

**DRAFT – FOR APPROVAL Minutes of the Chicago Cook Workforce Investment Board–  
9/28/21**

Present: Shannon McGee for Haven Allen, Colin Cosgrove, Beatrice Thompson for Don Finn, Xochitl Flores, Jennifer Foster, Adam Hecktman, Mary Howard for Tracey Scott, Michael Jacobson, Sylvia Jenkins, Dan Lyonsmith, Pam McDonough, Richard Monocchio, Alberto Ortega, Donovan Pepper, Jacki Robinson-Icy, Saran Lichtenstein Walter for Juan Salgado, Marc Schulman, Karen Teitelbaum, Carrie Thomas, George Wright. Quorum? Yes.

[Co-chair Jacki Robinson-Ivy called the meeting to order at 9:32am, asked for a roll call attendance, and asked for a motion to approve the minutes of the September board meeting. Pam McDonough made the motion, and Donovan Pepper seconded the motion. The votes were taken by roll call; the minutes were unanimously approved; the motion carries.]

Karin Norington-Reaves gave the CEO Update. The first thing I will start off with is comings and goings. Phaedra Leslie departed us about a week ago and has really helped to create the Business Relations and Economic Development team. We will be posting that new role hopefully by the end of this week. We also are announcing the retirement of Ray Bentley who started off as our Board Liaison originally and moved into the Chief Program Officer role and recently has been serving as the Chief of Community Engagement. Ray is going to be retiring October 31st so this will be his last meeting with us, and we have an interim who will be taking his place at the Chatham Education and Workforce Center. In addition to that, we have a bunch of new openings based on grant opportunities that we have secured, and so we've got a couple of new career coaches as well as someone in our construction portfolio. So we'll be posting for a number of new positions as well. I also wanted to announce that I've been appointed to the Governor's Commission on Workforce Equity and Access, which was announced last week in conjunction of a number of grant opportunities. This commission is going to oversee the feasibility study on workforce consolidation and how we can expand access to everyone who needs to receive the services, particularly in light of the pandemic.

I want to talk a little bit about American Rescue Plan Act. I just mentioned how the Governor announced a number of grant opportunities last week. Many of those grant opportunities are tied to the billions of dollars that the State received in ARPA funds while both the City and the County have received dollars as well as many municipalities within the county and the state. Each governmental entity is going to have its own process for ensuring the appropriate disbursement of those dollars. On the County side the vehicle that's being used is the Cook County Policy Roadmap, which is a five-year strategic plan that was put together, and within in that plan there are five subparts -- I'm sorry -- six subparts, and so there's different working groups and policy groups. We sit on vital communities and the safe and driving communities working groups and within those policy groups they will be evaluating and assessing proposals for ARPA funding, including the proposal that the Partnership put forth. On the City side they did internal vetting and the Mayor gave her budget address this week and now those recommendations will be going to city council and will be comprised -- will be a part of the

budget hearings that will be taking place over the next month. We will keep you apprised of any funding that we receive through these vehicles.

We have just completed at the beginning of this month our five-week five virtual events with the City of Chicago and World Business Chicago. For Hire Chicago our goal was to have roughly 250 employers participate. We actually wound up having 274 employers participate. While about 370 expressed interest in the work, we through this initiative had nearly 15,000 job postings from employers with average salaries of about \$42,000. We really expected to see more job seekers given the all-out effort, the public awareness campaign, the media outreach. We were on television and radio and social media and on CTA buses courtesy of Welcome Chicago. We still only had just under 3,000 job seekers; and while this is a lot, sort of the highest I think in one single event, it still did not barely put a dent in the number of openings that employers presented with. There were a lot of strengths that were brought to the table at Hire Chicago. One of the downsides, however, was that it deviated from our normal process of prescreening candidates. Typically when we do hiring events they are curated hiring events where we have screened of talent as well as the employers and we have a deep sense of what the employers are looking for and we also have a deep sense of the strengths and skills of the candidates. This was not that typical experience for us, nor for the employers. We are still in the process of gathering feedback from both job seekers and employers. We will be sharing this out with you all in the coming months. There will be 30-, 60-, and 90-day follow-ups from both the

We have now been asked by Cook County to actually do a Hire Chicago initiative for the County. We have branded that Recover Cook. We're still working on developing a logo, hence the under construction, but there are three areas of focus for this, build, care, and connect. Construction and manufacturing following under build, hospitality and healthcare under care, and TDL and IT under connect. We will keep you posted on this. We will be kicking off with working groups at the end of this week and beginning next.

I wanted to root us all in the plans that is our work over the next several years, and so this came about because one of our board members said to me, you know, we're looking for strategic direction in workforce development from the Partnership and I said well, that's actually our local plan, and it's something that all of you participated in. And so I want to sort of re- -- reset and reconnect and root everybody in the pillars of the local plan and also just show you what we've done in alignment with that plan. As we move forward after subsequent board meetings when we do our presentations and we talk about our different programs and initiatives we are going to visually call out on our desk where in the local plan that particular item connects to so that we are always being rooted in our plan; that you see that we're always rooted in our plan; and that we are constantly just making sure that everything we do is in alignment. Our six strategic pillars are: One, to increase integration of WIOA partner services across our network. Two, to target our resources through an equity line to diversify our training expenditures and move beyond just the ITAs and not that we solely relied on ITAs but the predominant expenditure for training was through our ITAs. Also to continue to advance our data collection and analysis capabilities to amplify our sector specific programs and to align workforce investments with the regional economic strategies already being pursued by either the City, the County, or any of the other regional convenors.

Toward that end I just want to show you the progress that we've made since the creation of our local plan. You might recall it was officially submitted to the State last March after several working groups, focus groups. We also have working sessions with the board, and so I just want

to demonstrate what we've done to date in alignment with that plan. With respect to increasing integration of our WIOA partner services we've hired One Stop Operator who we've heard from a few times now and relaunched through our OSO, relaunched our monthly partner meetings in our AJCs, and we are working across with partners to facilitate reopening of our American Job Centers. We've revitalized our customer satisfaction survey, and we are in the process of implementing a new customer orientation that will be uniform and consistent through all of our American Job Centers. Next. We have expanded our investment in Career Pathway training, which you will hear about in just a little bit when Pam McDonough presents the latest recommendations from the Service Delivery Committee. In addition to that we have allocated funds to our on-the-job training and apprenticeship programs, and we've also added an equity line to our organizational value.

With respect to diversifying our training expenditures we have prioritized underserved communities in our WIOA procurement. We have added some new communities. We've also opened our new Chatham Education and Workforce Center, and you will see as well with our Career Pathway program that's also another way to diversify our training expenditures. With respect to regional economic strategies we have been invited to participate in every commission, council, committee, advisory group, working group, task force, and fund that you can imagine. We are -- I say that with great appreciation for being at the table and also great exhaustion for being at every single table there is. And then we've got our Hire Chicago and Recover Cook which are part of the regional economic recovery strategies post the pandemic.

The data collection advancement work has taken form in a number of different ways. Number 1, we've launched our new policy division under Marisa's leadership. We've added two senior policy analysts. They have all been trained as data analysts, and they just recently went through some additional training for data visualization so we can take the raw data and actually create graphics and charts and other visual demonstrations of that data so that will be easier for people to digest. We've also created a dashboard tracking our partner integration activities across the American Job Centers, and we have also built out new both accounting and contract management systems within the Partnership. We actually are hiring new data analysts who will be able to help turn out greater information at a faster pace so that we can all sit down and analyze information and make more data-informed decisions.

Finally you tasked us as part of this local plan with amplifying our sector specific program development. Since 2020 we have added a new TDL sector center and we have clarified the sector center's role as systemwide resources. In addition to that, our Career Pathway program has expanded -- you'll hear more today -- has expanded to include healthcare, construction, IT, culinary, and banking when previously it was limited to just two areas.

CO-CHAIRWOMAN ROBINSON-IVY: Thank you. Thank you for your report, Karin. And I just want to lift up you and the entire staff. It is important that the board understands and recognizes that you are not an island and that, you know, you're -- you take great care, you and the entire team, of doing the work that you do so thank you for all of the many, like you said, board, commissions, whatever it is that we're on is all because of the hard work you all are doing. It is 9:50. We are five minutes ahead so let's see if we can keep that especially since I'm handling this part of the meeting so George can't say I'm behind. Pam, I apologize last meeting I skipped over you and that was not my intent so I see your name first so we will have the Service Delivery Committee report. MS. McDONOUGH: The first thing on the committee discussions was WIOA outcomes. One of the things our numbers are lower because we didn't have as many

clients, but we did meet our goals and exceeded many in the adult and dislocated. I'll let Monica talk about youth programs. The metrics include employment earnings credential attainment, measurable skills gained, and this is the more detailed. I don't know if Amy was going to weigh in and say anything about any of this, but -- excuse me -- I don't know what the next -- you can go to the next slide, Marisa. Yeah. This is more the demographics of how those metrics panned out. Go ahead. MS. LEWIS: I was going to say these are in the board packet. It's just a regular reporting that Amy's team does at the end of every kind of period or program year. So, yeah, if you have any questions or I can just put each one up for a few seconds just to take a look at the demographics. MS. NORINGTON-REAVES: Amy is also on the line if anyone has specific questions. (Brief pause.) MS. McDONOUGH: Hearing none, okay. So -- Sorry. The order we had this from the last is different. Okay. So I think Becky Raymond is going to give a fuller report, but the AJC reopening process for filling out forms and hosting meetings and getting on-site staff to do a smooth reopening for I think she's further down on the agenda so I'll let her talk about this later. MS. LEWIS: Now is the time for the vote so I can go back to the list of votes.

MS. McDONOUGH: Okay. All right. So we have WIOA funding recommendations for delegate agencies. The recommendations reflect strengthened outreach service access to the following high-need communities, Roseland Englewood, Maywood, Woodlawn, and South Chicago. The Career Pathway programs the listed model of technical training, support of services, career coaching, along with Career Pathway high demand sector industries we received 26 Career Pathway training program proposals and we recommend 14 in an array of industries including manufacturing. We currently do manufacturing and TDL. Now we're adding construction, hospitality, culinary, healthcare, banking, and IT. One Stop Operator committee voted to recommend current One Stop Operator contractor for another year of funding at the same level. Training provider certifications it notes that there's a correction on page 30 in your board agenda. Under credential certifying body the column states Prairie State College certificate NHA certification, and it should be MVCC certificate NHA certification so that's I think been corrected. And then Memorandum Of Understanding the Service Delivery Committee in four comprehensive AJCs and voted to move that to full WIB for consideration so 20 we'll talk about that today I guess. All right. Do we need to move to a vote on these, Marisa, on the funding recommendations? Do you want to do them individually? MS. LEWIS: I believe that is your call. And Karin or Amy weigh in if they need to be individual. I believe it's up to you and/or the Chairs.

MS. NORINGTON-REAVES: Well, we've always done them collectively unless there is a particular issue with any one of them. We should just make sure that everybody is in receipt of the recommendations. Certainly they've had an opportunity to read through them, but if there's any issues or concerns about any of the recommendations for delegate awards then you can raise them now. But we would ask again if you raise only the assigned number as opposed to raising the name. DR. JENKINS: This is Sylvia. Karin, the only thing if we vote on them collectively I'll just abstain from all but just to let you know I do support them, but I do have to abstain because Moraine Valley is listed under a couple of these. MS. McDONOUGH: Then why don't we do them individually if you're not, you know, conflicted then you can vote. So let's start with the -- MS. LEWIS: Could we do the three funding ones together because I believe isn't it just that Moraine Valley and City Colleges are in the training provider certifications so we could do the three funding together and then training provider? MS. NORINGTON-REAVES: No. Moraine Valley is contained within the delegate agency.

MS. NORINGTON-REAVES: So do each of those individually and the other thing I would like to just correct myself typically when we're in committee -- just for the benefit of everyone, when we're in committee we do not use the names of the agencies because the board has to make their final decision so we usually only refer to them by number, but we are in a board meeting and that's for the public record and so if you choose to say the name you can say the name. It's up to you all to vote on it anyway. MS. McDONOUGH: Why don't we go ahead and request a motion to approve the delegate agency funding. MS. HOWARD: So moved. MS. McDONOUGH: And a second? MR. COSGROVE: Second.

[Roll Call Vote: One abstention (Sylvia Jenkins) Remaining votes in favor.]

MS. McDONOUGH: Okay. Let's move to WIOA funding for Career Pathway programs. Can I have a motion to approve? MS. FLORES: Motion to approve. MS. McDONOUGH: Second? MR. COSGROVE: Second.

[Roll Call Vote: All votes in favor]

MS. McDONOUGH: Okay. And then let's move to One Stop Operator WIOA funding. MS. THOMAS: I'll make a motion. MS. McDONOUGH: Okay. Do I have a second? MS. FOSTER: Second.

[Roll Call Vote: Two abstentions – Alberto Ortega and Dan Lyonsmith. Remaining votes in favor.]

MS. McDONOUGH: Okay. Let's move to training provider certifications with the correction that I noted previously on page 30, and do I have a motion, please? MS. HOWARD: So moved. MR. MONOCCHIO: Second. MS. LEWIS: Who was that? MS. McDONOUGH: Rich, I think, Monocchio.

[Roll Call Vote: Two abstentions [ Dan Lyonsmith and Sarah Lichtenstein Walter for Juan Salgado. The remaining votes are in favor.]

MS. McDONOUGH: Okay. Let's move to the PY2021 Memorandum Of Understanding for the four AJCs. Do we have a motion to approve? CO-CHAIRWOMAN ROBINSON-IVY: Motion. MS. McDONOUGH: Thanks, Jacki. Do I have a second? MR. MONOCCHIO: Second. Rich Monocchio.

[Roll Call Vote: All votes in favor]

MS. McDONOUGH: There was one other issue that we talked about in committee that I think I didn't bring up yet and it's the new training policy. It took effect in July and they implemented a new statewide list of demand occupations, occupations for which WIB could spend their training dollars. Many of you may remember since the -- we began in 2012 we've done an exhaustive review of the training grants and have used, you know, data analysis and labor market statistics to figure out high demand occupations and that's how we developed the types of training we were willing to fund. This isn't DCEO's position, but they want everybody to use the same playbook and can't use that strategic approach anymore. I think we plan to discuss and maybe send the letter requesting that they waive that for our -- based on our experience. So Karin might want to weigh in on how controversial this is at this point. MS. NORINGTON-REAVES: Yeah. We're still trying to get more clarity around what they're trying to accomplish and why but let me just walk you all back to the beginning. When we first set up the Partnership one of my

charges from both then Mayor Emanuel and President Preckwinkle was to create a demand driven system, and one of the ways that we needed to do that was to focus on occupational training and ensure that it was aligned with what the market was demanding, what the employers were looking for. At that time -- This is a decade ago, which is hard to believe, but at that time we were coming out of great recession. We had a major skills gap, a dramatic difference between what people were prepared to do and what employers were needing people to do, one that some would argue persists today, and so our system had at the time 1800 approved training programs. 1800 just for Cook County alone and they included things such as dog grooming, not to say for all of us pet lovers not to say there was not a value in pet grooming, but there was not a market demand for it such that we needed to take our federally disbursed dollars and invest them in training a bunch of people for occupations for which there was not great opportunity to actually get hired.

We -- and Marisa was part of this actually. Marisa did a lot of the data analysis. We analyzed labor market information. We looked at what was driving the local economy in the city and the county and specifically went to DCEO and asked for the rules and regulations that allowed us to narrow our focus and so we reduced that 1800 list by I think 60 percent, if I remember at the time, and then we focused on the 40 high growth, high demand occupations within this region. We focused on the seven high growth, high demand occupational sectors -- industry sectors at that time, and we've expanded to eight, although we've collapsed a couple together. And we've also added to the 40 targeted occupational profiles that were created, but it's all based on what is driving this economy; not the economy for the entire state of Illinois because we don't serve the entire state of Illinois. The controversy as we understand it is that there was some compliance issues, I think with DCEO from USDOL and they're saying -- DOL is saying you've got to have sort of a State-approved list of training providers. Well, there is a State-approved list. And then one of the issues, well, what about people who are in another county and want to, you know, move into this county and want to ask for dollars for training. We make those sorts of arrangements all the time. It's rare. I mean it's not that -- You know, it's not every day that we get that call, but if we get a call from somebody who is in DuPage County and is transferring into our area or vice versa we make those arrangements. Those are one-offs. We don't need a blanket policy for the entire state to dictate what we do within this region when we are the only ones who have been so laser focused on what drives this economy and preparing people for this economy. So we really see it as, you know, sort of an undoing of the work that we have put in place over the past ten years and wanted to make sure that our voice is heard whether at the WIB level or with the Governor's Office because we can't -- we can't go back to just, you know, sending people off on these random goose chases around random organizations. When we did -- did the assessment of the data there were mom-and-pop shops and other, you know, proprietary institutions that provided technical training that had not had -- had not enrolled anybody in the preceding ten years. Why should they still be on the list to potentially game the system and create, you know, a student class and then start sending all those folks into our system to drain us of ITA dollars. We want to make sure that we're using these resources in the most strategic way possible that is driven by data and is rooted in our local need. So I'm just going to reduce that all to writing, if you all don't mind, and I'll send it over but thoughts, comments, feedback? Carrie Thomas, I see you nodding your head.

MS. THOMAS: Yes. After the Service Delivery Committee, I went and looked at their list and all the things you were saying for the Service Delivery Committee didn't make sense. I also was on the committee that Marisa led when you all started. I remember the work that it took to get on a

new path. The other thing that this makes me think of, Karin, is the challenges with the other training policy as well when there's limited -- when the federal dollars are limited, and we see demands that we didn't anticipate like having been in a pandemic and suddenly a lot of people to serve. So I think it's well worth the time of the Partnership and this board to think about what are all the things that have been learned and are observed in current practice around training and to communicate that, and I -- you know, from my new position I think there's things on our side too that 38 are inconsistent with what the State's skills goals should be with the workforce so I think it's -- I think it's really work and the leadership of the Partnership matters a lot. So I'm willing to help if there's anything I can do.

MS. NORINGTON-REAVES: Thank you. I mean you all should know that the State-approved list includes training for things such as CEO and clergy because there's just a high demand there, you know, that's really driving our economy now. DR. JENKINS: Okay. So, Karin, can I ask a question because my staff here asked me about this because we had some programs that were eliminated from the list because of the new DCEO list. He said he provided information. Do you still need more information from us about programs? And he named some of them. MS. NORINGTON-REAVES: We will take any support that we can get because that's the other thing so the programs that we felt were logical based on employer demands based on this regional economy got eliminated from the list, you know, things in IT, which just 39 doesn't make sense to us. So there were a lot of things that were eliminated we felt wrongfully so. I think, you know, for those who would like to volunteer to support us in this and work on it, and, Dr. Jenkins, I think it makes sense to have some feedback from your team and maybe Jennifer Foster I'm volunteering you through ICCB, and, you know, Carrie, anybody else that is interested and even honestly our private sector folks who, you know, are concerned about making sure that the dollars -- you know, we have this mandate. I just walked through all this from the local plan. We have a mandate to diversify our funding so that it actually aligns with our regional economy. This policy could -- could actually work against us. So any of you who want to help support us I'd certainly appreciate it.

DR. JENKINS: And just for the record to let the board know respiratory therapy was taken off, and hospitals are crying and begging for respiratory therapists. MS. McDONOUGH: Yeah. DR. JENKINS: I mean, you know, you don't have to do data analysis to figure that one out so I'll ask Steve, Marisa, to call you or who should Steve call to 40 help out with this. MS. NORINGTON-REAVES: He can call Marisa that's fine. DR. JENKINS: Okay. Thank you. MS. LEWIS: So let me clarify really quickly what -- so what you provided Dr. Jenkins is the State -- the State took our -- you know, the list that we had before and made a different list. For a while -- For weeks now we have thought -- or we've been told that we can add additional things to the list that the State had cut so that is what your team has sent over, Dr. Jenkins, is information that we could use to appeal to the State to add additional things, and we believe that that process was going fine. So we have no reason to believe that respiratory therapists would not be added back in once we share the information that you and others have given us; however, so that -- all that did though was create a lot of extra work that probably wasn't necessary. Like there was no change in the demand for respiratory therapists. It's always been there. They just cut it and are making local boards do additional work and trainers and employers do additional work to sort of prove the case. 41 What recently happened is that on top of that we also got a little bit of clarification that made it seem like not only -- so what we had done is sort of narrowed the list. The group that Carrie was on when we -- and what Karin had spoken about when we launched the Partnership we had taken that State's list and said we're not going to train on all these; we're

going to train on a smaller amount. So we -- while we can still add additional occupations that you can help -- that you can help us with, what we don't want to do is be sort of forced to spend training dollars on occupations that the State had told us that we have to. We like to be able to be strategic about that. We want to have respiratory therapists on there but not clergy, and I'm sorry not to knock the clergy, but it's just an example. So I think it's sort of like two separate issues and it's not being communicated very well what the steps are that local areas can take and what our roles are. So we're sort of -- We don't have a real clear message for you as a WIB yet, but we will. We're working to get that from the State and once we do thank you so much to all who sort of spoke up and said you'd be willing to help us push back on that or make our 42 case or, you know, whatever we need. DR. JENKINS: Thank you. Thank you, Marisa. Thank you, Karin.

MS. NORINGTON-REAVES: I believe Carrie had her hand up. MS. THOMAS: Could I just add one other thing, I think fundamentally the question, and Karin you've said -- I think you've said this a few times, is when there are limited resources as there are in the workforce system and when those are public dollars there should be data-based and experience-based decisions about priorities. And so while I do not disagree with demand driven analysis, I think that what -- it's labor markets operate regionally and locally so that's kind of based on that so the Partnership has taken that responsibility really seriously and the strategic -- you outlined at the beginning of this meeting what the strategic pillars are for these public resources and are making decisions based on that, and I just think that in addition to the communication I think that that -- whatever the State policy is should support that because there's limited money and it's public money and so you're making a determination based on a lot of work so it should -- in fact it should be easiest for the Partnership to implement whatever the State policy is. So, I'm sorry, I just had to say that again. CO-CHAIRWOMAN ROBINSON-IVY: So thank you, Carrie. Pam, were we finished? MS. McDONOUGH: Yeah. I'm done. CO-CHAIRWOMAN ROBINSON-IVY: Okay. So my challenge now is someone sitting in for Monica because I don't see her.

MS. LEWIS: We are going to just provide -- There were no votes at the youth committee so we have a report and we will share that as well as Karin's written report after this meeting. CO-CHAIRWOMAN ROBINSON-IVY: Great. Charles is not here. He has asked Jose to present for him. Jose, are you around? MS. NORINGTON-REAVES: And we also have Carl Casareto, our interim CFO, who is -- CO-CHAIRWOMAN ROBINSON-IVY: Oh, yeah. Carl is here. Hi, Carl. MR. CASARETO: Good morning. CO-CHAIRWOMAN ROBINSON-IVY: So is it Carl or Jose who is presenting? MR. MOTA: Carl will be presenting. MR. CASARETO: Yeah, I think I'll take this one. CO-CHAIRWOMAN ROBINSON-IVY: Uh-oh. What happened to my screen? Did I lose everybody? MS. NORINGTON-REAVES: We're here. Marisa -- MR. CASARETO: We can see you. CO-CHAIRWOMAN ROBINSON-IVY: Oh, okay. So I'll pass to Carl.

MR. CASARETO: Thank you so much. Okay. Good morning, everyone. We're going to be discussing the final approved WIOA budget this morning, and I think, Marisa, you've got a copy of that budget to share but while -- and there it is. Okay. So this is the budget that we discussed with you all at the last meeting that we were prepared to submit. Okay? It's been submitted and approved by the State and is effectively our operating budget for this fiscal year. The way this budget is presented was the total number of dollars available to administer the programs, and you can see that in bold on I believe it's the sixth line that's titled "Total WIOA Program Funds Available" and it's \$56,083,020 for this coming year, right, and then ones you'll see below that is the categories of items that we're going to use to spend down that budget to zero. So at the



bottom where you see balance of zero that is essentially the total available minus the line item expenditures that have been approved by the State. One of the things I want to mention is there is some latitude to allocate between spending buckets during the fiscal year. So, for example, you heard earlier today that the Career Pathway's training agencies are going to have a greater need and some dollars will probably be expended in addition to what's in that budget there is latitude to allocate between line items to support those additional expenditures. We're nearing the end of the first quarter so the next time we meet we'll have some analytical data that shows how we're doing in comparison to this budget for the first quarter, and you'll see some variances likely in line items particularly related to items that are being accentuated to meet needs during this current program year. But what you'll see is essentially most of the things that you approved are line items on this list, specific line items, and these are the buckets of dollars that have been allocated based on the overall 56-million-dollar revenue source that we anticipate for this fiscal year. I'm more than happy to entertain any questions anyone might have about any of these specific line items or about the budget process in general. (Brief pause.) MR. CASARETO: Okay. Thank you so much.

CO-CHAIRWOMAN ROBINSON-IVY: Do we have a motion for the budget approval? MR. COSGROVE: So moved. MS. TEITELBAUM: So moved. DR. JENKINS: Second.

[Roll Call Vote: All votes in favor. The motion carries.]

CO-CHAIRMAN WRIGHT: Thank you all. So, Jacki, thanks for getting us to this point. We will continue with the agenda and with the communications update. Is Susan -- Yes, I think Susan is here. MS. MASSEL: I am here. Hi. Hi, everybody. I will try to be respectful of time as well. Can we go back to the deck, Marisa. (Brief pause.) MS. MASSEL: And this is of course -- Oh, that was just a reintroduction to the people on our team. Okay. Thank you. So as Karin already has discussed and we've been discussing in many venues Hire Chicago was a 50 major -- major work event in the last three months, and as I usually do at these meetings is I just try to sort of just update us on what's happening since we last met from a comms. perspective. We obviously our main goal -- or our main assignment is spread the word and we did that through sort of traditional what you would think of as our tools, the earned media which supports coverage for which you don't pay, paid media promotional agreement -- social media, and outreach. And earned media did very well. We issued a course of press release. I'm not going to go into all the details of this because I know we're a little strapped for time, but I would just say that some of these medias that covered us, the earned media, did it more than once. ABC not only did a terrific package in the beginning; they then mentioned us weekly every week talking about the sector that was being covered so -- and Karin along with Michael Fassnacht, CEO of World Business Chicago, and the Mayor offering an opinion piece in the Tribune. And I definitely want to thank some of our directors who contributed to when their sector that they work in came up. Director Cosgrove in manufacturing which really helped and Director Teitelbaum as well at Sinai Health System to her head of HR. So really appreciate that pitching in to help our own board members. As Karin said, of course, our partner in this is World Business Chicago, and I know Alberto is on this call so we'd be remiss not to say that they really covered the payment for most of the promotional work that we did and that was very targeted to specific audiences. So we were on WVON radio weekly. We were on Univision in Spanish weekly. So we not only asked our own Spanish-speaking staff but staff from agencies to represent and we really tried to find sector specialists be as specific as possible in the discussions. And we were on Univision radio

and Facebook so we had some great coverage there. And World Business Chicago partnered with us and we had half-page ads in the Tribune, we had a digital takeover for Sun-Times website. It was very robust. Social media 150 posts that's really 50 posts over three platforms. 83,000 impressions. Some of those were boosted. Some of those what we call organic, which means they weren't boosted, but that's a good number. And we saw some good numbers as you'll see in a minute in my presentation on what's happened to our social media followers. And then, of course, outreach. World Business Chicago funded the printing of t-shirts and fliers and things to really help over the summer, of course, so there were outdoor events that we could cover and contact tracers were wonderful partners as well as the library, the park districts making sure that all of the places where job seekers and employers, but specifically job seekers might encounter us would hear about Hire Chicago. So overall it was very successful, and I'm very proud of our work as a team and World Business Chicago. Next slide, please.

MR. ORTEGA: Quick question -- this is Alberto -- are the 83,000 digital impressions solely for what the Partnership tracked or was that collective across the Mayor's Office, World Business Chicago? MS. MASSEL: That's a great question. That's just the Partnership. I'm just reporting on the Partnership. That's terrific. That's a really important point to make so that's really the floor. You're right, Alberto. Thank you for asking that. MR. ORTEGA: So that means the collective impression tracking is much larger?

MS. MASSEL: Absolutely. And we did a lot of, you know, people not only did others, the Mayor's Office as you're describing and of course World Business Chicago and other partners, generate posts; we amplified each other too. So a great point. Thank you for bringing it up. And I just want to say that was not only the media coverage that we got in the last three months. One of the goal of Karin's and mine and probably I would assume most us on this call is to continue to lift the Partnership up as an expert when it comes to workforce development and which has been more than ever maybe in the last year a topic of coverage. So when -- over Labor Day, ironically, the federal pandemic related unemployment benefits ended we reached out and raised our hand and said let us be a part of the conversation and we're really happy to see that Karin was invited to be in a local segment of Morning Edition, which is of course a very popular and well listened to NPR show -- I'm sorry -- the WBEZ, the national public radio affiliate, and so Karin had a really terrific conversation there, and a Latina partner at one of our agencies participated in a WTTW roundtable called Latino Voices. So we just -- we really found that the coverage has become more and more sophisticated, more and more robust, and we're being called on and we're being thought of at the table which I think is a saying that Karin used a few minutes ago with all these organizations that we're being invited to. Okay. Next slide. I just want to talk for a second about we're in sort of the time of year when there is sane months; not quite hallmark months, but a little bit special, a little inside baseball, but this month September was Workforce Development Month. We started Hispanic Heritage Month that goes into the middle of next year -- pardon me -- next month. Cook County had Racial Equity Week and then October is Manufacturing Month, and October 1st is Manufacturing Day. So we just try to track these things. It's a great opportunity for us to lift up partners and staff and employees, and I reached out to all of you. I hope you all got my e-mail shining a light on these days. This is definitely a way for us to lift you up as well and intersect more robustly with you and your organizations. You are all leaders in your sectors and we really want to leverage that to be candid and collaborate with you on it. So if you ever have a thought about something you're doing that would work for us imagining these months please let us know. I did want to say one little special thing of note that during Workforce Development Month a few days ago Karin

interviewed President Toni -- Cook County President Toni Preckwinkle on our podcast Hire Frequency and it was really an awesome interview, and when it drops I'll make sure to let you guys know. Karin just did a terrific job. One of the things that Karin does really well -- it sounds like I'm kissing up, but it's true -- is that she knows how to interview people so when she's asking questions she's not forming the next question in her mind. She listens because some of the things President Preckwinkle said you had to go what did you say and if you weren't really listening you might pause for a moment for a really robust and entertaining conversation. So I will make sure to share with you when it drops. Next slide. Just want to remind -- Oh, sorry. Can you go back to that, thank you. I just want to remind everybody we're constantly doing these hiring events too. Some of them are starting to be in person now but still mostly virtual whether we lead them, whether a partner asks us to lead them, whether it's an elected official, or whether it's one of our own sector centers they're very much part of day-to-day life and very much of helping people be matched with an employer and vice versa. Okay. You can go to the next slide now. So I just want everybody to see this. You know, this is a nice growth, right? This looks good when you look back at the last three months, but I want to take the long view for a second and just let you know that if you look back to September of 2019, which seems like a different time in our lives, Twitter and Facebook followers have doubled, LinkedIn followers have tripled, and Instagram followers have grown by nearly five times. So when you just look at it every quarter it's hard -- they're good numbers, but it's hard to understand just what has happened. And in a minute we'll look at our website growth, which is not as robust and I think part of the reason is the website is not the only place people go any more to hear about us and not every social post has a link to our website. So I think we've been really good at diversifying the way people reach us and interact with us. Next slide, please. And this is the website growth. And the blue lines are actually last year and the green line is now. So I want to explain, and Jesus Ramirez is on the phone too who helps me analyze -- on the phone, I'm sorry -- in this meeting too, who helped me analyze this. The two peaks of last year one is right when the pandemic started and we were pointing everyone to our website and we launched a page Hiring Now specifically with opportunities, which is still on in an active part of our website, and the other peak last year was not only tied when we see the analytics who's hiring now peaked then too and it may have been because people realized that the pandemic was going to last and we were sort of having a little bit oh, this isn't just going to be a minute, and this is also when we announced the contact tracers. We announced that RFP. We announced we've been successful with designating the contract as well as two RFP outreaches so that's probably one has to do with one's information the two peaks there, but when you look at everything else it's actually pretty stable. And again I think that when you look at -- oh, and I'm sorry, the other thing that I wanted to mention is that the last -- from -- I don't know -- the end of July to beginning of September we were sending everybody who was interested to [hirechicago2021.org](http://hirechicago2021.org) that was not our website so that's thousands of literally thousands of people, employers and job seekers who would have bypassed our website altogether. So I don't want people to misunderstand. I'm not trying to be defensive about the slide. I'm just trying to frame it for you to show -- and we've -- you know, social media has grown. We have a podcast now. There's just other ways that people are finding us. This is not sort of a singular measure of our interaction. And the next slide I think may be the last slide. Yep. That's my presentation. I hope I was able to speed it up a little bit. I know time is an issue this morning. I'm happy to answer --

CO-CHAIRMAN WRIGHT: Any questions for Susan? MS. MASSEL: Yeah. Sorry. MS.

FLORES: No question for Susan, but I just want to say thank you for all that information. It's

great when we take the time to really take a step back and see the impact of our work so I appreciate you taking the time to just give us an update on all the great work but also how we're communicating that to individuals. MS. MASSEL: Thank you, Xochitl. CO-CHAIRMAN WRIGHT: Thanks, Xochitl. And anything else for Susan before we move on? (Brief pause.) CO-CHAIRMAN WRIGHT: Okay. So, Marisa, Karin, let's do a quick time check. We've got 20 minutes left for the meeting as opposed to a half an hour. Do you want to do the One Stop with Becky, Marisa, you follow or do you want to keep the agenda as it is? I want to make sure that we are cognizant of getting both in before we open it up for public comment and adjourn. MS. NORINGTON-REAVES: Yeah. I think we can keep the order and still meet time. Marisa can probably abbreviate some of her policy comments. CO-CHAIRMAN WRIGHT: Thank you. Let's get to it. Marisa, the floor is yours.

MS. LEWIS: Thank you, George. The bulk of my time is actually a legislative update, which I have in writing as well. So we can send -- I'll give some highlights and then we can send that with everything else that we've agreed to send to the board after today's meeting. But I wanted to start off -- Oh, here, this was meant to be first. So I wanted to start off just with some quick data to show you all. This is from the St. Louis Federal Reserve. This is Cook County data, and the highlighted -- or, I'm sorry, the gray portion is the recession and you can see the top chart is the number of employed people in Cook County so that the total number of unemployed people and then the bottom one is the unemployment rate in Cook County, and you can see that we are on an upward trend in terms of employment number and then a downward trend in terms of the unemployment rate but that difference between where we were in February 2020 pre-pandemic and where we are today is still significant. And in that top graph in the employed people in Cook County there's still 130,000 newer employed people now than there was at the start of the pandemic, and so we still do have a lot of work to do. And I wanted to point out with that unemployment rate on the bottom one thing I did not include in this presentation but we can share, and I'm sure you've seen this, if you took that unemployment rate line and you separated it by rate and you had an average -- an African American or black unemployment rate, a white unemployment rate, and Latino or Hispanic unemployment rate there is a great disparity there. There was before the recession and there continues to be and that's just really at the crux of what Karin is talking about when she mentions all the equitable recovery work that we are doing. As we recover, you know, the goal is that those lines sort of converge as the unemployment rate goes down, but it is just -- yes, so I just wanted to give you that quick highlight to ground this conversation in some data and then I wanted to give a really brief, and this is the part we can share in writing -- it's probably changed since yesterday -- but there's just a ton going on right now in Washington and I wanted to just talk briefly about how that affects us in our workforce funding specifically. So the government, you know, there's been -- you probably heard, you know, some talk about a government shutdown that, you know, we were worried that that could impact our WIOA adult and dislocated worker funding. It would not impact youth. The youth money for this year is part of the current approved budget, but it still seems that the likelihood a government shutdown remains very low but what we have is this debt ceiling conversation and this week is really kind of a make or break week for a lot of these issues and it seems like -- it seems like there are just, you know, a good half of government is really dead set against any debt ceiling -- raising any sort of debt ceiling. So the other -- you know, the other piece that we wanted to highlight really quickly is the Build Back Better Act. So it's a 3.5-trillion-dollar budget resolution that congressional democrats have agreed to. The House -- The House committee that houses education and labor committee approved its portion

of the Build Back Better Act in the budget reconciliation package and this had significant funding for workforce development. I think we may have shared this with you all in the last meeting. So money for job training and education programs it was like 80 plus billion dollars with a focus on investing in the WIOA system. And the Senate has not released its take, but we heard it's a lot smaller. It's less than 20 billion, and so we are still sort of, you know, monitoring what's going on. The moderate democrats are very concerned about this 3.5-billion-dollar -- or, I'm sorry, trillion-dollar funding level in the budget reconciliation. They just view it as too high while progressives continue to argue that it's not high enough and so it's the overall funding level must be reduced. We are just positioning -- you know, hoping to position workforce development as an important pillar no matter how big a piece of the pie we get, and so I guess what this means for the board and how you can help, you know, I guess it's a little bit unclear. So before all of the debt ceiling and default conversations started we had -- we had begun -- my team had begun collecting stories and data about our system and actually working with other WIOAs in Illinois and other WIOAs in the Midwest to compile that information and get -- we have a relationship through Illinois Workforce Partnership and through Midwest Urban Strategies with some consultants and lobbyists in Washington -- and we've been compiling those stories to get to them in case they are in conversations with lawmakers or if they're able to set up conversations for us to have with lawmakers and so one thought that we had is if once we kind of figure out what's going on as we continue to collect these stories from our systems we may reach out to the employers that are on the board as well to collect some -- if you work with our systems to collect some stories from you as well, what that means to you as employers, and why you support a greater investment in workforce development. But, yeah, you know, if this meeting was in a week we might know more but that's kind of the update that we brought you from my team. Are there any questions? (Brief pause.) CO-CHAIRMAN WRIGHT: Thanks, Marisa. Hearing none we'll continue to move on to Becky with the One Stop Operator quarterly report.

MS. RAYMOND: Good morning, everyone. I'm Becky Raymond, the executive director with the Chicago Citywide Literacy Coalition. It's great to be here again. I don't have a very long update either so in the interest of time I'll just share about recertification and reopening monthly partner meetings and, you know, we have kind of the progress on our scope at the end of the presentation for you. Next slide, please. Thank you. Yeah. So the team has been very hands-on and trying to be very responsive to the centers opening, especially those that are Tier 1, and as Karin mentioned earlier they have been completing paperwork and forms for DCEO and staffing weekly calls just to make sure that there are communications -- there is communication across partners at the centers as best as possible in this quickly changing time. It's like day by day in terms of what's happening out front on the ground and so the team is trying to be very responsive to the centers and so that's been taking up a lot of bandwidth, which is great that we're able to be there and flexible and responsive and that's our goal as the One Stop Operator. Marisa? And as I've described before our main foundation of engagement is through the monthly partner meetings, and we have been working with a company called Innovare to really visualize how the engagement is going across the ten centers and so we have kind of a sneak peek here of how we will be measuring engagement at the centers. And what it will allow us to do is aggregate engagement at the centers in the monthly partner meetings and also disaggregate so we can look where are the gaps of engagement at the centers, where do we need to focus in on bringing a partner in, you know, which centers have higher engagement and lower engagement, what can we do to increase engagement across all kind of centers. 67 So again this is in beta version, but I'm excited as we go into Year 2 to share very nuanced and

detailed data about what engagement at the centers looks like so stay tuned for that. Again we've been sending out our resource flier and letting people know about all of the various resources that are available at the ten centers, and we're really starting to see people wanting to come to the monthly partner meetings even beyond the core partners so, you know, I think that in the community more and more organizations are seeing the One Stops as a resource for them and so we're really trying to build that in supporting us, not that they weren't before but just enhancing that through our resources and the communications that we've been putting out. And then again all of the monthly partner meetings and agendas can be found on Zendesk, and as Karin alluded to in her remarks about the alignment with the overall plan we have been working on the systemwide orientation, which we really appreciate everyone's input. We've had a ton of input from titles and across centers and just grateful that everyone has really put their thinking caps on as we develop this orientation. So very grateful for that and expect to 68 have that done by November, and also building out customer satisfaction surveys across the centers. So we are really enthusiastic for Year 2 and all of the things that we plan to put together again there in the chart at the end of the presentation, but we -- we're just thrilled to have the opportunity do build up the foundation of Year 1 and just grateful for everyone's support as we've taken on this role. So if there are any questions. (Brief pause.) MS. RAYMOND: Okay. Then that's all I have.

CO-CHAIRMAN WRIGHT: Thanks. Thanks so much, Becky. So, I just wanted to before I open it up for public comments to add a personal note of thanks to Ray Bentley who Karin mentioned is retiring. I met Ray at the beginning of my involvement with the Partnership and got a chance to really kind of benefit from his wisdom and knowledge in workforce and as he and I and Karin launched some interesting initiatives especially with regard to local community-based nonprofits and people who wanted to really enter the workplace, and Ray was not only a visionary but he was a practitioner, and I think that 69 for me has exemplified his time at the Partnership. I want to thank him personally for his service. I will miss him personally and professionally and just a job well done. And, Ray, you deserve it all. So happy retirement and hopefully we will get a chance to hear a few words from Ray before he departs. I don't know if I'll get a chance to see you but hopefully I will, but you can hide and you can run but you can't get away from me. So, Ray, thanks so much. MS. NORINGTON-REAVES: George, we hope to -- thank you for those kind words. We hope to have a proper sendoff for Ray. I promise it won't be Halloween themed even though that's his last day and at which point we'd love to invite all of you to come and wish him well so ... CO-CHAIRMAN WRIGHT: Thanks, Karin.

MS. NORINGTON-REAVES: Ray, do you want to say anything? MR. BENTLEY: Yeah. You know, parting is such sweet sorrow as they say. You know, I found -- I found a labor of love back in 2001 and it was called workforce development. I found it by accident. I had no idea I'd be in workforce development for 20 years, but it happened and it changed my life. And thank you, George, for your support. I saw Mary Howard on here. You know, Mary and me chewed some of the same dirt back with CHA that's why I got hooked and just so you all know -- it's kind of noisy around here so forgive the noise, but one of the things that happened was I was one of those people that came to complain about workforce development. So I went and barged into Richard Crawford's office, who at the time was a deputy at the MOWD and him and Jeffery Levin had to explain the whole WIOA thing and I tried to absorb it, but I was always on the fringes and fighting it so I had no idea how to actually be involved in setting policy and initiatives and doing a lot of the stuff that I did so thank you so much for your all support. The board -- You know, without this board, you know, a lot of things just would not have happened and to have such great people. Pam, I see you there. Such great people who really supported this effort it

means a lot. It means a lot to the trenches, to the people who are doing this work. I'm so proud of this team because we have some of the most outstanding people I've ever worked with. I've never worked with such a talented group of people, a great leader. You 71 know, I mean I can name them all, but they do tremendous work and they don't really get a lot of, I guess, credit for what they do so I just want to say thank you to all the team. You know, I've worked with some great people, (inaudible), ARP. I can name them all, but it was a chance to actually do some things that were innovative, creative, and you don't get to do that every day so thank you so much for the opportunity. CO-CHAIRMAN WRIGHT: Hear, hear, Ray. Thank you. So with that we will open it up for public commentary. So do we have anyone from the public that has comments? (Brief pause.) CO-CHAIRMAN WRIGHT: So hearing none, thank you all for your time. Sorry I was a little bit tardy. Thanks, Jacki, for carrying the water as my illustrious co-chair. Thanks, Karin and all the staff for the Partnership and all of our board members we appreciate your service. Take good care and I will accept a motion or any kind of motion to adjourn. MS. THOMAS: So moved. 72 MS. McDONOUGH: So moved. CO-CHAIRMAN WRIGHT: Thanks, Carrie. Do we have a second? DR. JENKINS: Second. Sylvia. [Meeting adjourned at 11:33 am]