



**Illinois**  
**Department of Commerce**  
& Economic Opportunity

Department of Commerce & Economic Opportunity (DCEO)

# Illinois Works Jobs Program

Meeting Starts In: **10:00**





**Illinois**  
**Department of Commerce**  
& Economic Opportunity

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# Illinois Works Pre-Apprenticeship Program

May 2026 Wrap-around Services Community of Practice Meeting





*This Session is Being Recorded*





## Introduce yourself using Webex chat:



- Your Name
- Organization/Agency
- Describe your workload  
in one word





# ILW Pre-Apprenticeship Team



- Dr. Norman Ruano, Deputy Director of Illinois Works
- Mr. Dan Martinez, Senior Pre-Apprenticeship Program Manager
- Ms. Monica Pruitt, Grant Manager
- Mr. Edwin Sanchez, Grant Manager
- Ms. Sharhianna Fulce, Grant Manager
- Mr. Robyn Hovey, Financial Grant Manager
- Ms. Sue Ridings, Monitoring Grant Manager
- Dr. Jeff Doolittle, ID and Professional Coach
- Dr. Carleta L. Alston, ID and Professional Coach
- Ms. Olivia Meisenbach, Technical Writer
- Mr. Shiva Sai Jammula, Virtual Producer
- Dr. Gia Suggs, Professional Development Lead, ID, and Professional Coach





# Objectives

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

- Gain clarity on how to access wraparound services and identify the appropriate contacts for connection and support.
- Enhance your ability to elicit wrap-around services needs from program participants.
- Leverage the group to explore challenges you are facing.



# Wrap Around Services Communities of Practice Schedule

- ▶ WAS COP will be held on a monthly basis. These will focus on sharing best practices, challenges, and strengthening coordination across services to better support individuals.

Wraparound Service  
Coordinator (WSC) CoP

June 2, 2026  
(10:00 AM -  
11:15 AM)

Illinois Works Learning  
Management System (ILW-LMS)

[ILW-LMS Login](#)



# Sharhianna Fulce

- ▷ Programmatic Grant Manager, Illinois Works Pre-Apprenticeship Program
  - Started with the Office of Illinois Works within the 4th year of the ILW Pre-Apprenticeship Program.
  - Over 5 years of experience in workforce development.



# Process of Wrap Around Services

- Identify need and employment barrier
- Confirm service aligns with program guidelines
- Verify eligibility and documentation
- Submit for approval and document
- Provide service and follow up on impact





# Connection for Approval

- **Participant → WAS Coordinator:** shares need for wraparound support
- **Coordinator → ILW Staff:** reviews need, eligibility, and alignment
- **ILW Staff → Coordinator:** coordinates delivery if approved





# Identifying Wrap-around Services

1. Build Rapport
2. Assess Participant Needs for Wrap-around Services





# Building rapport

What do you do  
to build rapport?

When and where do  
you build rapport?





# Building rapport

## Core Principles of Rapport Building

1. Genuine Interest
2. Empathy
3. Active Listening
4. Non-verbal Communication
5. Building Trust
6. Respect
7. Cultural Competence

## Common Rapport Building Techniques

1. Open-ended questions
2. Reflecting feelings
3. Summarizing
4. Self-disclosure
5. Matching and mirroring



# Wrap-around Services Assessment Interview Role-Play



## Ground rules

- No judgment
- Have fun!
- *What other ground rules?*

**Remember:**  
We are all here to learn



# Wrap-around Services Assessment

## TRANSPORTATION COSTS:

- Do you have reliable transportation to and from the program?

## CHILDCARE/FAMILY MEMBER CARE

- Do you have family members that depend on your care while you are in the program?

## TECHNOLOGY ASSISTANCE

- Do you have a computer or access to one?
- Do you have the internet?

## DRIVER'S EDUCATION FEES

- Do you have a driver's license, or do you need assistance getting it?

## FINANCIAL LITERACY

- Do you feel comfortable in managing your money?

## DIGITAL LITERACY

- Do you feel comfortable in using a computer and its applications (Word, Excel, etc.)?

## OTHER WRAP-AROUND SUPPORT SERVICES





# What is a Community of Practice



**Collaboration** ▶ **Resources** ▶ **Support**

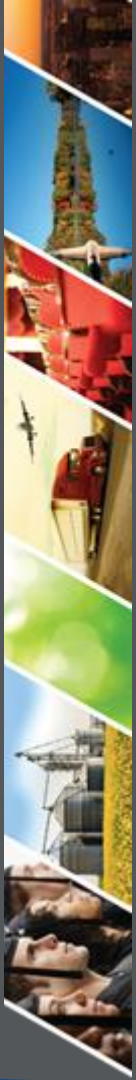
The ILWPP Community of Practices is delivered through the Absorb Learning Management System.



# WAS Community of Practice Resources

- WAS meeting recordings
- WAS presentation slides
- WAS discussion board best practices
- ILW Grantee Manual guidance
- ILW Grantee Manual best practices
- Acceptable transition documents
- ILWPP resource links
- IWRS discussion board Q & A





## Community Q&A

What questions do you have for the community?



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# Feedback ~ We want to hear from you






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