



Illinois
Department of Commerce
& Economic Opportunity



ILLINOIS WORKS

Department of Commerce & Economic Opportunity (DCEO)

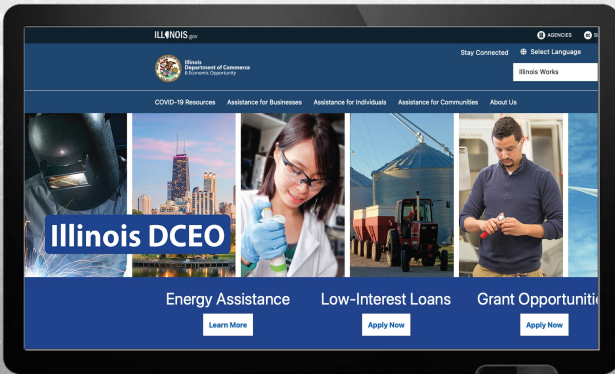
Illinois Works Pre-Apprenticeship Program

The Office of 2023 Illinois Works Grantee Manual: Webinar II



ILLINOIS WORKS
Pre-Apprenticeship Program







ILW Pre-Apprenticeship Team



- Dr. Norman Ruano, Deputy Director of Illinois Works
- Ms. Christine Flynn, Grant Management Analyst
- Mr. Dan Martinez, Grant Management Analyst
- Dr. Gia Suggs, NIU Training Analyst
- Dr. Vera Lee Robinson, Program Coach





Course Overview




Illinois Works was created as a result of Governor Pritzker's historic \$45 billion capital plan and his commitment to expanding equity in the Illinois' construction workforce. As an Illinois Works grantee, you are now a part of this exciting new initiative that will create opportunities for Illinois businesses, communities, and families. Illinois Works consists of three key programs. The first being the Apprenticeship Initiative. The Illinois Works Pre-Apprenticeship Program is the second program that is being implemented.

This training is the second of a three-part series that reviews each section of the 2022 Grantee Manual to ensure grantees can effectively implement their pre-apprenticeship program.



Course Overview



 <p>Illinois Department of Commerce & Economic Development</p> <p>Department of Commerce and Economic Development</p> <p>Pre-Apprenticeship Program</p>	<p>Section 1: Introduction to the Program</p> <ul style="list-style-type: none"> Department of Commerce and Economic Development Overview of Apprenticeship Innovative Workforce Three Key Programs Illinois Works Illinois Works Illinois Work Pre-Apprenticeship Program Goals Program Design Nationally Recognized Program Requirements Staff Roles Definitions Additional Information, Links, and Documents 	<p>Section 2: Program Culture</p> <ul style="list-style-type: none"> Program Culture Program Core Values Tools to Measure Culture Illinois Works Equity What We Know Illinois Works Why This is Different Diversity, Inclusion, and Belonging Equity Legal Implications COVID-19 Implications Equity-focused Training Program Culture and Additional Information 	<p>Section 3: Partnerships, Provider Relationships, and Leveraged Resources55</p> <ul style="list-style-type: none"> Program Partnerships and Provider Relationships Role Definitions Partner and Provider Requirements Tracking Partner Engagement in the Illinois Works Reporting System (IWRS) Leveraged Resources Additional Information, Links, and Documents 	<p>Section 4: Outreach and Recruitment61</p> <ul style="list-style-type: none"> Outreach and Recruitment Effective Outreach and Recruitment Tracking Participant Outreach and Recruitment Participant Leads Pre-screen Assessment Outreach and Recruitment Tools Outreach and Recruitment Methods Additional Information, Links, and Documents 	<p>Section 5: Program Application and Intake74</p> <ul style="list-style-type: none"> Application Process Eligibility Requirements Program Application Referral Sheet Standardized Interview Enrollment Decisions Administrative Withdrawal Participant Skimming Drug Testing Intake Building Rapport with Participants Assessing Participant Need for Wrap-Around Services Additional Information, Links, and Documents 	<p>Section 6: Participant Wrap-Around Services and Student Support Services82</p> <ul style="list-style-type: none"> Wrap-Around Services Wrap-Around Service Assessment Supporting Participants with Complex Needs Tracking Wrap-around Services Performance-Based Stipends Additional Considerations for ILW Stipends Student Support Services Student Support Alerts & Tracking ADA Requirements 	<p>Section 7: Training, Instruction, and Certifications100</p> <ul style="list-style-type: none"> Additional Information, Links, and Documents Why Training? Staying in Scope Orientation Orientation Agenda Career Assessment Commitment Agreement Illinois Works Pre-apprenticeship Curriculum Requirements Additional Certifications and Training Considerations Employability Skills Additional Content Considerations Training Modalities Instructional Planning Curriculum Approval Alternate Curriculum Evaluating Instruction Kirkpatrick Model for Training Evaluation Additional Information, Links, and Documents 	<p>Section 8: Program Completion, Transition Services, and Follow Up131</p> <ul style="list-style-type: none"> Program Completion Participant Satisfaction Survey Transition Services Pre-transition Career Assessment Transition Plan Transition Staff Expected Outcomes and Deliverables Follow Up Additional Information, Links, and Documents 	<p>Section 9: Professional Development/Technical Assistance140</p> <ul style="list-style-type: none"> Grantee Training and Professional Development Expectations Illinois Works Professional Development Offerings Webinar Sessions Program Coaching Technical Assistance Toolbox Tuesdays Regional Meetings ILW Annual Conference
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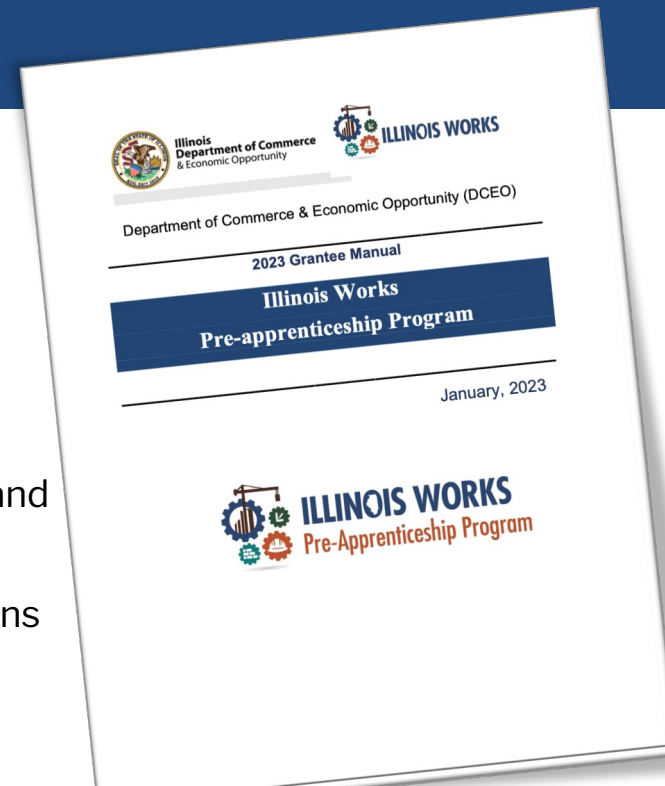


Course Overview



2023 Grantee Manual: Session II will cover the following:

- Section 4: Outreach and Recruitment
- Section 5: Program Application and Intake
- Section 6: Participant Wrap-Around Services and Student Support Services
- Section 7: Training, Instruction and Certifications





Course Objectives

By the end of this training, learners will be able to:

- Identify outreach and recruitment tools and methods.
- Respond to leads based on their category.
- Apply eligibility criteria.
- Support potential participants through the program application process.
- Complete an intake process.
- Provide wrap-around services.
- Provide support services.





Course Objectives Cont.

By the end of this training, learners will be able to:

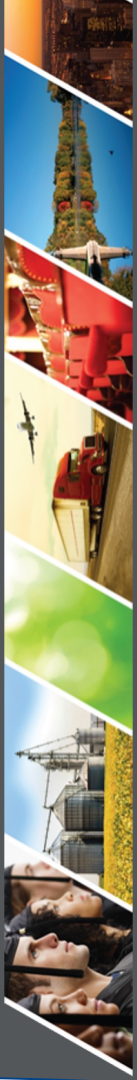
- Comply with Americans with Disabilities Act (ADA) requirements.
- Implement a comprehensive program orientation.
- Create a comprehensive curriculum based on experiential training.
- Incorporate a Kirkpatrick level I evaluation.
- Provide transition services.
- Engage in follow-up activities.





This Session is Being Recorded





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Module 2: Welcome & Introduction

By the end of this section, you will be able to:

- Identify what you hope to learn from this training.





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- Your Name
- Organization/Agency
- Role
- Geographic Location
- Attended Session I,
add an asterisk by
name



2023 Grantee Manual Webinar II

Introductions





Webex Tutorial



- Mute/Unmute
- Stop/Start Video
- Raise Hand
- Emojis
- Chat



Question:

“Is there anything in particular you are hoping we cover today?”





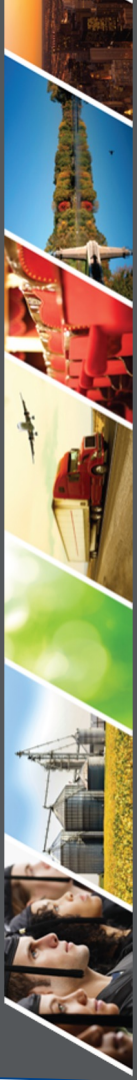
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Comments, feedback, or questions?

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Section 4: Outreach and Recruitment

Section 4: Outreach and Recruitment

Section Overview

By the end of Section 4, you will be able to:

1. Describe the role of **outreach and recruitment** in the success of the pre-apprenticeship program.
2. Describe the types of **participant leads** and follow-up activities with each lead type.
3. **Leverage outreach and recruitment resources, methods, samples, and tools** to create a pipeline into the pre-apprenticeship program.
4. Learn to **track outreach and recruitment** efforts in the Illinois Works Reporting System (IWRS)
5. Integrate **DIBE and the six core values** into all elements of your program's outreach and recruitment strategy.





Staff Roles



- Program Administrator
- Outreach and Recruitment Coordinator (ORC)
- Wrap-around Service Coordinator (WSC)
- Instructor
- Student Support Services Coordinator (SSSC)
- Transition Services Coordinator (TSC)
- Data Entry Coordinator (DEC)





Question:

“Which of these roles are currently staffed in your organization?”





Course Overview



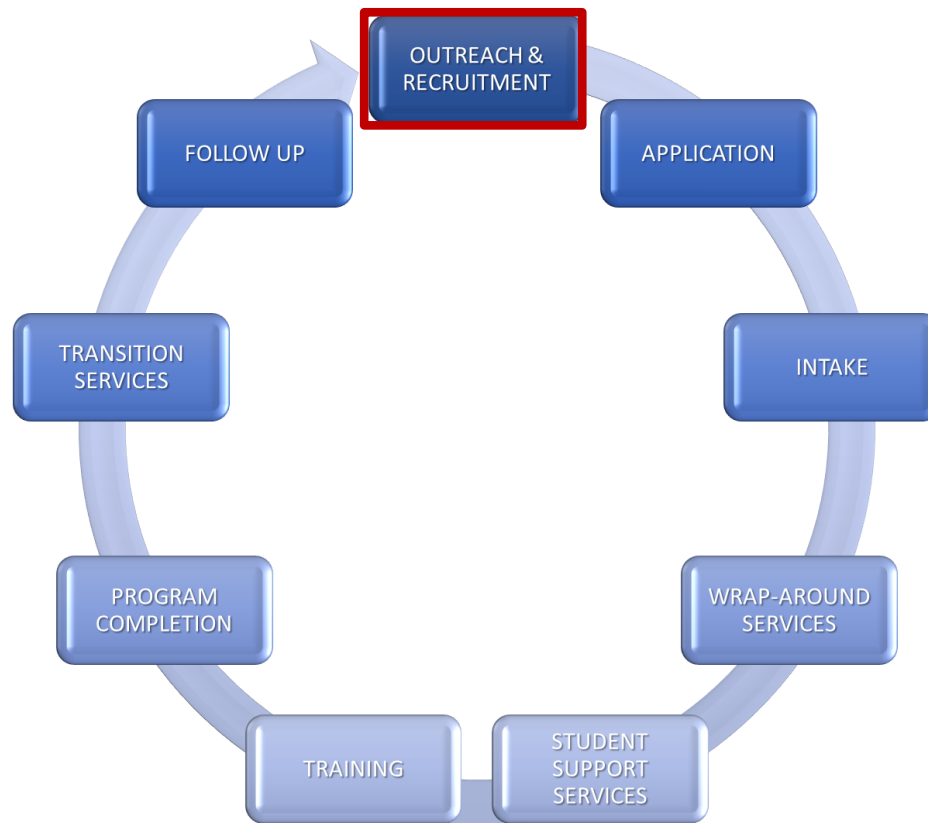
Table of Contents

Section 1: Introduction to Illinois Works	55
Department of Commerce & Economic Opportunity	
Overview of Illinois Works	
Benefits of Apprenticeship Programs	
Innovative Workforce Development Model	
Three Key Programs	
Illinois Works Apprenticeship Initiative	
Illinois Works Pre-apprenticeship Program	
Illinois Works Bid Credit Program	
Illinois Work Pre-apprenticeship Program Design	
Program Goal	
Program Description	
Nationally Recognized Pre-apprenticeship Program Design Elements	
Program Requirements	
Staff Roles	
Definitions	
Additional Information, Links, and Documents	
Section 2: Program Culture	61
Program Culture	
Program Core Values	
Tools to Measure Cultural Values	
Illinois Works Equity-focus	
What We Know	
Illinois Works Equity Goals	
Why This is Important	
Diversity, Inclusion, Belonging, and Equity (DIBE)	
Diversity	
Inclusion	
Belonging	
Equity	
Legal Implications	
COVID-19 Legal Implications	
Equity-focused Training	
Program Culture and the Pre-apprentice LifeCycle	
Additional Information, Links, and Documents	
Section 3: Partnerships, Provider Relationships, and Leveraged Resources	61
Program Partnerships and Provider Relationships	
Role Definitions	
Partner and Provider Requirements	
Tracking Partner Engagement in the Illinois Works Reporting System (IWRIS)	
Leveraged Resources	
Additional Information, Links, and Documents	
Section 4: Outreach and Recruitment	74
Outreach and Recruitment	
Effective Outreach and Recruitment	
Tracking Participant Outreach and Recruitment	
Participant Leads	
Pre-screen Assessment	
Outreach and Recruitment Tools	
Outreach and Recruitment Methods	
Additional Information, Links, and Documents	
Section 5: Program Application and Intake	85
Application Process	
Eligibility Requirements	
Program Application	
Referral Sheet	
Standardized Interview	
Enrollment Decisions	
Administrative Withdrawal	
Participant Skimming	
Drug Testing	
Intake	
Building Rapport with Participants	
Assessing Participant Need for Wrap-Around Services	
Additional Information, Links, and Documents	
Section 6: Participant Wrap-Around Services and Student Support Services	85
Wrap-Around Services	
Wrap-Around Service Assessment	
Supporting Participants with Complex Needs	
Tracking Wrap-around Services	
Performance-Based Stipends	
Additional Considerations for ILW Stipends	
Student Support Services	
Student Support Alerts & Tracking	
ADA Requirements	





Pre-Apprentice Participant LifeCycle





Goal of Outreach and Recruitment



Outreach and **Recruitment** provides potential participants with information about your pre-apprenticeship program with the objective of recruiting interested and qualified candidates to apply for the pre-apprenticeship program.





Activities and Materials



Template 4: Sample Marketing Plan Worksheet & Timeline

ILLINOIS WORKS Pre-Apprenticeship Program [Insert Grantee Logo]

A marketing plan is a critical tool for successful outreach. A marketing plan should outline the target audience, a list of communication channels that will be utilized, a timeline for when marketing and communications will be distributed, and staff assignments.

Here are some items to think about before launching your program's marketing plan:

Who is your audience?
 Think about type of outreach, images or words might attract your target population.
 a. Do your program's marketing materials feature members of your target population?
 b. Are the materials addressing key issues that are important to that population? (childcare, transportation, career potential, how they can make an impact, etc.)
 c. Are the materials easy to read and understand?
 d. Are the materials in the language your population may prefer?

Where does your audience look for information?
 Depending on your target population your program may need to target specific communication mediums or locations. Some places to market may include:
 1. Local community gathering places (community centers, gyms, grocery stores, churches, libraries, park district)
 2. Social media (Facebook, Twitter, Instagram, LinkedIn)
 3. Email newsletters/letters
 4. Building partnerships/referrals networks
 5. Radio or television
 6. Newspapers (digital or paper)
 7. Veterans organizations
 8. Career Fairs or Graduate Fairs
 9. Word of Mouth

Marketing Plan
 A marketing plan should outline the target audience, a list of communication channels that will be utilized, a timeline for when marketing and communications will be distributed, and staff assignments.

Template 5: Illinois Works Pre-apprenticeship Program Information Sheet

ILLINOIS WORKS Pre-Apprenticeship Program

Program Design & Goal
 The Illinois Works Pre-Apprenticeship program is designed to increase the number of qualified construction and building trades apprentices who are women, people of color, veterans, and prepares them to enter full apprenticeship programs on their way to careers in the construction and building trades.

Eligibility Requirements
 To enter the program applicants must be have:
 18 years old
 Illinois resident
 High school diploma or GED
 Interest in career in the construction & building trades
 Able to pass a drug-test

Additional Criteria

Registered Apprenticeship Assistance
 The program's goal is to help participants enter Registered Apprenticeship Programs. Below are some of the services available:
 Resume Writing
 Mock Interviews
 Apprenticeship Application Assistance
 Apprenticeship Program Tours

Module	Required Hours
Introduction to Construction and Its Trades	4
Basic Safety/OSHA 10-Hour Certification	13
Introduction to Construction Math	32
First Aid/CPR	6
Introduction to Hand Tools and Metric	12
Power Tools and Metric	12
Introduction to Construction Scaffolding	12
Introduction to Basic Rigging	10
Communication Skills	8
Ability Skills—Part 1	8
Materials Handling	8
Ability Skills—Part 2	24
Job Site Work	4
Total Hours	169

[Insert Grantee Logo]
 [Insert Grantee Name]
 [Insert Grantee Address]
 [Insert Grantee Phone Number]
 [Insert Grantee Website]

Target Audience
 All Illinois residents are welcome with an emphasis on women, people of color and veterans

Program Offers
 Classroom Instruction
 Wrap-Around Services
 Student Support Services
 Stipends
 Industry Recognized Certifications
 (NCCCO, AIA/CES, OSHA, First Aid/CPR)

Eligibility Requirements
 Minimum Age of 18 Years Old
 Possess a High School Diploma/GED
 Illinois Resident

ILLINOIS WORKS Pre-apprenticeship Program

This program was developed by the Office of Illinois Workforce Development in partnership with the Illinois Department of Commerce and Economic Opportunity.

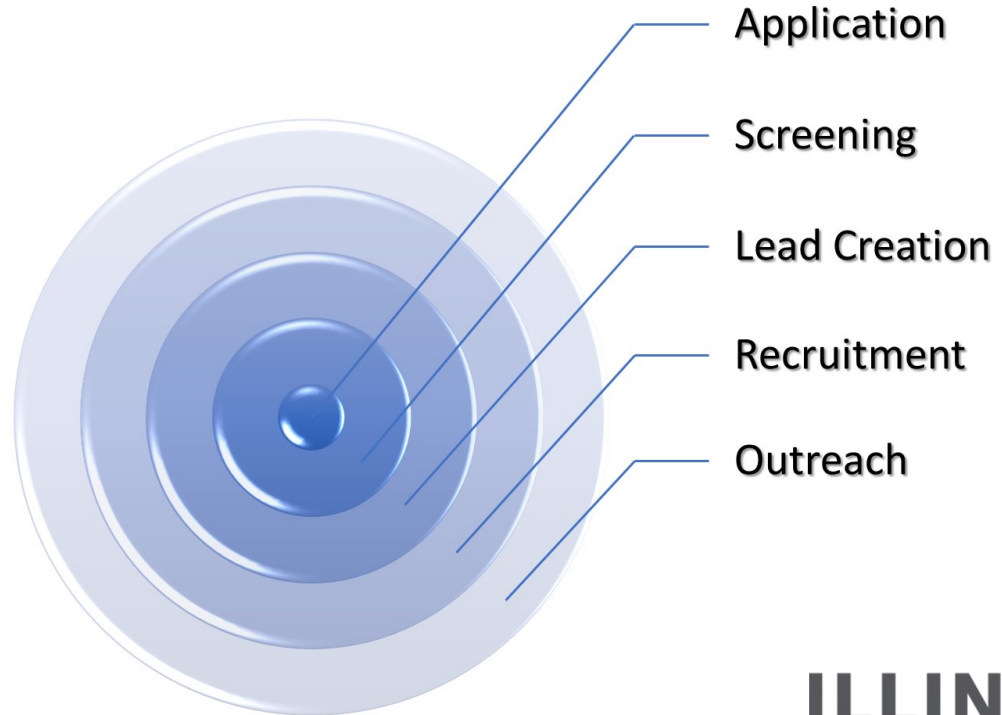


Outreach, Recruitment and Partnerships





Outreach to Application





Lead Categories



- Hot Leads
- Warm Leads
- Cold Leads
- Closed Leads



Touch

A **touch** is any communication opportunity that motivates qualified individuals to apply, including;



- Social media post/connection
- Face-to-face conversation
- Presentation
- Webinar
- Phone call
- Branded email
- Word of mouth
- Newsletter
- Blog post
- Text message
- Postcard





Create a Landing Page on Organization Website

There should be a dedicated landing page for the Illinois Works Pre-apprenticeship Program that clearly outlines;

- program goals
- Requirements
- application process
- downloadable information sheets
- other key information





Question:

“What type of “touches” are a part of your outreach and recruitment plan?”





Data: Touches

It take **6 to 8 touches** to convert a cold lead into an **applicant**.

However, by the 3 or 4 touch, **90%** of organizations stop trying.





Table 10: Lead Follow-Up Steps and Timeline



Lead Category	Action Steps	Follow-Up Timeline
Closed	No immediate action necessary.	N/A
Cold	General mass communications i.e., flyers, social media post, group presentation participation, targeted mass mailing, etc.	Throughout outreach and recruitment process
Warm	Private personalized response. Respond to inquiries/follow-up via phone, email, or even text message. Address questions, provide information, and conduct a screening.	Within 72 hours
Hot	Immediate direct contact in person, if possible, to screen candidate and assist with the application process.	Within 48 hours

Question:



“Given your target audience, what locations might be appropriate for distribution of either the flyers or information sheets?”





Pre-screening





Tracking Participant Outreach and Recruitment



ADD PARTICIPANT ✕

First Name *

Last Name *

Phone *

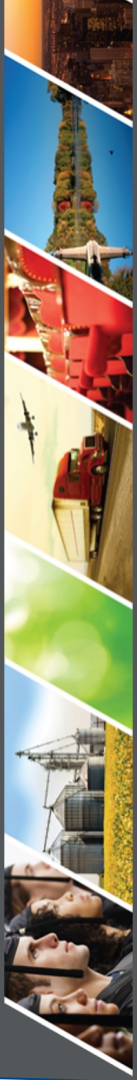
Email *

Type * ▾

Provider * ▾

Follow-Up Date

[Submit & Add Case Notes](#)



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Section 4: Program Application

Section 5: Program Application and Intake

Section Overview

By the end of Section 5, you will be able to:

1. Leverage **standardized tools and templates** including the program application, interview questionnaire, acceptance letter, conditional acceptance letter, and denial letter.
2. Reference the **eligibility requirements** for program participation.
3. Complete the **Pre-Screen Assessment** in the Illinois Works Reporting System (IWRS)
4. Describe the importance and tasks related to the **intake process** including the **Wrap-Around Service Assessment**.
5. Integrate **DIBE and the six core values** into all elements of your program's application and intake processes.





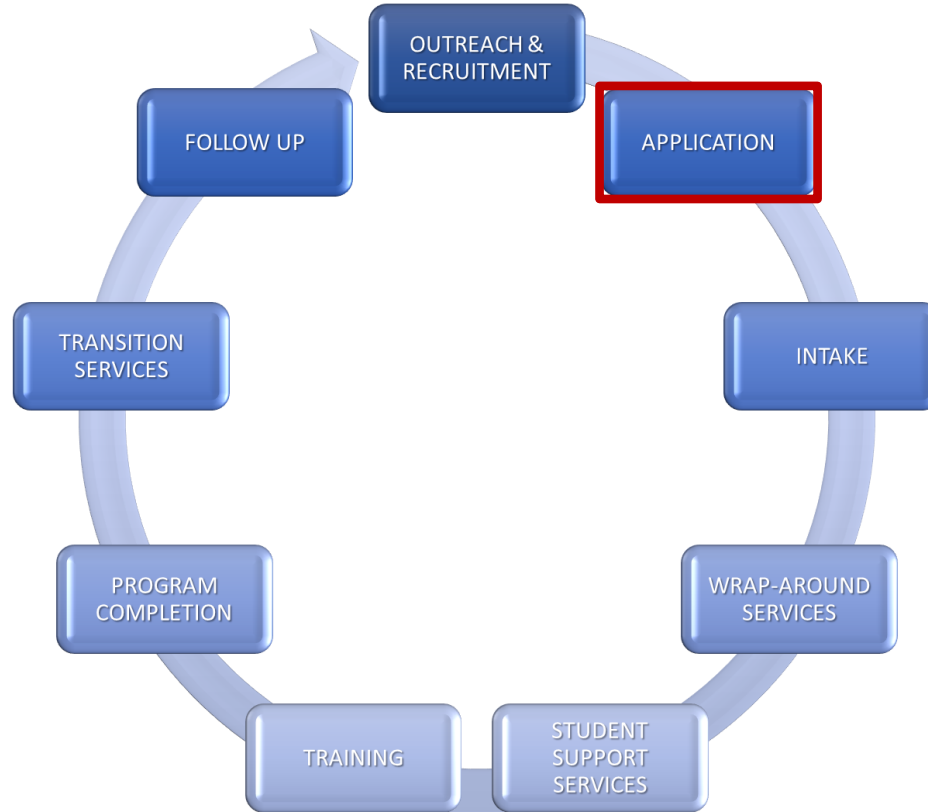
Section 5: Participant Applications and Intake



 <p>Illinois Department of Commerce & Economic Opportunity</p> <p>Department of Commerce & Economic Opportunity</p> <hr/> <p>2023 Grantee Manual</p> <p>Illinois Works Pre-apprenticeship Program</p> <hr/> 	<h2 style="text-align: center;">Table of Contents</h2> <p>Section 1: Introduction to Illinois Works</p> <ul style="list-style-type: none"> Department of Commerce & Economic Opportunity Overview of Illinois Works Benefits of Apprenticeship Programs Innovative Workforce Development Model Three Key Programs <ul style="list-style-type: none"> Illinois Works Apprenticeship Initiative Illinois Works Pre-apprenticeship Program Illinois Works Bid Credit Program Illinois Work Pre-apprenticeship Program Design Program Goal Program Description Nationally Recognized Pre-apprenticeship Program Design Elements Program Requirements Staff Roles Definitions Additional Information, Links, and Documents <p>Section 2: Program Culture</p> <ul style="list-style-type: none"> Program Culture Program Core Values Tools to Measure Cultural Values Illinois Works Equity-focus <ul style="list-style-type: none"> What We Know Illinois Works Equity Goals Why This is Important Diversity, Inclusion, Belonging, and Equity (DIBE) <ul style="list-style-type: none"> Diversity Inclusion Belonging Equity Legal Implications <ul style="list-style-type: none"> COVID-19 Legal Implications Equity-focused Training Program Culture and the Pre-apprentice LifeCycle Additional Information, Links, and Documents <p>Section 3: Partnerships, Provider Relationships, and Leveraged Resources</p> <ul style="list-style-type: none"> Program Partnerships and Provider Relationships <ul style="list-style-type: none"> Role Definitions Partner and Provider Requirements Tracking Partner Engagement in the Illinois Works Reporting System (IWRIS) Leveraged Resources Additional Information, Links, and Documents <p>Section 4: Outreach and Recruitment</p> <ul style="list-style-type: none"> Outreach and Recruitment <ul style="list-style-type: none"> Effective Outreach and Recruitment Tracking Participant Outreach and Recruitment Participant Leads Pre-screen Assessment Outreach and Recruitment Tools Outreach and Recruitment Methods Additional Information, Links, and Documents <p>Section 5: Program Application and Intake</p> <ul style="list-style-type: none"> Application Process <ul style="list-style-type: none"> Eligibility Requirements Program Application Referral Sheet Standardized Interview Enrollment Decisions Administrative Withdrawal Participant Skimming Drug Testing Intake <ul style="list-style-type: none"> Building Rapport with Participants Assessing Participant Need for Wrap-Around Services Additional Information, Links, and Documents <p>Section 6: Participant Wrap-Around Services and Student Support Services</p> <ul style="list-style-type: none"> Wrap-Around Services <ul style="list-style-type: none"> Wrap-Around Service Assessment Supporting Participants with Complex Needs Tracking Wrap-around Services Performance-Based Stipends <ul style="list-style-type: none"> Additional Considerations for ILW Stipends Student Support Services <ul style="list-style-type: none"> Student Support Alerts & Tracking ADA Requirements
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Pre-Apprentice Participant LifeCycle





Eligibility Requirements



- Age (18 upon completion)
- High School/GED
- Driver's License
- Social Security Number (SSN)
- Reliable Transportation
- Drug Testing
- English Proficiency
- Time Availability
- Pass Standardized Interview





Step 1: Program Application



If potential participants pass the **pre-screening** assessment, they will complete a **program application**.



Application





Step 2: Standardized Interview





Decision Letters

- Full acceptance
- Conditional acceptance
- Denial

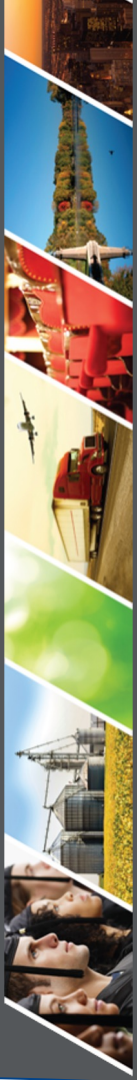




Administrative Withdrawal

A grantee offers acceptance to a participant, that participant commits to attending the program, but never attends any instructional sessions.





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Section 5: Program Application

Section 5: Program Application and Intake

Section Overview

By the end of Section 5, you will be able to:

1. Leverage **standardized tools and templates** including the program application, interview questionnaire, acceptance letter, conditional acceptance letter, and denial letter.
2. Reference the **eligibility requirements** for program participation.
3. Complete the **Pre-Screen Assessment** in the Illinois Works Reporting System (IWRs)
4. Describe the importance and tasks related to the **intake process** including the **Wrap-Around Service Assessment**.
5. Integrate **DIBE and the six core values** into all elements of your program's application and intake processes.





Section 5: Participant Applications and Intake



Table of Contents

Section 1: Introduction to Illinois Works 51

- Department of Commerce & Economic Opportunity
- Overview of Illinois Works
- Benefits of Apprenticeship Programs
- Innovative Workforce Development Model
- Three Key Programs
 - Illinois Works Apprenticeship Initiative
 - Illinois Works Pre-apprenticeship Program
 - Illinois Works Bid Credit Program
 - Illinois Work Pre-apprenticeship Program Design
- Program Goal
- Program Description
- Nationally Recognized Pre-apprenticeship Program Design Elements
- Program Requirements
- Staff Roles
- Definitions
- Additional Information, Links, and Documents

Section 2: Program Culture 52

- Program Culture
- Program Core Values
- Tools to Measure Cultural Values
- Illinois Works Equity-focus
 - What We Know
 - Illinois Works Equity Goals
 - Why This is Important
- Diversity, Inclusion, Belonging, and Equity (DIBE)
 - Diversity
 - Inclusion
 - Belonging
 - Equity
- Legal Implications
 - COVID-19 Legal Implications
 - Equity-focused Training
 - Program Culture and the Pre-apprentice LifeCycle
 - Additional Information, Links, and Documents

Section 3: Partnerships, Provider Relationships, and Leveraged Resources 55

- Program Partnerships and Provider Relationships
 - Role Definitions
 - Partner and Provider Requirements
 - Tracking Partner Engagement in the Illinois Works Reporting System (IWRIS)
- Leveraged Resources
- Additional Information, Links, and Documents

Section 4: Outreach and Recruitment 61

- Outreach and Recruitment
 - Effective Outreach and Recruitment
 - Tracking Participant Outreach and Recruitment
 - Participant Leads
 - Pre-screen Assessment
- Outreach and Recruitment Tools
- Outreach and Recruitment Methods
- Additional Information, Links, and Documents

Section 5: Program Application and Intake 74

- Application Process
 - Eligibility Requirements
 - Program Application
 - Referral Sheet
 - Standardized Interview
 - Enrollment Decisions
 - Administrative Withdrawal
 - Participant Skimming
- Drug Testing
- Intake
 - Building Rapport with Participants
 - Assessing Participant Need for Wrap-Around Services
- Additional Information, Links, and Documents

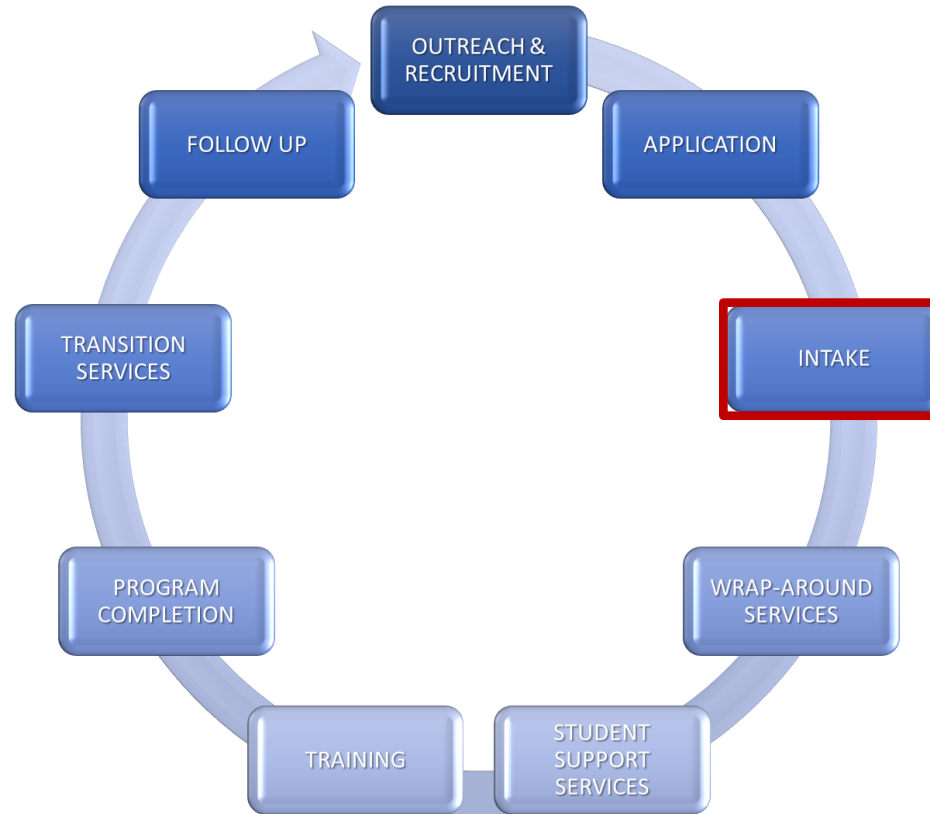
Section 6: Participant Wrap-Around Services and Student Support Services 85

- Wrap-Around Services
 - Wrap-Around Service Assessment
 - Supporting Participants with Complex Needs
 - Tracking Wrap-around Services
 - Performance-Based Stipends
 - Additional Considerations for ILW Stipends
- Student Support Services
 - Student Support Alerts & Tracking
 - ADA Requirements





Pre-Apprentice Participant LifeCycle





Intake Meeting





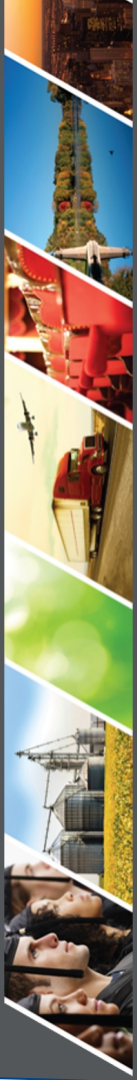
Building Rapport with Participants



Question:

"What techniques do you/will you use to build rapport?"





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Section 6: Participant Wrap-Around Services

Section 6: Participant Wrap-Around Services and Student Support Services

Section Overview

By the end of Section 6, you will be able to:

1. Complete a **Wrap-around Service Assessment** and deliver wrap-around services. ←
2. Provide additional support for participants with complex needs. ←
3. Comply with Illinois Works guidance for **performance-based stipends**. ←
4. Provide **student support services**.
5. Track participants attendance, academic performance, and **respond to student alerts** in the Illinois Works Reporting System (IWRS).
6. Develop policies for **make-up post-assessments and sessions**.
7. Comply with **Americans with Disabilities Act (ADA)** requirements.
8. Integrate **DIBE and the six core values** into all elements of your program's wrap-around and student support services.





Section 6: Participant Wrap-Around Services



Department of Commerce & Economic Opportunity

2023 Grantee Manual

Illinois Works
Pre-apprenticeship Program



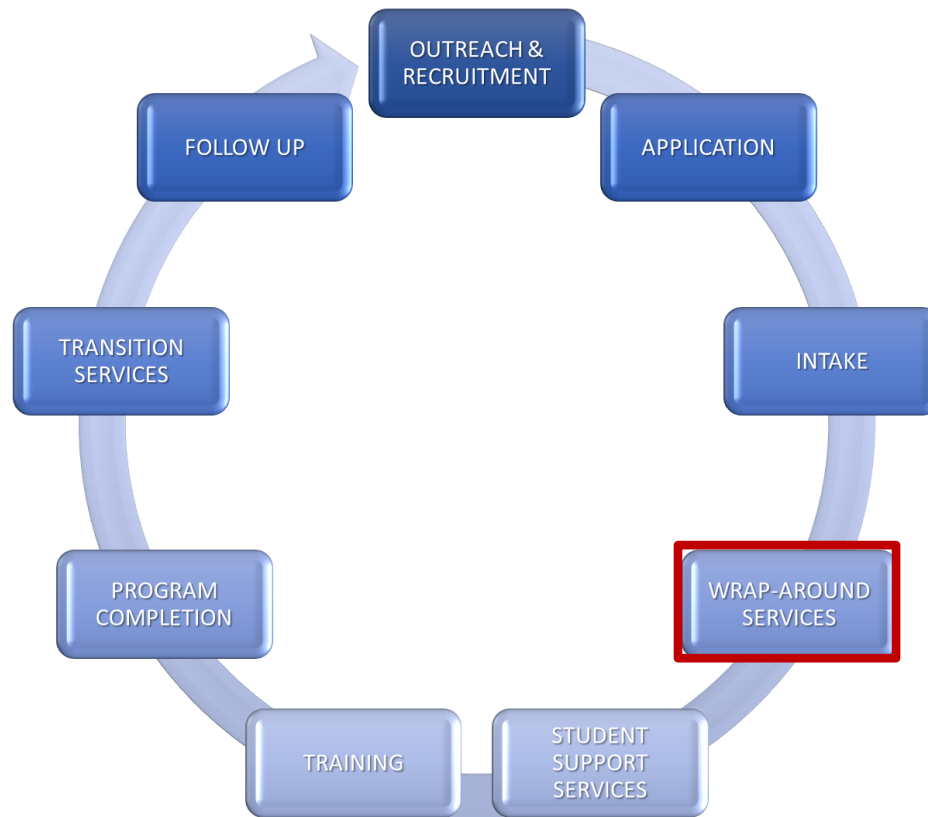
Table of Contents

Section 1: Introduction to Illinois Works	51
Department of Commerce & Economic Opportunity	
Overview of Illinois Works	
Benefits of Apprenticeship Programs	
Innovative Workforce Development Model	
Three Key Programs	
Illinois Works Apprenticeship Initiative	
Illinois Works Pre-apprenticeship Program	
Illinois Works Bid Credit Program	
Illinois Work Pre-apprenticeship Program Design	
Program Goal	
Program Description	
Nationally Recognized Pre-apprenticeship Program Design Elements	
Program Requirements	
Staff Roles	
Definitions	
Additional Information, Links, and Documents	
Section 2: Program Culture	52
Program Culture	
Program Core Values	
Tools to Measure Cultural Values	
Illinois Works Equity-focus	
What We Know	
Illinois Works Equity Goals	
Why This is Important	
Diversity, Inclusion, Belonging, and Equity (DIBE)	
Diversity	
Inclusion	
Belonging	
Equity	
Legal Implications	
COVID-19 Legal Implications	
Equity-focused Training	
Program Culture and the Pre-apprentice LifeCycle	
Additional Information, Links, and Documents	
Section 3: Partnerships, Provider Relationships, and Leveraged Resources	55
Program Partnerships and Provider Relationships	
Role Definitions	
Partner and Provider Requirements	
Tracking Partner Engagement in the Illinois Works Reporting System (IWRIS)	
Leveraged Resources	
Additional Information, Links, and Documents	
Section 4: Outreach and Recruitment	61
Outreach and Recruitment	
Effective Outreach and Recruitment	
Tracking Participant Outreach and Recruitment	
Participant Leads	
Pre-screen Assessment	
Outreach and Recruitment Tools	
Outreach and Recruitment Methods	
Additional Information, Links, and Documents	
Section 5: Program Application and Intake	74
Application Process	
Eligibility Requirements	
Program Application	
Referral Sheet	
Standardized Interview	
Enrollment Decisions	
Administrative Withdrawal	
Participant Skimming	
Drug Testing	
Intake	
Building Rapport with Participants	
Assessing Participant Need for Wrap-Around Services	
Additional Information, Links, and Documents	
Section 6: Participant Wrap-Around Services and Student Support Services	75
Wrap-Around Services	
Wrap-Around Service Assessment	
Supporting Participants with Complex Needs	
Tracking Wrap-around Services	
Performance-Based Stipends	
Additional Considerations for ILW Stipends	
Student Support Services	
Student Support Alerts & Tracking	
ADA Requirements	





Pre-Apprentice Participant LifeCycle





Wrap-Around Services Assessment



Participants can **Opt-in** or **Opt-out** of wrap-around services at any point during their active enrollment in the program.





Wrap-Around Services



Wrap-around service may include, but not limited to;

- Apprenticeship application fees
- Transportation costs
- Childcare/family member care
- Technology assistance for virtual learning
- Driver's education fees
- Mentorship
- Financial literacy
- Alumni networking
- Other wrap-around support services

Question:

“What partnerships have you established to help provide wrap-around services?”





Performance-Based Stipends



STIPEND

Grantees are required by the Illinois Works Jobs Program Act to provide **stipends** to all participants for instructional hours.



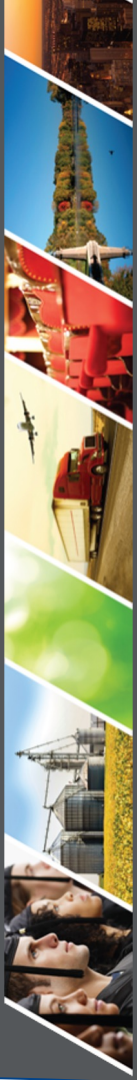


Performance-Based Stipends Policies



- Grantees must provide stipends up to \$13 per instructional hour
- Stipend amounts must be the same for all instructional activities
- Stipends can only be provided to participants
- Stipends must be reduced if participants do not meet or exceed attendance and performance measures





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Section 6: Participant Wrap-Around Services

Section 6: Participant Wrap-Around Services and Student Support Services

Section Overview

By the end of Section 6, you will be able to:

1. Complete a **Wrap-around Service Assessment** and deliver wrap-around services.
2. Provide additional support for participants with complex needs.
3. Comply with Illinois Works guidance for **performance-based stipends**.
4. Provide **student support services**.
5. Track participants attendance, academic performance, and **respond to student alerts** in the Illinois Works Reporting System (IWRS).
6. Develop policies for **make-up post-assessments and sessions**.
7. Comply with **Americans with Disabilities Act (ADA)** requirements.
8. Integrate **DIBE and the six core values** into all elements of your program's wrap-around and student support services.





Section 6: Student Support Services



Table of Contents

Section 1: Introduction to Illinois Works 55

- Department of Commerce & Economic Opportunity
- Overview of Illinois Works
- Benefits of Apprenticeship Programs
- Innovative Workforce Development Model
- Three Key Programs
 - Illinois Works Apprenticeship Initiative
 - Illinois Works Pre-apprenticeship Program
 - Illinois Works Bid Credit Program
 - Illinois Work Pre-apprenticeship Program Design
- Program Goal
- Program Description
- Nationally Recognized Pre-apprenticeship Program
- Program Requirements
- Staff Roles
- Definitions
- Additional Information, Links, and Documents

Section 2: Program Culture 61

- Program Culture
- Program Core Values
- Tools to Measure Cultural Values
- Illinois Works Equity-focus
 - What We Know
 - Illinois Works Equity Goals
 - Why This is Important
- Diversity, Inclusion, Belonging, and Equity (DIBE)
- Diversity
- Inclusion
- Belonging
- Equity
- Legal Implications
 - COVID-19 Legal Implications
 - Equity-focused Training
 - Program Culture and the Pre-apprentice LifeCycle
- Additional Information, Links, and Documents

Section 3: Partnerships, Provider Relationships, and Leveraged Resources 55

- Program Partnerships and Provider Relationships
 - Role Definitions
 - Partner and Provider Requirements
 - Tracking Partner Engagement in the Illinois Works Reporting System (IWRIS)
- Leveraged Resources
- Additional Information, Links, and Documents

Section 4: Outreach and Recruitment 61

- Outreach and Recruitment
 - Effective Outreach and Recruitment
 - Tracking Participant Outreach and Recruitment
 - Participant Leads
 - Pre-screen Assessment
- Outreach and Recruitment Tools
- Outreach and Recruitment Methods
- Additional Information, Links, and Documents

Section 5: Program Application and Intake 74

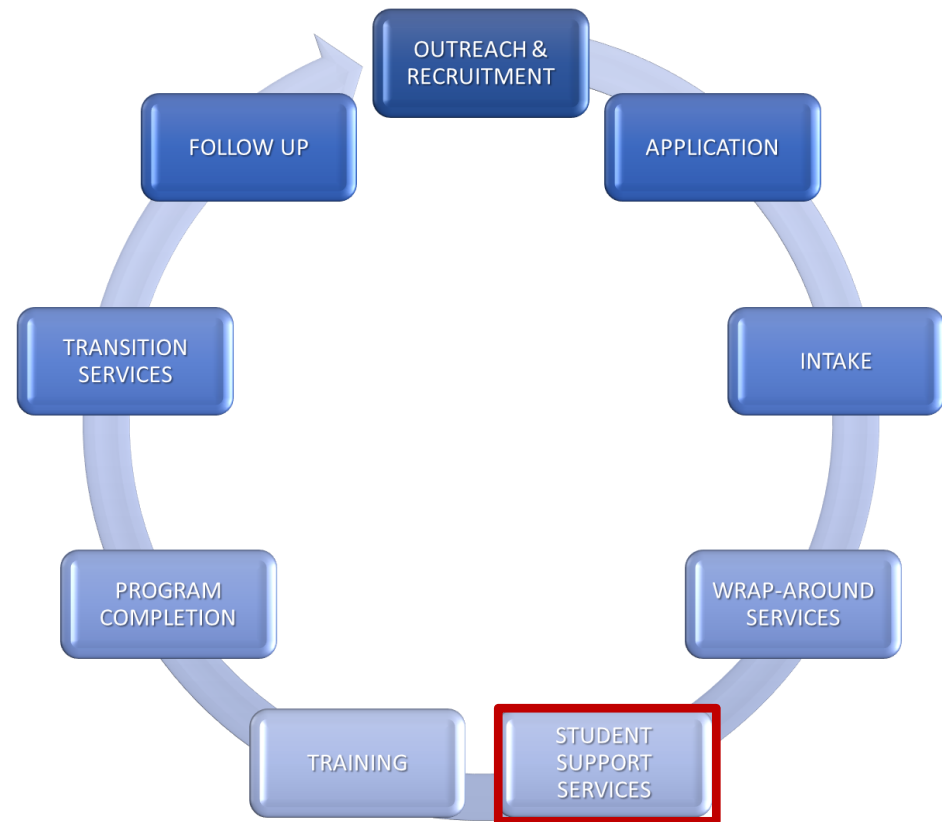
- Application Process
 - Eligibility Requirements
 - Program Application
 - Referral Sheet
 - Standardized Interview
 - Enrollment Decisions
 - Administrative Withdrawal
 - Participant Skimming
- Drug Testing
- Intake
 - Building Rapport with Participants
 - Assessing Participant Need for Wrap-Around Services
- Additional Information, Links, and Documents

Section 6: Participant Wrap-Around Services and Student Support Services 74

- Wrap-Around Services
 - Wrap-Around Service Assessment
 - Supporting Participants with Complex Needs
 - Tracking Wrap-around Services
 - Performance-Based Stipends
 - Additional Considerations for ILW Stipends
- Student Support Services
 - Student Support Alerts & Tracking
 - ADA Requirements



Pre-Apprentice Participant LifeCycle





Student Support Alerts & Tracking

Student support is provided when a participant demonstrates a need either through absences or missed / failed exams.



- Attendance
- Assessment Scores





Participant Evaluation (Post-Assessment Scores)





Identifying and Removing Red Flags



- Academic Need
- Non-Academic Need



Question:



“What partnerships have you established to help provide student support services?”



ADA Requirements

The Americans with Disabilities Act or ADA prohibits discrimination against people with disabilities in multiple areas, including;



- Employment
- Transportation
- Public accommodations
- Communications
- Access to state and local government' programs and services



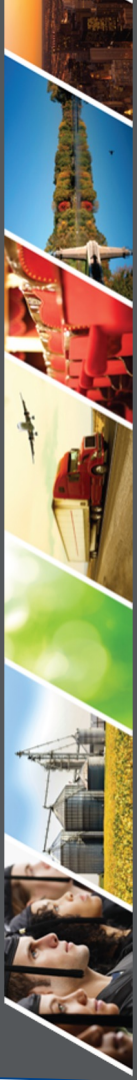
ADA Requirements

Illinois Works Programs are ethically and legally responsible for adhering to administrative requirements according to the Americans with Disabilities Act (ADA). Each program must:



- Have a designated ADA coordinator
- Provide public notice
- Have an established grievance policy
- Conduct a self-evaluation
- Develop a transition plan regarding accessibility





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Section 7: Training, Instruction and Certifications



Section 7: Training, Instruction and Certifications

Section Overview

By the end of Section 7, you will be able to:


1. Explain **training expectations** within the scope of the Illinois Works Pre-apprenticeship Program.
2. Deliver an effective **program orientation**.
3. Utilize required tools including the **Career Assessment and Commitment Agreement**.
4. Comply with the **Illinois Works Pre-apprenticeship curriculum** requirements.
5. Consider **additional certifications** or training modules that might be relevant for your target population.
6. Apply the **Illinois Essential Employability Skills Framework** to your program's soft skills instructional hours.
7. Incorporate **diverse learning modalities** based on participant needs and program expectations.
8. Utilize best practices to **evaluate training curriculum**.





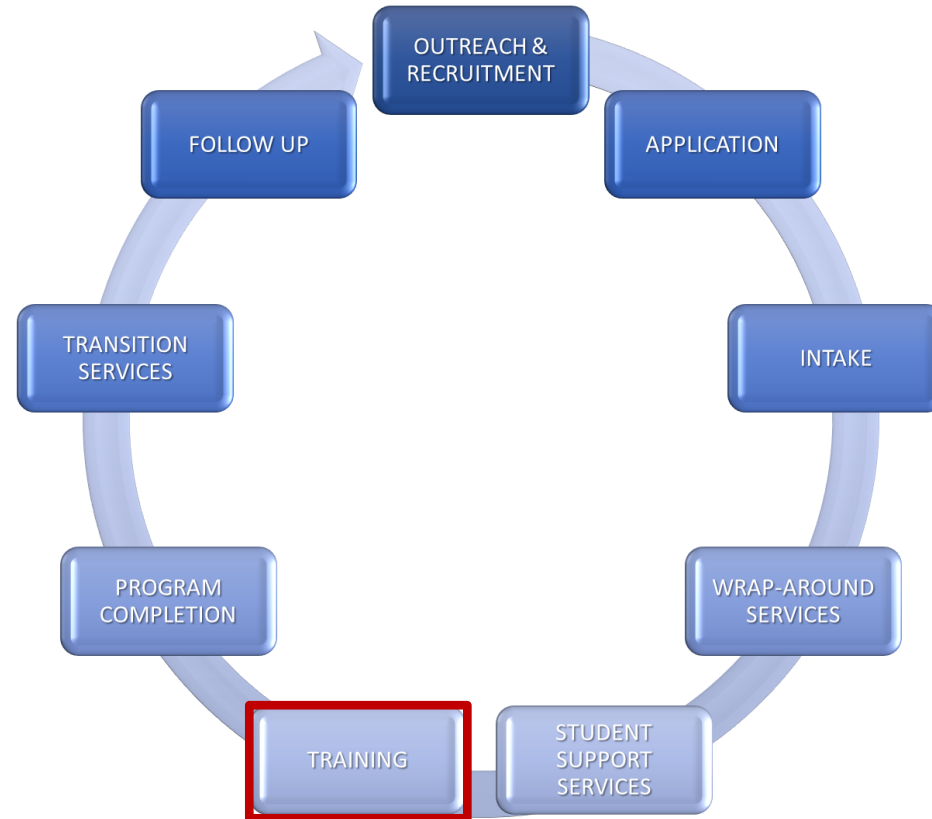
Section 7: Training, Instruction and Certifications



	Illinois Department of Commerce and Economic Development		
Department of Commerce and Economic Development			
Pre-Apprenticeship Program			
	Section 1: Introduction to Pre-Apprenticeship		
	Department of Commerce and Economic Development		
	Overview of Pre-Apprenticeship		
	Innovative Workforce		
	Three Key Programs		
	Illinois Works		
	Illinois Works		
	Illinois Works		
	Illinois Work Pre-apprenticeship		
	Program Goals		
	Program Design		
	Nationally Recognized		
	Program Requirements		
	Staff Roles		
	Definitions		
	Additional Information, Links, and Documents		
	Section 2: Program Culture		
	Program Culture		
	Program Core Values		
	Tools to Measure Culture		
	Illinois Works Equity		
	What We Know		
	Illinois Works		
	Why This is Important		
	Diversity, Inclusion, and Belonging		
	Equity		
	Legal Implications		
	COVID-19 Implications		
	Equity-focused Training		
	Program Culture and Additional Information, Links, and Documents		
	Section 3: Partnerships, Provider Relationships, and Leveraged Resources	55	
	Program Partnerships and Provider Relationships		
	Role Definitions		
	Partner and Provider Roles		
	Tracking Partner Engagement		
	Leveraged Resources		
	Additional Information, Links, and Documents		
	Section 4: Outreach and Recruitment		
	Outreach and Recruitment		
	Effective Outreach and Recruitment		
	Tracking Participant Engagement		
	Participant Leads		
	Pre-screen Assessments		
	Outreach and Recruitment Tools		
	Outreach and Recruitment Metrics		
	Additional Information, Links, and Documents		
	Section 5: Program Application and Enrollment		
	Application Process		
	Eligibility Requirements		
	Program Application		
	Referral Sheet		
	Standardized Interview		
	Enrollment Decisions		
	Administrative Withdrawals		
	Participant Skimming		
	Drug Testing		
	Intake		
	Building Rapport with Participants		
	Assessing Participant Readiness		
	Additional Information, Links, and Documents		
	Section 6: Participant Wrap-Around Services		
	Wrap-Around Services		
	Supporting Participants with Disabilities		
	Tracking Wrap-around Services		
	Performance-Based Stipends		
	Additional Considerations		
	Student Support Services		
	Student Support Alerts		
	ADA Requirements		
	Section 7: Training, Instruction, and Certifications	100	
	Additional Information, Links, and Documents		
	Why Training?		
	Staying in Scope		
	Orientation		
	Orientation Agenda		
	Career Assessment		
	Commitment Agreement		
	Illinois Works Pre-apprenticeship Curriculum		
	Requirements		
	Additional Certifications and Training Considerations		
	Employability Skills		
	Additional Content Considerations		
	Training Modalities		
	Instructional Planning		
	Curriculum Approval		
	Alternate Curriculum		
	Evaluating Instruction		
	Kirkpatrick Model for Training Evaluation		
	Additional Information, Links, and Documents		
	Section 8: Program Completion, Transition Services, and Follow Up	131	
	Program Completion		
	Participant Satisfaction Survey		
	Transition Services		
	Pre-transition Career Assessment		
	Transition Plan		
	Transition Staff		
	Expected Outcomes and Deliverables		
	Follow Up		
	Additional Information, Links, and Documents		
	Section 9: Professional Development/Technical Assistance	140	
	Grantee Training and Professional Development Expectations		
	Illinois Works Professional Development Offerings		
	Webinar Sessions		
	Program Coaching		
	Technical Assistance		
	Toolbox Tuesdays		
	Regional Meetings		
	ILW Annual Conference		



Pre-Apprentice Participant LifeCycle





Why Training



- Training
- Teaching





Experiential Training



- **Construction Laboratory -**
A facility that provides controlled conditions in which participants can practice a task or skill.
- **Job Site -**
A location or area where construction work is taking place.
Note: Job sites are not controlled like construction laboratories.





Staying In Scope



- Minimum of **150** hours
- Should not exceed **300** hours





Required Instruction



- ILW Grantee Orientation
- ILW Pre-apprenticeship Required Certifications
 - NABTU, NCCER, ICCB or other approved curriculum
 - OSHA 10-hours
 - First Aid and CPR
- Illinois Essential Employability Skills Framework
- Work-based Learning





Out of Scope



- Wrap-around services
- Student support services
- Transition services
- Follow-up activities





Orientation





Career Assessment



The career assessment tool captures key information regarding;

- The participant's career readiness.
- Their primary and secondary career goals.
- Their anticipated timeline for transitioning to a career once the program has concluded.





Commitment Agreement



A Pre-apprenticeship Training Program **Commitment Agreement** is a written agreement between the participant and your program that clarifies the participant's rights, obligations, and pre-apprenticeship training conditions.





Pre-apprenticeship Curriculum



At a minimum, your program **MUST** lead participants through the attainment of the following certifications:

- NABTU, NCCER, ICCB, or other approved program
- OSHA 10-hours
- First Aid and CPR



Additional Certification and Considerations



This plan may include, but not be limited to;

- Construction and Building Trades Math
- Test-Taking Skills
- Flagger Certification
- Employability Skills
- Diversity, Inclusion, Belonging, and Equity (DIBE)



Curriculum Approval





Kirkpatrick Model

Level	Definition	Summary	Tool	ILW
Level 1	The degree to which participants find the training favorable, engaging, and relevant to their jobs.	Did they like it?	Smiley Sheets	Highly Recommended
Level 2	The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training.	Did they learn something?	Pre and Post Assessments	Required
Level 3	The degree to which participants apply what they learned during training when they are back on the job. Note: this level is not relevant for Illinois Works purposes.	Can they do (task or skill) it?	Task/Job Checklist	N/A
Level 4	The degree to which targeted outcomes occur as a result of the training and the support and accountability package.	Did it impact performance outcomes?	Illinois Works Longitudinal Evaluation	Required

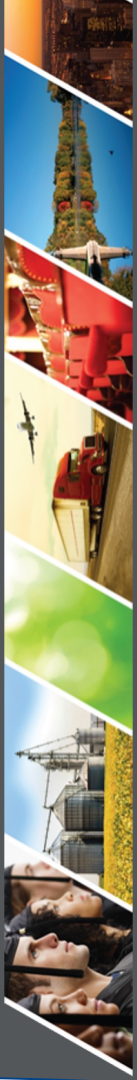


Table 17: Instructional Content Evaluations



Instructional Content	Built-in Evaluation	Evaluation Creation Required
NABTU	X (Level 2)	
NCCER*	X (Level 1 & 2)	
ICCB**	X (Level 1)	
OSHA 10-hours	X (Level 2)	
First Aid/CPR	X (Level 2)	
Illinois Works Grantee Orientation		X
Illinois Essential Employability Skills Framework		X
Construction and Building Trades Math		X
Test-Taking Skills		X
Diversity, Inclusion, Belong, and Equity (DIBE)		X
Discrimination within Workplaces		X
Sexism in the Workplaces		X
Bullying and Harassment in the Workplace		X
Construction and Trades from a Gender Lens		X
Construction and Trades Through the Lens of People of Color (specific ethnic groups)		X

Note: It is advised that ILW Grantees Accredited by the following organizations, follow the guidelines for Level 1 and 2 Evaluations as outlined below:



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Section 8: Program Completion, Transitional Services and Follow up



Section 8: Program Completion, Transition Services, and Follow Up

Section Overview



By the end of Section 8, you will be able to:

- Reference **program completion** definitions. 
- Complete the required **Pre-Transition - Career Assessment**. 
- Describe **transition staff** responsibilities. 
- Articulate **expected outcomes and deliverables**. 
- Provide **transition and follow-up** services. 
- Identify **active follow-up vs. long-term** follow up 
- Integrate **DIBE and the six core values** into all elements of your program's transition services and follow up activities. 



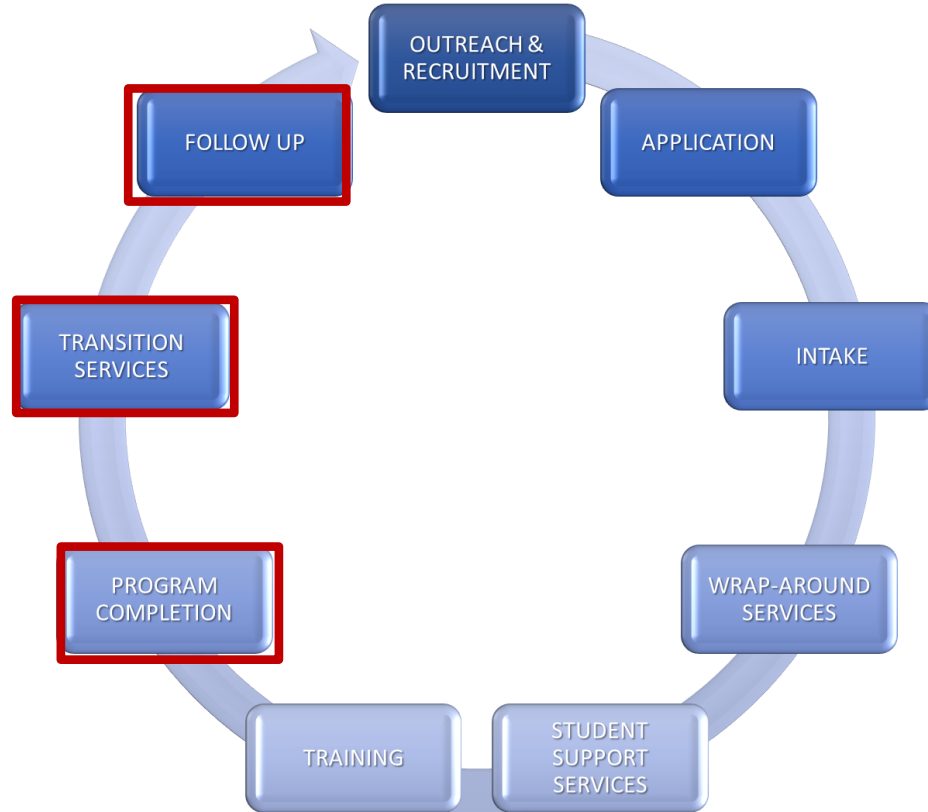
Section 8: Program Completion, Transitional Services and Follow-up



	Illinois Department of Commerce and Economic Opportunity		
Pre-apprenticeship Program			
Section 1: Introduction to ILW	<ul style="list-style-type: none"> Department of Commerce and Economic Opportunity Overview of Illinois Workforce Development Benefits of Apprenticeships Innovative Workforce Education Three Key Programs Illinois Works A Illinois Works B Illinois Work Pre-apprenticeship Program Goal Program Description Nationally Recognized Program Requirements Staff Roles Definitions Additional Information 		
Section 2: Program Culture	<ul style="list-style-type: none"> Program Culture Program Core Values Tools to Measure Culture Illinois Works Equity-Focused Training What We Know Illinois Works Inclusion Why This is Important Diversity, Inclusion, Belonging Diversity Inclusion Belonging Equity Legal Implications COVID-19 Legal Implications Equity-focused Training Program Culture and the Pre-apprenticeship Program Additional Information 		
Section 3: Partnerships, Provider Relationships, and Leveraged Resources	<ul style="list-style-type: none"> Program Partnerships and Provider Relationships Role Definitions Partner and Provider Requirements Tracking Partner Engagement Leveraged Resources Additional Information, Links, and Documents 	55	
Section 4: Outreach and Recruitment	<ul style="list-style-type: none"> Outreach and Recruitment Effective Outreach and Recruitment Tracking Participant Outreach Participant Leads Pre-screen Assessment Outreach and Recruitment Tools Outreach and Recruitment Methods Additional Information, Links, and Documents 		
Section 5: Program Application and Intake	<ul style="list-style-type: none"> Application Process Eligibility Requirements Program Application Referral Sheet Standardized Interview Enrollment Decisions Administrative Withdrawal Participant Skimming Drug Testing Intake Building Rapport with Participants Assessing Participant Needs Additional Information, Links, and Documents 		
Section 6: Participant Wrap-Around Services	<ul style="list-style-type: none"> Wrap-Around Services Wrap-Around Service Activities Supporting Participants with Complex Needs Tracking Wrap-around Services Performance-Based Stipends Additional Considerations Student Support Services Student Support Alerts & Notifications ADA Requirements 		
Section 7: Training, Instruction, and Certification	<ul style="list-style-type: none"> Additional Information, Links, and Documents Why Training? Staying in Scope Orientation Orientation Agenda Career Assessment Commitment Agreement Illinois Works Pre-apprenticeship Curriculum Requirements Additional Certifications and Training Considerations Employability Skills Additional Content Considerations Training Modalities Instructional Planning Curriculum Approval Alternate Curriculum Evaluating Instruction Kirkpatrick Model for Training Evaluation Additional Information, Links, and Documents 	100	
Section 8: Program Completion, Transitional Services, and Follow Up	<ul style="list-style-type: none"> Program Completion Participant Satisfaction Survey Transitional Services Pre-transition Career Assessment Transition Plan Transition Staff Expected Outcomes and Deliverables Follow Up Additional Information, Links, and Documents 	131	
Section 9: Professional Development/Technical Assistance	<ul style="list-style-type: none"> Grantee Training and Professional Development Expectations Illinois Works Professional Development Offerings Webinar Sessions Program Coaching Technical Assistance Toolbox Tuesdays Regional Meetings ILW Annual Conference 	140	

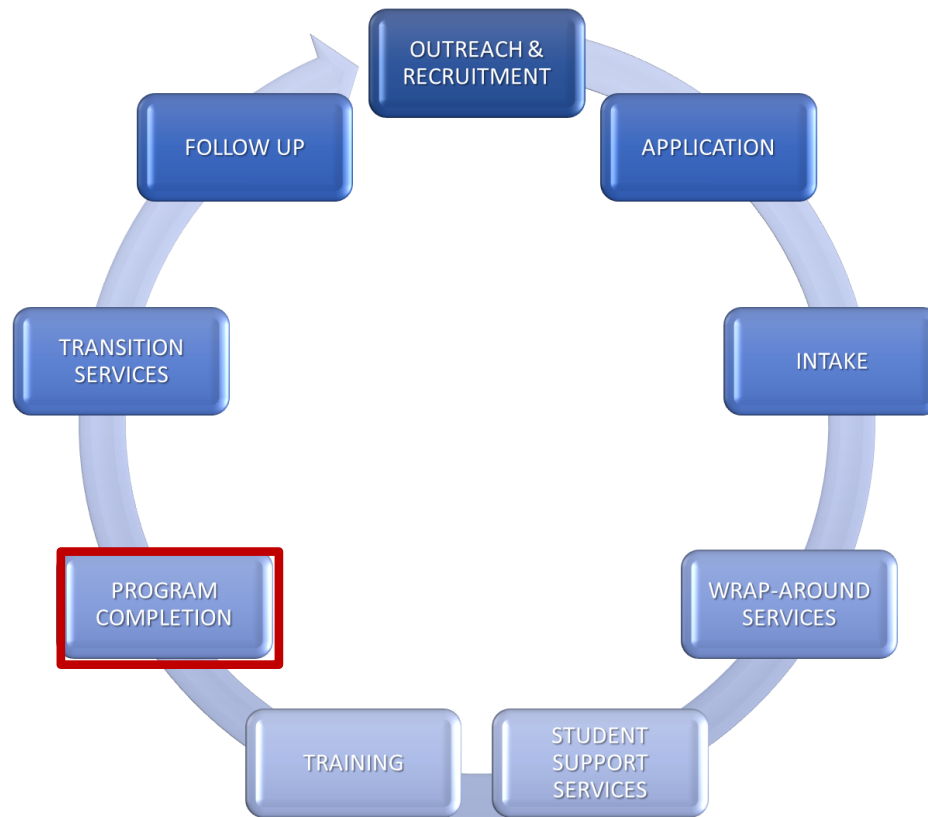


Pre-Apprentice Participant LifeCycle





Pre-Apprentice Participant LifeCycle





Statuses: End of Program



- Successful Completion
- Unsuccessful Completion
- Withdrawal
- Dismissal





Participant Satisfaction Survey



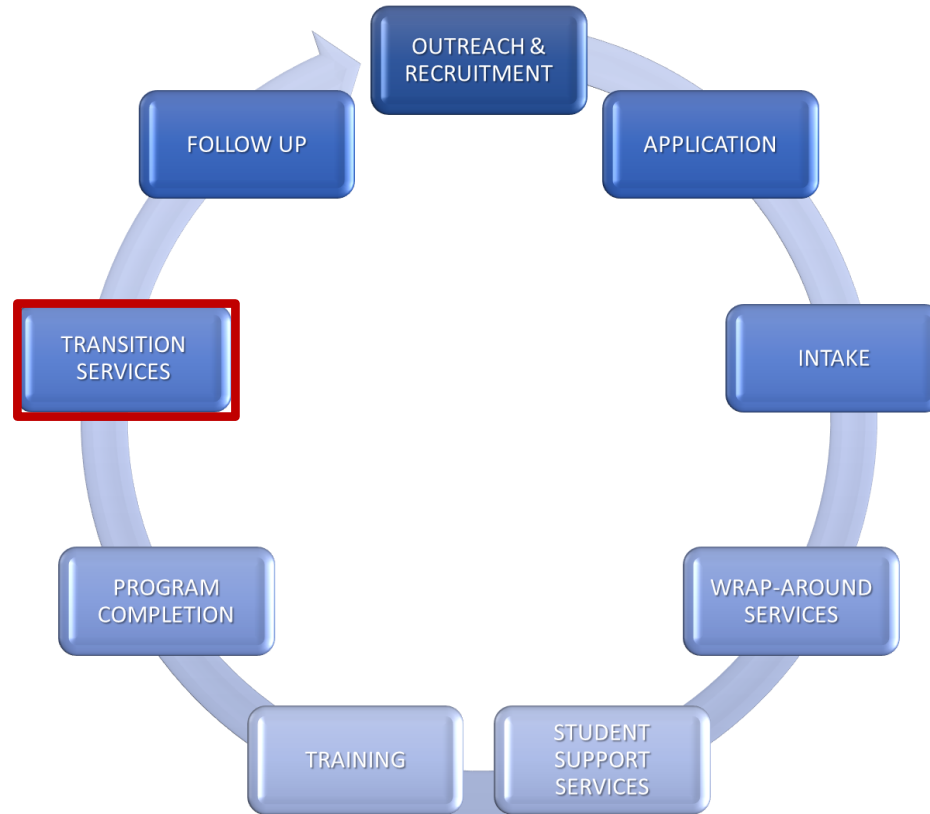
All pre-apprenticeship participants who remain engaged in the program through the end of instruction will be asked to provide feedback on their program experience through a Participant Satisfaction Survey.

This is a mandatory step for all participants and programs are required to ensure the surveys are completed.





Pre-Apprentice Participant LifeCycle





Transition Process





Pre-Transition Career Assessment





Transition Services

- Providing career information
- Resume building/writing
- Interview preparation
- Assistance with completing an apprenticeship program application
- Job assistance
- Job search assistance
- Starting a business/small business
- Community college
- American Job Center



Question:



“What partnerships have you established to help support transition services?”





Expected Outcomes and Deliverables

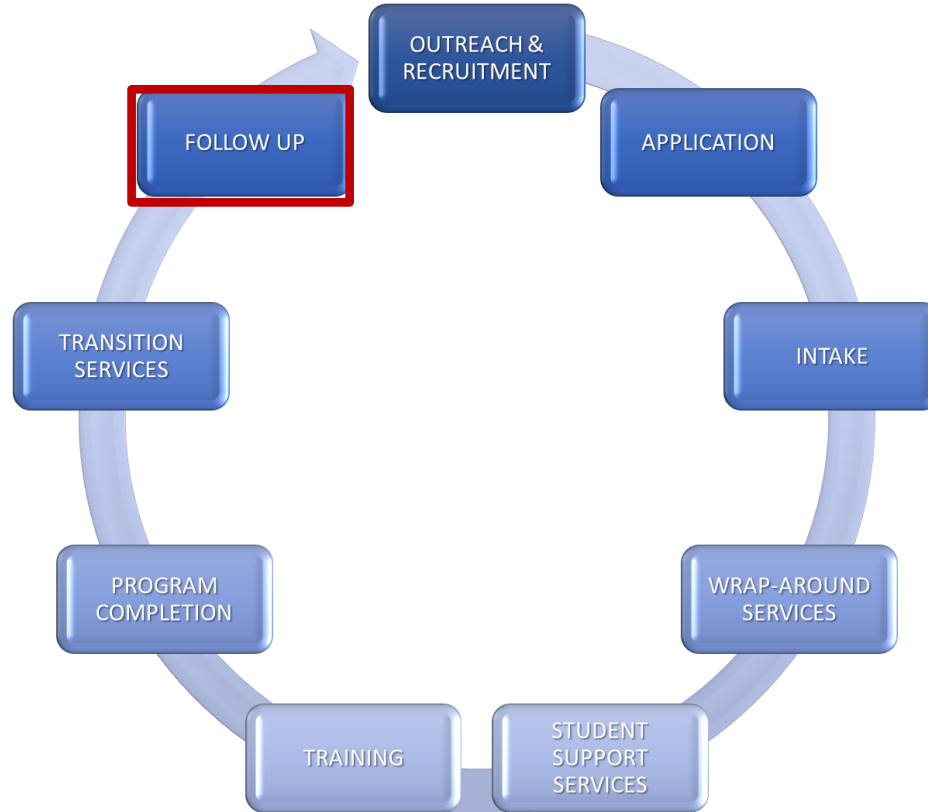


- At least 85% of enrolled participants must successfully complete the program.
- At least 70% of enrolled participants must transition to a DOL-registered apprenticeship.





Pre-Apprentice Participant LifeCycle





Program Follow-Up



- Surveys
- Focus groups
- Phone
- Text
- Social media
- Email
- Visits





One-Year Follow Up



A **follow-up** is a contact between transition staff and program alumni on a quarterly basis for one year.

The **first year** is when apprentices may be most vulnerable to dropping out of an apprenticeship program.





Follow-Up Services



- Illinois Works' follow-up process is non-traditional and will become a part of a longitudinal study to measure program goals and participant outcomes for up to 10 years.
- These follow-up services are an essential and integral part of the comprehensive, longer-term, goal to simultaneously promote participants' economic independence and economic development in the State of Illinois.



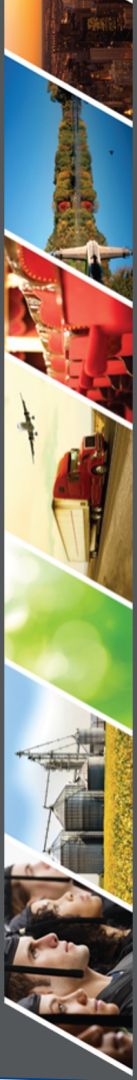


Active Follow-Up Services



- Referral to community resources
- Tracking progress in the apprenticeship program and/or on the job
- Apprenticeship and work-related peer support group
- Assistance with apprenticeship and work-related problems





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Email us at:

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Feedback ~ We want to hear from you



Thank You!



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