIOA Policy Chapter 8, Section 2.2)

18. Property Control for Property Purchased with WIOA Funds (WIOA Policy Chapter 8, Section 3.6)
 19. Compliant and Grievance Procedures (Nondiscrimination) (WIOA Policy Chapter 8, Section 5)
- C. Describe how the use of technology and other alternative means of service delivery in the one-stop delivery system, including a description of:
1. How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).
 2. How the local area is using multiple methods to provide orientations for customers, including but not limited to, virtual and asynchronous orientations.
 3. How the Local Board will facilitate access to services provided through the one-stop delivery system through the use of technology and other means, such as online meeting software and mobile workforce centers. (§ 679.560(b)(5)(ii)).
- D. Describe how the Local Board will support the strategies identified in the WIOA State Plan and work with entities carrying out core programs, including a description of the following (§ 679.560(b)(1)(ii)):
1. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));
 2. Scaling up the use of Integrated Education and Training models to help adults get their State of Illinois High School Diploma and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations;
 3. How the core programs in the local area will leverage their business services to provide more holistic support to employers;
 4. Increasing the awareness of the services the workforce development system offers to both individuals and employers in the local area;
 5. Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;
 6. How targeted marketing will be used to reach various segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations, as well as younger jobseekers that do not yet have a plan for a post-high school career;
 7. Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii)); and
 8. Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (§ 679.560(b)(2)(iii)).
- E. Describe how local strategies will be coordinated with state (including the Illinois' WIOA State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of the following:
1. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).

2. Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (§ 679.560(b)(12)).
 3. Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).
 4. Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).
 5. Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).
 6. How the Local Board will support the state strategies identified under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21st Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).
 7. Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.
- F. Describe how the local area will provide adult and dislocated worker employment and training activities including:
1. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).
 2. A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)).
- G. Describe how the local area will provide youth activities including:
1. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).
 2. A description of how local areas will meet the minimum expenditure rate for out-of-school youth.
 3. The design framework for youth programs in the local area, including how the 14 program elements will be made available within that framework (§ 681.460).

- H. Provide a description of how the local area will provide services to individuals with barriers to employment and training⁸ as outlined in Illinois' WIOA State Plan:
1. How priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).
 2. Provide information on local programs, policies and procedures to address and mitigate barriers to employment and training.
 3. How the local workforce areas will ensure equitable access to workforce and educational services through the following actions:
 - a. Disaggregating data by race, gender, and target population to reveal where disparities and inequities exist in policies and programs.
 - b. Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.
 - c. Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.
 - d. Ensuring workforce services are strategically located in relation to the populations in most need.
- I. Describe how the local area will utilize a customer-centered approach to its service delivery model, including the following:
1. How a customer-centered or human-centered approach will be used over the course of this plan to improve local service delivery methods⁹.
 2. Any efforts to provide services to customers in the spaces where they commonly visit (i.e., using a bus or other mobile solution to provide services outside of the one-stop center or having a local workforce are representative available at a public library at set times).
 3. Any efforts to review and update the referral process, including creating a universal referral process, utilizing an electronic referral management system, expansion of referral pathways, etc. If there are obstacles to updating the local area's referral process, describe them here.
- J. Describe training activities in the local area, including the following:
1. How the local area will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;
 2. How local areas will provide training and professional development opportunities to staff regarding equity, access, trauma-informed care, and other topics concerning a customer-centered approach to service delivery.

⁸ The term "individual with barrier to employment" means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

⁹ There are multiple online resources describing how to incorporate human-centered/customer-centered design into your work. One recommended article for reading is available here: <https://online.hbs.edu/blog/post/what-is-human-centered-design>

3. How training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (§ 679.560(b)(18));
 4. How the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers; and
 5. How the local area tracks non-enrolling basic services provided to reportable individuals
- K. Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:
1. To transfer funds between the adult and dislocated worker funding streams.
 2. To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).
 3. To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).
 4. To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).
- L. Describe how a *workforce equity lens*⁶ is or will be incorporated in the operating systems and policies as part of the Local Workforce Innovation Areas (LWIAs).

CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with performance goals and evaluation.

- A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)).
 - 1. WIOA Performance Measures
 - 2. Additional State Performance Measures

- B. Describe how the current and planned evaluation activities and how this information will be provided to the Local Board and program administrators as appropriate.
 - 1. What existing service delivery strategies will be expanded based on promising return on investment?
 - 2. What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?
 - 3. What new service strategies will be used to address regional educational and training needs based on promising return on investment?
 - a. What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?
 - b. What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

- C. Describe how a *workforce equity lens*⁶ is or will be incorporated in the analysis of performance goals and implementation of evaluation activities.

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec. 121 (c)(2)(iv)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with meeting the administrative requirement of the Workforce Innovation and Opportunity Act programs.

A. Fiscal Management

1. Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor under WIOA Sec. 107(d)(12)(B)(i) (§ 679.560(b)(14)).
2. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities (§ 679.560(b)(15)).

B. Physical and Programmatic Accessibility

1. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (§ 679.560(b)(5)(iii)).
2. Provide copies of executed cooperative agreements (as applicable) that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities (§679.560(b)(13)). This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.

C. Plan Development and Public Comment

1. Describe the process used by the Local Board to provide a public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations (§ 679.560(b)(19)).
2. Provide a summary of the public comments received and how this information was addressed by the CEO, partners and the Local Board in the final plan.
3. Provide information regarding the regional and local plan modification procedures.

D. Describe how a *workforce equity lens*⁶ is or will be incorporated in with meeting the administrative requirement of the Workforce Innovation and Opportunity Act programs.

APPENDIX ITEM I
REGIONAL ECONOMIC DEVELOPMENT REGIONS AND
LOCAL WORKFORCE INNOVATION AREAS
UPDATED JULY 1, 2019

