



Agenda

Workforce Innovation Board

Tuesday, December 17, 2024; 10:30 am – 12:00 pm

Location: 69 W Washington St, Chicago, IL, 60602, 22nd Floor, Conference Room B

Quorum to meet: 51% or 8 out of 16 board members must be physically present in the room. Once quorum is met, additional members or proxies can vote or participate virtually.

(Must be in person/proxies allowed)

10:30 – 10:32

Welcome and Roll Call; Confirmation of Quorum

Amelia Fulgham, Board Liaison

10:32 – 10:35

Call to Order, Minutes of September Meeting*

Jacki Robinson-Ivy; Haven Allen Co-Chairs

10:35 – 10:40

CEO's Remarks

George Wright, CEO

10:40 – 11:30

Committee Reports

Service Delivery

Pam McDonough, Co-Chair

Marisa Lewis, Director of Program Performance

- PY23 Adult & Dislocated WIOA Outcomes

Claudia Cattouse, Director of Program Relationship Management

- One Stop Operator Quarterly Update
- Agency Spotlight: Equus & Truman College
 - Carlos Valentin, Program Coordinator
 - Allison Zures, Ph.D., Dean of Career and Continuing Education Program, Harry S Truman College
 - Meredith Gallo-Murphy, M.A., CADC, Director of Career Services, Harry S Truman College
 - Mignonne Barnes, MSNM, Project Director, Equus Workforce Solutions

Amy Santacaterina, Director of Guidelines and Budgets

- Training Provider Recommendations*

Youth Committee Report

Adam Hecktman, Chair

Marisa Lewis, Director of Program Performance

- PY '23 Outcomes



Finance

Jacki Robinson-Ivy, Treasurer

- WIOA Budget to actuals for the period ending on 9/30/2024
 - Jose Mota, Director of Finance

11:30 – 11:50

Communications Update

Susan Massel, Director of Communications

Vanessa Jackson, The Lemon Ad Stand

11:50 – 12:00

Public Comment and Adjournment

*Denotes items requiring a vote.

Workforce Innovation Board

Tuesday, September 17, 2024; 10:30 am – 12:00 pm

Location: 69 W Washington St, Chicago, IL, 60602, 22nd Floor, Conference Rm B

Quorum to meet: 51% or 9 out of 16 board members

(Must be in person/proxies allowed)

10:30 – 10:32 Welcome and Roll Call; Confirmation of Quorum: Amelia Fulgham,
Board Liaison

10:32 – 10:35 Call to Order; Minutes of September Meeting*: Jacki Robinson-Ivy
and Haven Allen, Co-Chair

10:35 – 10:40 CEO's Remarks: George Wright, CEO

10:40 – 11:30 Committee Reports

Service Delivery: Pam McDonough, Co-Chair

Marisa Lewis, Director of Program Performance

- PY23 Adult & Dislocated WIOA Outcomes

Claudia Cattouse, Director of Program Relationship Management

- One Stop Operator Quarterly Update
- Agency Spotlight: Equus & Truman College
 - Carlos Valentin, Program Coordinator
 - Allison Zures, Ph.D., Dean of Career and Continuing Education Program, Harry S Truman College
 - Meredith Gallo-Murphy, M.A., CADC, Director of Career Services, Harry S Truman College
 - Mignonne Barnes, MSNM, Project Director, Equus Workforce Solutions

Amy Santacaterina, Director of Guidelines and Budgets

- Training Provider Recommendations*

Youth: Adam Hecktman, Chair

Marisa Lewis, Director of Program Performance

- PY '23 Outcomes

Finance: Jacki Robinson-Ivy, Treasurer

- WIOA Budget to actuals for the period ending on 9/30/2024

- Jose Mota, Director of Finance

11:30 – 11:50 Communications Update

Susan Massel, Director of Communications

Vanessa Jackson, The Lemon Ad Stand

11:50 – 12:00 Public Comment and Adjournment

***Denotes items requiring a vote.**

WIOA Performance Indicators

As the WIOA administrator for Chicago and Cook County, The Chicago Cook Workforce Partnership is the direct recipient of WIOA funding and is responsible for achieving negotiated targets on 15 key performance indicators each year. These are:

For the Adult (WIOA 1A) program:

1. Employment Rate 2nd Quarter after Exit
2. Employment Rate 4th Quarter after Exit
3. Median Earnings 2nd Quarter after Exit
4. Credential Attainment within 4 Quarters after Exit
5. Measurable Skill Gains

For the Dislocated Worker (WIOA 1D) program:

6. Employment Rate 2nd Quarter after Exit
7. Employment Rate 4th Quarter after Exit
8. Median Earnings 2nd Quarter after Exit
9. Credential Attainment within 4 Quarters after Exit
10. Measurable Skill Gains

For the Youth (WIOA 1Y) program:

11. Employment or Education Rate 2nd Quarter after Exit
12. Employment or Education Rate 4th Quarter after Exit
13. Median Earnings 2nd Quarter after Exit
14. Credential Attainment within 4 Quarters after Exit
15. Measurable Skill Gains



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the [AmericanJobCenter](#) network

Workforce Innovation Board

Service Delivery Committee

Pam McDonough, Co-Chair



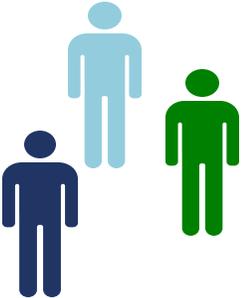
CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the  American Job Center® network

WIOA Adult and DW PY23 Outcomes

July 2023 – June 2024

3947 Registrants Served



3947 Registrants
2030 New Enrollments
2003 Exiters
3257 Training

42.4% female • 57.2% male

61% Black • 20% Hispanic • 23% White • 4% Asian

People may select more than 1 race



73% low-income (60% on food stamps)

47.8% living in low poverty area



56.2% basic skills deficient

15% report prior offenses

7% report long term unemployment



6.5% single parents



6% did not graduate from high school

55% high school graduate

7.6% post high school

15.7% college graduate



1345 Exit with Employment
\$24.03/hour Average wage at placement

WIOA 2023 Adult Outcomes

WIOA Performance Measure	Target	Meeting Range	Actual
Employment in 2 nd Qtr. after Exit*	71%	63.9%-71%	73.42% (1635/2227) Exceed
Median Qtr. 2 Earnings*	\$7,500	\$6,750-\$7,500	\$9,928/1635 Exceed
Employment in 4 th Qtr. after Exit**	69%	62.1%-69%	70.49% (1412/2003) Exceed
Credential Rate**	72%	64.8%-72%	72.17% (1066/1477) Exceed
Measurable Skills Gain***	53.0%	47.7%-53%	67.04% (1662/2479) Exceed

*Outcomes based on exit cohort from 7/1/22-6/30/23

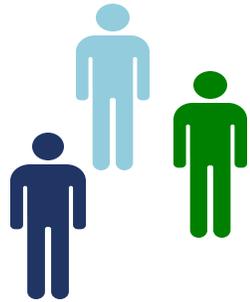
**Outcomes based on exit cohort from 1/1/22-12/31/22

***Outcomes based on enrollment anniversaries from 7/1/2023-6/30/2024

WIOA PY 2023 D.W. Snapshot



July 2023 – June 2024 2278 Registrants Served



2278 Registrants
1145 New Enrollments
1072 Exiters
1826 Training

39.5% female • 60.3% male
49.1% Black • 26.3% Hispanic • 31% White • 4.8% Asian
People may select more than 1 race



5.2% did not complete high school
48.3% high school graduate
5.9% post high school
29.7% college graduate



61.3% receiving unemployment insurance
35.3% exhausted U.I. benefits
43% low-income (21% on food stamps)
38.9% basic skills deficient
4% Veterans
4% report prior offenses
19.9% report long term unemployment



798 Exit with Employment
\$28.21/hour Average wage at placement

WIOA 2023 DW Outcomes

WIOA Performance Measure	Target	Meeting Range	Actual
Employment in 2 nd Qtr. after Exit*	78.5%	70.65%-78.5%	79.05% (1113/1408) Exceed
Median Qtr. 2 Earnings*	\$11,000	\$9,900- \$11,000	\$11,875 /1113 Exceed
Employment in 4 th Qtr. after Exit**	77%	69.3%-77%	77.2% (1178/1526) Exceed
Credential Rate**	73%	65.7%-73%	73.18% (742/1014) Exceed
Measurable Skills Gain***	56.0%	50.4%-56%	68.08% (1128/1633) Exceed

*Outcomes based on exit cohort from 7/1/22-6/30/23

**Outcomes based on exit cohort from 1/1/22-12/31/22

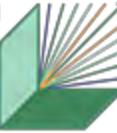
***Outcomes based on enrollment anniversaries from 7/1/2023-6/30/2024

Workforce Innovation Board: One-Stop Operator

scaleLIT

December 2024



scaleLIT 



This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.

September In-Person Systemwide Gathering



[Adult Education and Family Literacy \(AEFL\) Week Blog Post](#)

Cross-Training: Disability Awareness

Disability Awareness Training uploaded to Disco



October's In-Service Learning Circle

DISABILITY EMPLOYMENT AWARENESS

JOIN US IN CELEBRATING DISABILITY EMPLOYMENT AWARENESS MONTH!

LEARN FROM THE EXPERTS ON EMPLOYMENT STRATEGIES, DISABILITY IN EDUCATION AND WORKFORCE, AND ACCESSIBILITY IN THE AMERICAN JOB CENTERS

Thursday | October 10, 2024 | 11 A.M.

REGISTER



scalelit.org/upcomingevents

FEATURING:



ACCESS LIVING



Cross-Training: December Gathering

December In-Person Systemwide Gathering

- Featuring panel of organizations working with individuals who have been justice-impacted

SAVE THE DATE

SYSTEMWIDE MEETING 2024

RSVP IN DISCO

IN-PERSON GATHERING

DECEMBER 12
2024 @ 10 AM

PRAIRIE STATE
COLLEGE

JOIN US TO LEARN ABOUT PATHWAYS FOR JUSTICE-IMPACTED COMMUNITIES AND THE EVOLUTION OF EMPLOYERS BECOMING JUSTICE-IMPACTED FRIENDLY

Agency Spotlight: Equus & Truman College

- Carlos Valentin, Program Coordinator, The Chicago Cook Workforce Partnership
- Allison Zures, Ph.D., Dean of Career and Continuing Education Program, Harry S Truman College
- Meredith Gallo-Murphy, M.A., CADC, Director of Career Services, Harry S Truman College
- Mignonne Barnes, MSNM, Project Director, Equus Workforce Solutions



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the  network

Training Provider Recommendations & Upcoming 2025 RFP Planning

PY 25 RFP Schedule

1. American Job Center Title I RFP
2. Sector Center RFP

RFP Activity	Anticipated Date
Research and Planning	December and January
Draft of AJC Title I and Sector Centers Complete	February 2025
Release of ACJ Title I and Sector Centers	March 2025
Proposals Due	April 2025
Review and Selection	May and June 2025
Program Start	July 1, 2025

PY 25 RFP Schedule

- 3. Adult and Dislocated Delegate Agencies RFP**
- 4. Career Pathway Training Program RFP**

RFP Activity	Anticipated Date
Research and Planning	February and March 2025
Draft of RFPs completed	May 2025
Release of RFP	June 2025
Proposals Due	July 2025
Review and Selection	August and Sept. 2025
Program Start	October 1, 2025



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the  network

Workforce Innovation Board

Youth Committee

Adam Hecktman, Chair

WIOA 2023 Youth Outcomes

WIOA Performance Measure	Target	Meeting Range	Actual	Status
Employment in 2 nd Qtr. after Exit*	71%	63.9%-71%	77.66% (1123/1446)	EXCEED
Median Qtr. 2 Earnings*	\$4,500	\$4,050-\$4,500	\$6,175 /1089	EXCEED
Employment in 4 th Qtr. after Exit**	68.5%	61.65%-74.96%	73.72% (996/1351)	EXCEED
Credential Rate**	68.5%	61.65%-68.5%	73.1% (557/762)	EXCEED
Measurable Skills Gain***	49.0%	44.1%-49%	68.68% (1022/1488)	EXCEED

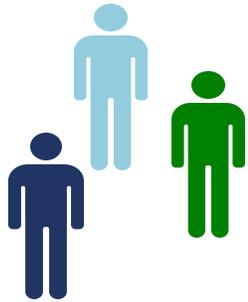
*Outcomes based on exit cohort from 7/1/22-6/30/23

**Outcomes based on exit cohort from 1/1/22-12/31/22

***Outcomes based on enrollment anniversaries from 7/1/2023-6/30/2024

WIOA PY 23 Youth Snapshot

July 2023 – June 2024 2687 Registrants Served



2,687 Registrants
1,329 New Enrollments
1,121 Exiters

52.3% female • 47.3% male
61% Black • 29% Hispanic • 20% White • 2% Asian



17% In-school Youth,
83% Out-of-School Youth
59% high school diploma
14.5% drop out
3% post high school
3% college graduate



41% low-income (25% on food stamps)

46% living in a poverty area



14.3% report having a disabling condition

10.7% experiencing homelessness

12.5% pregnant/parenting



38.9% basic skills deficient

3% report prior offenses



651 Exited with Employment
still assessing wage at placement

123 exited with Post-secondary Education



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the [AmericanJobCenter](#) network

Workforce Innovation Board

Finance Presentation

Jose Mota, Director of Finance

Chicago Cook Workforce Partnership

Budget to Actual FY25

REVENUE

	FY25 Budget	FY25 Expenses through 9/30/24	Balance
<u>FEDERAL GRANTS</u>	97,188,410	21,502,862	\$ 75,685,548
<u>LOCAL GRANTS</u>	\$ 1,500,001	\$ 256,563	\$ 1,243,438
<u>CORPORATE GRANTS</u>	\$ 33,300	\$ 7,376	\$ 25,924
<u>FOUNDATION GRANTS</u>	\$ 167,000	\$ 16,156	\$ 150,844
<u>OTHER SOURCE</u>	\$ -	\$ 40,055	\$ (40,055)
TOTAL BUDGETED REVENUE	\$ 98,895,207	\$ 21,823,011	\$ 77,072,195

EXPENDITURES

	FY25 Budget	FY25 Expenses through 9/30/24	Balance
<u>Personnel</u>			
Personnel Total	\$ 10,594,955	\$ 2,043,687	\$ 8,551,268
<u>Partnership Grants</u>			
Partnership Grants Totals	\$ 84,362,574	\$ 18,977,030	\$ 65,385,543
<u>Staff Development Total</u>			
Staff Development Total	\$ 80,000	\$ 999	\$ 79,001
<u>Staff Travel</u>			
Travel Total	\$ 36,000	\$ 6,705	\$ 29,295
<u>Capital Outlay Expenditures</u>			
Capital OutlayTotal	\$ 120,922	\$ 8,852	\$ 112,070
<u>Contractual Services</u>			
Contractual Services Total	\$ 2,157,757	\$ 429,776	\$ 1,727,981
<u>Insurance</u>			
Insurance Total	\$ 97,347	\$ 56,095	\$ 41,252
<u>Materials & Supplies</u>			
Materials & Supplies Total	\$ 54,000	\$ 22,226	\$ 31,774
<u>Operatians & Maintenance</u>			
Operations & Maintenance Total	\$ 129,353	\$ 57,643	\$ 71,710
<u>Rent</u>			
Rent Total	\$ 1,262,299	\$ 184,003	\$ 1,078,295
TOTAL OPERATING EXPENSES	\$ 3,937,678	\$ 766,301	\$ 3,171,377
TOTAL BUDGETED EXPENSES	\$ 98,895,207	\$ 21,787,018	\$ 77,108,189
OPERATING REVENUE LESS EXPENSES	\$ 1 0	\$ 35,993	

Chicago Cook Workforce Partnership

Budget to Actual FY25

REVENUE

<u>FEDERAL GRANTS</u>	<u>Grant Period End Date</u>	<u>FY25 Budget</u>	<u>FY25 Revenue vs Expenses through 9/30/24</u>	<u>Remaining Balance</u>
<u>U.S. Department of Labor</u>				
DCEO - PY '23 Formula (WIOA)	6/30/2025	14,770,107	8,474,558	6,295,549
DCEO - PY '24 Formula (WIOA)	6/30/2026	55,428,794	7,526,154	47,902,640
DCEO - PY '21 Quest 1	9/30/2025	2,156,228	1,391,384	764,844
DCEO - Apprenticeship Grant	6/30/2025	165,000	23,444	141,556
DCEO - PY '21 Quest 2	6/30/2025	1,183,806	601,769	582,037
DCEO - PY22 1E	6/30/2025	1,000,000	241,365	758,635
DCEO - PY23 1E	6/30/2025	1,000,000	9,246	990,754
DCEO - CEJA HUB1	6/30/2025	3,264,192	23,409	3,240,783
DCEO - CEJA HUB2	6/30/2025	3,267,037	24,829	3,242,208
Total DOL		\$ 82,235,164	\$ 18,316,158	\$ 63,919,005
<u>U.S. Department of Health and Human Services</u>				
City Of Chicago - CHRC	12/31/2024	2,000,000	642,964	1,357,036
Total DHHS		\$ 2,000,000	\$ 642,964	\$ 1,357,036
<u>U.S. Department of Treasury</u>				
Cook County Government- ARPA funds	3/31/2026	3,854,062	1,776,310	2,077,752
Total Treasury		\$ 3,854,062	\$ 1,776,310	\$ 2,077,752
<u>U.S. Department of Commerce</u>				
Good Jobs Challenge	9/30/2025	9,000,000	732,382	8,267,618
Total DOC		\$ 9,000,000	\$ 732,382	\$ 8,267,618
<u>U.S. Department of Justice</u>				
Cook County Government -Reentry Employment Opportunities	9/30/2024	99,183	35,047	64,136
Total DOJ		\$ 99,183	\$ 35,047	\$ 64,136
<u>U.S. Department of Housing and Urban Development</u>				
Federal Grant Total		\$ 97,188,410	\$ 21,502,862	\$ 75,685,548

LOCAL GRANTS				
Illinois Tollway Authority - Construction Works	3/31/2027	1,500,001	256,563	1,243,438
Local Grant Total		\$ 1,500,001	\$ 256,563	\$ 1,243,438
CORPORATE GRANTS				
AARP	12/31/2024	33,300	7,376	25,924
Corporation Grant Total		\$ 33,300	\$ 7,376	\$ 25,924
FOUNDATION GRANTS				
Union Pacific	3/31/2026	\$ 167,000	\$ 16,156	150,844
Foundation Grant Total		\$ 167,000	\$ 16,156	\$ 150,844
Other Source				
Unrestricted Funding	-	\$ 6,495	\$ 40,055	\$ (33,560)
Other Sources Total		\$ 6,495	\$ 40,055	\$ (33,560)
TOTAL BUDGETED REVENUE		\$ 98,895,207	\$ 21,823,011	\$ 77,072,194

EXPENDITURES				
<i>Personnel</i>				
Salaries		7,846,420	1,829,788	6,016,632
Benefits		2,158,737	75,998	2,082,739
Taxes		589,798	137,901	451,897
Personnel Total		\$ 10,594,955	\$ 2,043,687	\$ 8,551,268
<i>Non-Personnel</i>				
<i>Partnership Grants</i>				
Construction Works (IL Tollway Authority & CWFA)		1,374,397	214,410	1,159,986
DCEO PY '23 Formula (WIOA)		7,297,411	6,508,126	789,285
DCEO PY '24 Formula (WIOA)		51,894,788	7,526,154	44,368,634
DCEO NEG QUEST 1		2,113,534	1,264,042	849,491
DCEO NEG Quest 2		909,964	565,886	344,079
DCEO PY22 1E		908,154	231,125	677,029
DCEO PY23 1E		916,412	-	916,412
CEJA HUB1		3,001,702	-	3,001,702
CEJA HUB2		3,084,188	-	3,084,188
Contact Tracing (City of Chicago)		1,274,453	440,036	834,418
Cook County Government- ARPA funds		2,889,178	1,581,416	1,307,762
Good Jobs Challenge		8,531,393	645,836	7,885,557
Union Pacific		167,000	-	167,000
Partnership Grants Totals		\$ 84,362,574	\$ 18,977,030	\$ 65,385,543

Staff Development				
Conferences/Workshops		30,000.00	-	30,000
Professional Development		50,000.00	999	49,001
Staff Development Total		\$ 80,000	\$ 999	\$ 79,001
Staff Travel				
Local Travel-Mileage		10,000	1,323	8,677
Out of Town Travel		20,000	4,789	15,211
Personal Allowance		6,000	-	6,000
Travel Total		\$ 36,000	\$ 6,705	\$ 30,479
Capital Outlay Expenditures				
Lease Expense		5,000	410	4,590
Software		115,922	1,370	114,553
Capital Outlay Total		\$ 120,922	\$ 8,852	\$ 126,215
Contractual Services				
Auditing		50,000	-	50,000
Cell Phones		50,000	6,712	43,288
Payroll Processing Fees		231,293	57,243	174,050
Professional Services		1,794,806	361,934	1,432,872
Telephone		31,658	3,888	27,770
Contractual Services Total		\$ 2,157,757	\$ 429,776	\$ 1,727,981
Insurance				
Directors & Officers		\$ 10,084	\$ 2,416	7,668
Insurance-multi-peril		\$ 60,728	\$ 16,514	44,214
Unemployment		\$ 26,535	\$ 37,165	(10,630)
Insurance Total		\$ 97,347	\$ 56,095	\$ 41,252
Materials & Supplies				
Office Supplies		\$ 54,000	\$ 22,226	31,774
Materials & Supplies Total		\$ 54,000	\$ 22,226	\$ 31,774
Operation & Maintenance				
Advertising/Marketing		\$ 4,800	\$ 2,000	2,800
Delivery & Postage		\$ 300	\$ 1,751	(1,451)
Duplication & Printing		\$ 6,000	\$ 440	5,560
Meeting Expenses		\$ 2,920	\$ 6,254	(3,334)
Subscription/Membership Dues		\$ 62,833	\$ 32,677	30,156
Utilities		\$ 52,500	\$ 9,315	43,185
Operations & Maintenance Total		\$ 129,353	\$ 57,643	\$ 71,710
Rent				
Occupancy - Rent	5	\$ 467,800	\$ 41,325	426,475

<i>Occupancy - Tenant Service</i>		\$ -	\$ -	-
<i>Rent - Other Facility</i>		\$ 794,499	\$ 142,679	651,820
<i>Rent Total</i>		\$ 1,262,299	\$ 184,003	\$ 1,078,295
<i>Total OPERATING EXPENSES</i>		\$ 3,937,678	\$ 766,301	\$ 3,186,707
<i>Total Expenses</i>		\$ 98,895,207	\$ 21,787,018	\$ 77,108,189
<i>OPERATING REVENUE LESS EXPENSES</i>		\$ 0	\$ 35,993	



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the [AmericanJobCenter](#) network

December 17, 2024

Communications Update

Quarterly

WIB Board Meeting

Chicookworks.org Website

Metric	Nov. 13, 2023	Nov. 13, 2024	Change
Users	54,178	85,701	+58.18%
New Users	52,958	84,708	+60%
Pageviews	161,122	258,680	+60.5%

Social Media Followers

Platform	11/15/23	11/15/24	Change
Instagram	1,004	1,097	+ 8.85%
Facebook	2,766	3,023	+ 8.87%
LinkedIn	2,702	3,325	+ 20.67%
X (formerly Twitter)	1,501	1,515	Held steady at 1%

Q4 Events and Communications

The Chicago Cook Workforce Partnership & National Able Network present:

Mission Employment



Please join us for this Cook County Career Connector Hiring Event in the Southland featuring 25+ hiring employers and resources that may be beneficial to you.

This event is open to the public with a focus on providing employment opportunities to Veterans and their family members.

Thursday, November 7, 2024
10 am – 2 pm
Richton Park Community Center
4445 Sauk Trail
Richton Park, IL 60471

REGISTER AT
CookCountyCareerConnect.org




Cook County Career Connector consists of a series of in-person programs and events throughout suburban Cook County that connects residents to quality career-path opportunities, and employers to a skilled and diverse talent pool. This program is brought to you by Cook County and The Chicago Cook Workforce Partnership.

FALL JOB & RESOURCE FAIR

Finding a job doesn't have to be scary!

Wednesday
October 2, 2024
10 AM - 1 PM
Harry S. Truman College
1145 W. Wilson Ave.
Chicago, IL



Register at:
bit.ly/13falljobfair

State Representative Hoan Huynh in partnership with the Illinois Department of Employment Security, Equus Workforce Solutions, and Chicago Cook Workforce Partnership present a Fall 2024 Job and Resource Fair to provide employment opportunities and community resources for our neighbors. We will be joined by both public and private employers across several industries. Positions range from entry-level to senior-level positions. All are welcome!

Hosted by:



State Representative
Hoan Huynh

For questions, please contact our office at
(773) 348-3434 or hello@rephoanhuyhn.com

chicookworks • Follow

chicookworks State Representative Hoan Huynh, in collaboration with the Illinois Department of Employment Security, Equus Workforce Solutions, and The Partnership, is excited to announce a Fall Job & Resource Fair at Harry S Truman College, of @citycollegeschicago

Mark your calendars for Wednesday, October 2 from 10:00am to 1:00pm for a chance to explore valuable employment opportunities!

Register now: <http://bit.ly/13falljobfair>

Hiring employers can register to recruit at <http://bit.ly/13employerreg>

rephoanhuyhn

6 likes
September 26

Log in to like or comment.

Q4 Events and Communications

HIRING EVENT THE PARTNERSHIP'S SECTOR CENTERS



WHY ATTEND?

- Interview with employers from all four sectors in one location!
- Access training & employment resources from industry experts.

SECTORS FEATURED:

- INFORMATION TECHNOLOGY
- HEALTHCARE
- TRANSPORTATION, DISTRIBUTION & LOGISTICS
- HOSPITALITY & TOURISM



Our agency is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Funding for this program is made possible through a grant provided by the Chicago Cook Workforce Partnership. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please visit ChICookWorks.org/DOI-Funding



WHEN:
TUESDAY, NOVEMBER 12, 2024
9:30AM - 12:30 PM

WHERE:
BLUE DOOR
NEIGHBORHOOD CENTER
2551 W. CERMAK RD.
CHICAGO, IL 60608

REGISTER TODAY:
<https://bit.ly/4Sectors1029>

OR SCAN THE QR CODE TO REGISTER!



Q4 Events and Communications: Themes

CELEBRATING MANUFACTURING MONTH

Honoring the skilled workers
driving innovation and
building a stronger future



WHAT IS NATIONAL APPRENTICESHIP WEEK?



A week to showcase how
Registered Apprenticeships build
a skilled workforce, create
pathways to good careers,
promote equity, and strengthen
the economy.

Q4 Events Social Media Posts that Pulled Best

Chicago Cook Workforce Partnership
3,330 followers
2mo

👉 September is Workforce Development Month! 🌟

The Partnership is excited to kick off a month focused on skill-building, career advancement, and opportunity creation. Swipe to discover what this month is all about and what it entails for career-seekers and employers.

Let's celebrate and engage together! 🙌

[#WorkforceDevelopmentMonth](#)

WHAT IS WORKFORCE DEVELOPMENT?

WORKFORCE DEVELOPMENT: A range of activities aimed at preparing individuals for the workforce, improving their skills, and ensuring that businesses have access to a skilled and capable workforce.

KEY COMPONENTS:

1. Skills Training
2. Career Pathways
3. Placement
4. Continuous Learning
5. Support Services
6. Employer Partnerships

Join The Chicago Cook Workforce Partnership as we celebrate this important month together.

Chicago Cook Workforce Partnership
September 24 · 🌐

Bennetta M. always dreamed of working in the culinary industry, but it wasn't until she was accepted into the Chicago Federation of Labor's Dislocated Worker program and The Partnership's Hospitality & Tourism Sector Center's Career Enrichment Program that she found a path to one of Chicago's best restaurants, The Publican.

Bennetta loves working with her new team and is looking forward to a long career with the company! She credits her success to the help she received from the Workforce Innovation and Opportunity Act funded program and The Partnership's network's career training opportunities.

WORKFORCE DEVELOPMENT MONTH SPOTLIGHT

**BENNETTA M.
COOKING UP
SOMETHING
NEW**

People's Plan Hiring Event



Why?

- Seek feedback from those who know us and regularly work with us.
- Work strategically (proactive) vs. “on demand,” (reactive)

Participant Profile



Survey Period:

10/2/24-10/25/2024

Number of respondents:

79 Completed Surveys (from 123 Total)

Dominant Groups: Current employees (28%), network members (25%), and general public interested in workforce development (18%) represent the majority of respondents.

Experience with The Partnership: Over half (54%) of respondents have been working with or associated with The Partnership for more than 5 years.



Brand Architecture Misalignment

- Current multi-brand structure creates confusion rather than clarity
- Opportunity to leverage strong main brand recognition for sub-brand development
- Need for **clearer connection** between various program offerings

Communication-Action Gap

- Foundational awareness but weak conversion to engagement
- Stakeholders understand what The Partnership is but struggle with **how to engage**
- Opportunity to transform awareness into active participation

Digital Transformation Need

- Current website isn't meeting modern user expectations
- Resource accessibility is a priority but navigation is a barrier
- Opportunity to create a streamlined digital experience

Emotional Brand Potential

- Strong desire for empowerment-focused brand identity
- Opportunity to build stronger emotional connections with stakeholders
- Need for more **inspiring and action-oriented** messaging

Strategic Recommendations



1. Mission/Vision Validation

- Affirm Mission & Vision
- Develop strategic goals in alignment with mission and vision
- Promote strategic goals through internal comms

2. Unified Brand Architecture

- Refresh current brand
- Develop and implement brand guidelines
- Create clear visual and messaging connections between brand and sub brands
- Implement consistent brand guidelines across all touchpoints

3. Integrated Digital Experience (in-progress)

- Redesign website with user-centric approach
- Create seamless resource access and navigation
- Develop content strategy focused on user needs

4. Empowerment-Focused Communication

- Implement emotional branding strategy
- Develop clear, action-oriented messaging
- Create compelling success stories and impact narratives
- Implement 2025 Campaign Planning



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the  network

Questions?



@ChiCookWorks



@ChiCookWorks



@ChiCookWorks



@ChiCookWorks2012

ChiCookWorks.org

CHICAGO COOK WORKFORCE INNOVATION BOARD
Report of proceedings had at the Chicago
Cook Workforce Innovation Board Quarterly Meeting, held
at 69 West Washington Street, 22nd Floor, Chicago,
Illinois, on the 17th day of September, A.D., 2024,
commencing at the hour of 10:35 a.m.

CO-CHAIRWOMAN SHAH: Good morning, everyone. We know we're running a little bit behind so we're going to call the meeting to order.

Amelia, if you wouldn't mind doing the roll call and confirmation of quorum.

I'm also passing around a sign-in sheet so for everyone who is in the room if you wouldn't mind signing in we would appreciate it.

(Brief pause.)

MS. FULGHAM: Adam Hecktman?

(Brief pause.)

MS. FULGHAM: Carrie Thomas?

MS. THOMAS: Present.

MS. FULGHAM: Don Finn?

(Brief pause.)

MS. FULGHAM: Donovan Pepper?

MR. PEPPER: Present.

MS. FULGHAM: Haven Allen?

UNIDENTIFIED SPEAKER: Present by proxy.

MS. FULGHAM: Jacki Robinson-Ivy?

CO-CHAIRWOMAN ROBINSON-IVY: Present.

MS. FULGHAM: Jason Spigner?

MR. SPIGNER: Present.

MS. FULGHAM: Jennifer Foster?

MS. FOSTER: (Via videoconference.) Present.
MS. FULGHAM: Juan Salgado?

MS. LICHTENSTEIN-WALTER: Sarah

Lichtenstein-Walter as proxy.

MS. FULGHAM: Liisa Stark?

MS. MORGAN: Chiquita Morgan as proxy.

MS. FULGHAM: Marc Schulman?

(Brief pause.)

MS. FULGHAM: Michael Jacobson?

(Brief pause.)

MS. FULGHAM: Pam McDonough?

MS. McDONOUGH: Here.

MS. FULGHAM: Robert Ritter -- Reiter?

Excuse me.

(Brief pause.)

MS. FULGHAM: Smita Shah?

CO-CHAIRWOMAN SHAH: Present.

MS. FULGHAM: Tracey Scott?

MS. HOWARD: (Via videoconference.) Mary Howard
for Tracey Scott.

MS. FULGHAM: Thank you.

Xochitl Flores?

MS. FLORES: Present.

MS. FULGHAM: Rahnee Patrick?

MS. PATRICK: Present.
MS. FULGHAM: Thank you.

We have a quorum.

CO-CHAIRWOMAN SHAH: Thank you, Amelia.

Next we have minutes from the June meeting.

Could I have a motion to approve the minutes
of the June meeting?

MS. PATRICK: Rahnee Patrick. So moved.

CO-CHAIRWOMAN SHAH: Second?

MS. McDONOUGH: Second.

CO-CHAIRWOMAN SHAH: Second by Pam.

All in favor aye?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Motion passes.

Next, George, our CEO, we'll hear remarks
from you.

MR. WRIGHT: Thank you, Madam Chair and
Co-chair Jacki --

CO-CHAIRWOMAN ROBINSON-IVY: And, George, can you
just verify that those on the call can hear you?

MS. FULGHAM: The note taker cannot.

MS. HOWARD: We can hear.

CO-CHAIRWOMAN SHAH: The note taker can't?

THE COURT REPORTER: I can't.

Can you please speak up a little bit, George?

MR. WRIGHT: So my -- First of all, I want to thank all of the WIOA board members for attending as well as members of the public for the WIOA board meeting. Really appreciate your continued support of the Partnership.

So my few minutes' remarks will really focus on a thing called good news, and there's really three of them.

First, I'm not going to steal Amy's thunder, but we reported to this Board in terms of the WIOA metrics in terms of how we had met 12 of those 15 requirements. Amy will have some good news.

Good news on the balance sheet. We actually met our goal. Actually looking at our balance sheet and carving about a million dollars' worth of savings which we now intend to invest in technology over about a ten-month period so the balance sheet is strong and the State of the Union continues with regard to finance to move in a positive direction.

Good news on two of the biggest debts that I kind of charged the staff with in this fiscal year, which is, 1, a strategic plan of our facilities.

Sarah here is representing City Colleges and you know firsthand the hard work efforts that have gone into this and now we have facilities that are co-located and we have more plans to do that, and so I can't say enough about the work that has been done relative to the strategic plan around where we actually provide services, how we provide services, and moving into this new century. We'll have a presentation later which gives a real testimonial about this, and I'm excited for you all to hear a real example of how facilities can be taken and should be taken to the next level, and I think the other piece that I had was how this notion of outcomes to impacts.

I think Robert, who is here, is probably tired of hearing me say this because every time I talk about the fact that the Partnership really should not think about just outcomes, but it needs to focus on the impacts that we're making. Nancy and Michael from the City and County have heard me talk about this ad nauseam as well. I think staff are almost tired of it as well, but we continue to march down this path we need to be measuring the impact that these WIOA dollars are having on our community. And I think if we continue to do this we're going to need your help,

we're going to need your support, we're going to need your ideas because it shouldn't just be about the four or five WIOA outcomes; it should be about how these relate to the real impacts that we're causing, and there are impacts. We just need to be intentional about actually lifting them up and talking about them.

Madam Chair, that's all I have unless anyone has questions or comments for me.

CO-CHAIRWOMAN SHAH: Any questions?

And for the note taker would you mind stating your name.

MS. THOMAS: Yep. Yep. Hi. Carrie Thomas with the Illinois Department of Employment Security.

So I had one question. On the strategic plan related to facilities, so obviously working with the colleges, I just wonder with IDES how are you thinking about other partners in those conversations because we also are having those kind of -- kind of thinking around like kind of statewide we are leaseholders in some instances and in other instances there's lots of locations where the space changes, so I just wonder if there's a way to engage in that.

MR. WRIGHT: Thanks, Carrie.

I think I should pay you for that softball

question, but at the end of the day it really started with a sort of strategy session with the State of Illinois DCEO and they in fact asked us to present to them our outline of our strategic plan for facilities because they want to mirror some of the aspects of it.

So it's not just about the notion of how we can co-locate with the City Colleges, but it's how we do deliver our services, right?

We know that job seekers are not the same even this year than they were last year or two years ago. We know that people are interested in technology. We've gone through AI presentations ad nauseam. We've talked about libraries. We just reached out to a community college to talk about getting a desk and not an office, right?

So we are looking at all of this to figure out are there ways that we should be looking at facilities other than just a standalone American Job Center.

As you well know with WIOA authorization it talks about how many comprehensive job centers you really need. Right now it says, as you know, we need one. There is some -- I don't want to call it noise out there in the ecosystem -- that you shouldn't

have any. We have four, so 400 percent more than what's required.

So how do we actually look at American Job Centers in service delivery in more ways than just one. So, again, just co-locate. What are your ideas, how can we use library organizations after we get to these people that need to be connected with jobs and job providers as well as they are job seekers.

So I think the comprehensive plan is not fully baked. It needs to have more partnership. I think IDES is -- certainly needs to be at that table because many of our comprehensives, as you know, we need those titles there and is something we think is critically important.

So I hope that answers your question.

MS. THOMAS: Thanks. Yeah.

I think for IDES we have some unique things about the fact that we have State staff that have to be in a location somewhere everywhere so we're constantly trying to think how are we -- where is that space.

And so, yeah, we appreciate even just the logistics of the conversation.

And then, you know, I really do have a second question which is a little bit -- I'm going to

state it this way, but I'd love to know how did you find 1 million in savings to reinvest in technology because that's not usually what I hear. So I'm just wondering if you can tell us where did you find it.

MR. WRIGHT: So most of it -- It's a great question.

Most of it really I would say probably 90 percent was in what we call we never asked about the costs we were paying, and so as an example the Partnership had used a provider for our PDO, professional development organization, since 2016. The Partnership wasn't, as you know, in existence before 2006 -- I'm sorry. Did I say '16, 2006. The Partnership didn't come into existence until '12 or '13 so for even seven years prior we adopted this organization that was charging us 15 percent per year as an automatic increase automatically every year. We had a team of individuals look at that. We asked the question why are we paying this. We did a scan, and the scan showed that we should be paying about half the amount that we were paying, and so we went back to the provider and said why are we paying twice as much as we should be paying. The answer was really well, that's what you've been paying and it's not our responsibility

to tell you that you need save money and so that's an example.

And I can give you multiple other examples of how we just looked intentionally at the expenses that we were paying, asking our third party vendors is this the amount we should be paying, went to our markets and actually did a scan and found out in many instances we were paying more simply because we weren't -- there wasn't an eye on the ball, if you will.

MS. THOMAS: Thank you.

CO-CHAIRWOMAN ROBINSON-IVY: Is that it?

Is that the only question?

Okay. Thank you, George. I continue to be marveled at all the work that we do as a group. George is the first to say it is not him, but it is the team. Yeah, I just have to echo that.

Let's move directly into service -- into the committee reports, and we'll start with service with Pam.

MS. McDONOUGH: Okay. I'm going to have Marisa talk about our local plan, and we'll make a few changes to just sort of give a high level.

CO-CHAIRWOMAN ROBINSON-IVY: Yeah. Marisa, you've

got to speak up though.

MS. FULGHAM: Can you come to the --

MS. LEWIS: Sure.

MS. FULGHAM: Thank you.

MS. LEWIS: Okay. So when I'm finished hopefully the co-chair will ask the WIB to approve an action that was taken by the service delivery committee yesterday.

Just to explain that -- what that was, every four years we prepare a local plan and submit it to the State to DCEO, and so you all may remember that there were conversations about this in the previous WIB meetings and that plan was due back in the spring.

The process is DCEO takes several months to review all the local area plans and comes back with revisions that they'd like to see. In our case it was just could you add more information about X, Y, and Z, and then we have I think 30 days to submit our revised plan. We did that in July.

So what we are now doing is -- what DCEO asked us to do is at the next occurring board meeting bring these changes to the WIB and have the WIB formally adopt them. So this is the final-final of the local plan.

And in your packets that you received for

this meeting there's a cover letter that we're going to submit to DCEO after this meeting, and then there's a redlined copy of the local plan that shows exactly what revisions were made.

I will just talk about the eight areas where we made revisions. I'm happy to take questions; otherwise, again you have the exact changes in your packets.

So the areas that we were asked for more information are we were asked to attach our privacy and security or PII, personal identifiable information, policy; that was just one of many policies that we were asked to attach. We had not attached that so we did in the revision, and then we wrote additional text in the plan around the following topics, how we avoid duplication of services in our centers, how the local board will support some of the strategies that were in the State plan. So I talked about our local plan and there was also a State-level plan. We needed to add some detail tying exactly what we do here to State strategies and how we support those on the ground locally and LWIA 7. We had to talk a bit more about rapid response team and how LWIA 7 uses rapid response as a layoff aversion tool. We included information

that laid out how we ensure that we meet the minimum spend for out-of-school youth. So within WIOA youth formula funding there is a requirement by the State that 75 percent be spent on WIOA -- I'm sorry -- on out-of-school youth.

Three more. We -- They asked whether we were exploring effective mentor programs. They asked for information about how our individual training account policy emphasizes customer choice. We lifted language from our policy and inserted it into the plan.

And then it talked about how we deliver our mix of different training models based on potential return on investment so we talked a little bit about how things like on-the-job training, apprenticeships, more employer-facing trainings have demonstrated a promising ROI and so how we always kind of look at that and shift the mix of dollars that we're allocating to the different training models.

So that's the end of this unless there are questions. This is one of the things the WIB is going to vote on today.

CO-CHAIRWOMAN SHAH: Are there any questions on this?

(Brief pause.)

CO-CHAIRWOMAN SHAH: Go ahead and make the motion then.

MS. McDONOUGH: I'll make the motion to approve the local revised language for the local plan.

MS. THOMAS: Second.

CO-CHAIRWOMAN SHAH: Moved by Pam. Seconded by Carrie.

All in favor?

("Aye" response.)

CO-CHAIRWOMAN SHAH: The motion passes.

MS. McDONOUGH: Okay. Next is the One Stop update.

Do you want to have Becky do it?

MS. RAYMOND: Okay. Good morning, everybody. I'm Becky Raymond. I'm executive director of scaleLIT. We service the One Stop operator for LWIA 7, and we are asking the Board today to approve the recertification of the four comprehensive American Job Centers, the ones at Pilsen, King Center, Wheeling, and Prairie State. The recertification applications are in your packet, and I also want to thank the board members and staff who formed the recertification teams in June. It was great to go around and see the centers and reflect on ways of -- to improve and acknowledge what's going

well.

The recertification process emphasizes areas of effectiveness, accessibility, and continuous improvement, and so I don't know if there's anything beyond that that you want me to mention. Pam was on one of the teams. There were two teams. There was a suburban Cook team and a city team, but that is what we're asking the Board today.

MS. McDONOUGH: Yeah. It was a useful process because you got to experience what the customer experiences. So some of them had to do with maybe the signage wasn't as clear and, you know, maybe it was confusing coming in based on logistics so those are the kind of -- there was nothing major that we came up with in terms of recommendations. It was more practical stuff, but the process was very useful I think.
Thanks.

MS. RAYMOND: Great. Thank you.

MS. McDONOUGH: Any other questions from the Board?

(Brief pause.)

MS. McDONOUGH: Then I'll entertain -- Shall we entertain a motion to approve?

CO-CHAIRWOMAN SHAH: Can we have a motion to

approve the comprehensive AJC Job Center?

MR. PEPPER: So moved. Donovan.

CO-CHAIRWOMAN SHAH: Moved by Donovan.

MS. THOMAS: Second.

CO-CHAIRWOMAN SHAH: Second by Carrie.

All in favor aye?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Thank you.

Motion passes.

MS. RAYMOND: Thank you.

MS. McDONOUGH: I'm going to -- I'm not going to do try do it. You do it. It's too much stuff.

MS. SANTACATERINA: You know what -- Oh, there we go. All right.

MS. FULGHAM: Do you want your slide, Amy?

MS. SANTACATERINA: Sure. Let's go to the next one then.

Okay. We were doing funding recommendations for the next round. We were doing -- The Board met yesterday. We presented funding recommendations for two different program models on the adult and dislocated worker funding streams. One -- One funding model is our delegate agency model, and the other model is our Career Pathway training programs and Bridge

programs.

So we presented funding recommendations on the adult side on 12 delegate agencies based on performance. We recommended some increases based on a low cost per placement to the agencies. You see there Calumet Industrial Commission, Central States CER, Dynamic Workforce Solutions, Chicago Federation of Labor, Workforce & Community Initiative. We were recommended a slight decrease because of excessive cost per placements for Moraine Valley Community College.

The committee also passed -- we had recommended a defunding South Suburban College due to low program compliance scores and repeated efforts on a program improvement plan. So we are recommending that some transitional money for South Suburban College and that we will transition that program out effective 12-31-24.

On the dislocated worker delegate agency recommendations, we're recommending funding for eight delegate agencies for a total of \$1,870,000. Again based on low cost per placements we're recommending Calumet Industrial Commission, Dynamic Workforce Solutions, and Metropolitan Family Services for some slight increases, and recommending placing YWCA

Metropolitan Chicago for a program improvement plan to address some customer flow and low enrollment that they've had. And we also on the dislocated worker side recommended South Suburban College phasing out that program effective 12-31-24.

So those are the recommendations for that passed on the delegate agency adult and dislocated worker.

MS. McDONOUGH: Any questions?

Go ahead.

MS. FLORES: Amy, where were individuals that would want that type of program that currently go to South Suburban College where's the closest location that they would receive that type of training?

CO-CHAIRWOMAN ROBINSON-IVY: Who is that?
Xochitl?

CO-CHAIRWOMAN SHAH: Yes.

MS. FLORES: Xochitl Flores.

CO-CHAIRWOMAN ROBINSON-IVY: Just if you guys can remember to state who you are, please.

MS. SANTACATERINA: Yeah. We do have programs, you know, at Calumet Industrial Commission not too -- too far from South Suburban College.

So the south area there's also further south

in Harvey we have a One Stop Center there. OAI is also on the South Side. So we have a couple of options on the South Side, South Suburban.

MS. McDONOUGH: Carrie?

MS. THOMAS: Carrie Thomas.

I was not able to be at the service delivery committee yesterday so this is kind of make a comment that I was planning to make.

So sorry I wasn't there, Pam.

And this is something I have been saying for years since I've been on the service delivery committee in a previous position, and I just always feel the need to say this out loud, and I know that the Partnership has many, many factors that they look at in terms of determining who gets funded, who gets increases, who gets decreases but because of cost per placement is noted here I feel the need to say this in my experience, and maybe it's not true anymore, of the significant cost is that time of the organizations and so sometimes we inadvertently focus on cost per placement and what that means is where advantaging organizations that might, I'm not saying do but might pay their staff less or it's an incentive for that where smaller organizations that don't have other

funding to kind of backfill their staff costs.

So I just feel the need to just say that as a reminder, especially right now when there is a big effort to really look at the quality of the workforce, the turnover of the workforce of community organizations. So I know, because I've said this in previous years, and I know Amy has all reminded me that there's many factors that go into it, I just felt the need that that is part of the dynamic that --

MS. McDONOUGH: Yeah. I think that makes sense to sort of have an eye on that, but as you pointed out we have multiple factors to figuring out, you know, how well they're doing.

Any other questions?

Comments?

(Brief pause.)

MS. McDONOUGH: Okay. Then I'll entertain a motion to approve the delegate dislocated -- No.

MS. SANTACATERINA: Yes.

MS. McDONOUGH: Yeah.

(Continuing.) -- delegate agency funding recommendations.

MS. HOWARD: (Via videoconference.) So moved.
This is Mary.

MS. McDONOUGH: Thanks you, Mary.

Do I have a second?

MR. PEPPER: Second. Donovan.

MS. McDONOUGH: Donovan.

CO-CHAIRWOMAN SHAH: All in favor?

MS. McDONOUGH: All in favor?

("Aye" response.)

MS. McDONOUGH: Any opposed?

Do we have any abstentions?

(Brief pause.)

MS. McDONOUGH: Okay. Thank you.

Career Pathway training.

MS. SANTACATERINA: The Career Pathway training programs for -- on the adult side we recommended continued funding for 11 delegate agencies for a total of \$2,245,000. Recommending increases based on low cost per placement to two organizations, the Association House for the baking program and OAI for their -- they have a medical, CNA-type program. We are recommending slight decreases to three agencies for excessive cost per replacement, National Able Network, Jane Addams Resource Center, and Food Hero. On the dislocated side we're -- Sorry.

On the dislocated side we're recommending

six delegate agencies for \$785,000. Increases for Greater West Town Community Development Project's manufacturing program, but we're recommending decreasing their shipping and receiving program, and recommending a program improvement plan for Greater West Town's shipping and receiving program to address compliance issues. This will be their first program improvement program so I'm sure they'll be able to -- I'm confident they'll be able to work their way out and address some of those compliance issues that came up during the monitoring visit.

And then going to the Bridge recommending slight increases to Calumet Industrial Commission in both adult and dislocated worker funds, and for JARC, Jane Addams Resource Center -- sorry, that should have been noted on the slide -- recommending a funding -- sort of shift in funding from dislocated worker where they're not getting the population in and moving that over to the adults for their Bridge program.

MS. McDONOUGH: Questions?

CO-CHAIRWOMAN SHAH: So just to clarify what are the increases to the Calumet Area Industrial Commission?

MS. SANTACATERINA: That actually was in the

detail attached. I think there were roughly about \$25,000 on the -- on their delegate agency for each adult and dislocated worker, if memory serves, and a slight increase on the Bridge program.

CO-CHAIRWOMAN SHAH: Thank you.

MS. SANTACATERINA: Uh-huh.

MS. McDONOUGH: Any other questions?

(Brief pause.)

MS. McDONOUGH: Okay. Then I'll entertain a motion to approve the Career Pathway training and Bridge program funding recommendations.

MR. PEPPER: So moved. Donovan.

MS. McDONOUGH: Do I have a second?

MR. SPIGNER: Second.

CO-CHAIRWOMAN ROBINSON-IVY: Who was the second?

MS. McDONOUGH: Jason.

Okay. All in favor aye?

("Aye" response.)

MS. McDONOUGH: Opposed?

Do we have any abstentions?

(Brief pause.)

MS. McDONOUGH: Thank you.

Next, the eligible training provider list.

MS. SANTACATERINA: Yes. We presented

recommendation for the training provider
recertification and initial certification programs.

So there were 180 programs that applied for continued eligibility or recertification. One program Division Truck Driving was not recommended because they did not meet their performance level.

There were 30 programs applied for initial certification and are recommending for approval, and six programs applied for initial certification and are not recommended due to one of the following, they were not attached to a nationally recognized credential, their occupation that they were trying to be funded for was not on the allowable list, or they submitted an incomplete application.

There are 19 programs that just are no longer being offered anymore, and we've removed them from the list.

There was -- Pam, do you want to --

MS. McDONOUGH: You can go ahead.

MS. SANTACATERINA: Sure.

After the committee voted to approve the recommendations on the training provider program during the public comment period one of the training providers explained that his -- because his --

MS. McDONOUGH: Application.

MS. SANTACATERINA: -- his application was denied because he clicked the box for registered apprentice program and really he should have clicked the box for the national-recognized credential we researched it after the meeting yesterday and sure enough, you know, he just clicked the wrong box, but all the information meets the criteria for approval under -- as a national-recognized credential. It's a CompTIA training program.

So I think an e-mail came out yesterday with the new updated list that has this program on the list.

Yes?

MS. MASSEL: I was just saying the gentleman is here.

MS. SANTACATERINA: Oh.

MS. MASSEL: I wasn't trying to -- Yeah.

MS. McDONOUGH: Is he here?

MR. LITTLE: Yeah.

MS. McDONOUGH: So that change was made. Thanks for the clarification.

Okay. Any other questions on the training provider list?

MS. PATRICK: This is Rahnee.

I'm just very happy to hear that we take feedback and we, you know, improve things based on feedback so thank you.

MS. McDONOUGH: Thank you.

Can I have a motion to approve the eligible training provider list?

MS. PATRICK: So moved. Rahnee.

MS. McDONOUGH: Thanks.

Is there a second?

MR. PEPPER: Second. Donovan.

MS. McDONOUGH: Thank you.

All in favor aye?

("Aye" response.)

MS. McDONOUGH: Opposed?

Do we have any abstentions?

MS. LICHTENSTEIN-WALTER: I'll abstain.

MS. McDONOUGH: We have one abstention.

Okay. Thank you.

Do you want to do the outcomes?

MS. SANTACATERINA: Yes. George alluded to it earlier. Just happy to report that we have exceeded all of our WIOA measures for adult and dislocated and youth. So we exceeded all of the 15 measures. We'll have a -- at our next board meeting I'm sure we'll

present a little bit more detail on that in addressing the -- on the impact and not just the outcomes, and so we're very excited. The network did a great job in placing candidates, getting them our WIOA customers that were employed in the second quarter, and followed along through the third quarter where we're exceeding measures -- exceeding measures on our -- on our earnings rates and credentials.

So very, very pleased that all of those benchmarks we exceeded goals.

And we will be -- just to let you know that we will be negotiating in the next couple weeks with the State for new benchmarks, new targets on the WIOA performance goals for the next couple years so ...

MS. McDONOUGH: Okay.

CO-CHAIRWOMAN SHAH: Amy, just to confirm you'll have the report at the next meeting?

MS. SANTACATERINA: Yes. The -- We're still finalizing all the details before we sign off and close everything out. We can only increase; we can't decrease at this point, so we -- I can confidently say that we've exceeded.

MS. McDONOUGH: All right. Okay.

Who's going to --

MS. MASSEL: I can help out if you want.

MS. McDONOUGH: I don't know (inaudible).

MS. MASSEL: I'll do it. That's fine.

Hi, I'm Susan Massel. I'm the director of communications here at the Partnership.

Why don't you ladies come up and join us.

We always give feedback, and it's great to actually hear from the people in our network and visualize and hear firsthand the work we're doing so we invited some people from Malcolm X's College West Side Campus -- I think I did that right -- the dean and one of the most senior people from KRA who runs The American Job Center there.

They have recently moved in together. They've been dating for a while, but they're committed now, and so I just wanted -- we wanted you to hear firsthand how that co-location is going.

Feel free to introduce yourselves and carry on. Thank you.

MS. MESCHINO: All right. Good morning. Thank you, Susan.

Good morning, everyone. First I'd like to say thank you to the Partnership for inviting us out to provide a snapshot of how things are going at the

co-location. I'd like to acknowledge our Chancellor Juan Salgado by way of his proxy Sarah. Glad to be here.

So I am Barbara Meschino. I serve as the dean of Malcolm X West Campus, formerly as the West Side Learning Center. I've been with City Colleges for approximately 20 years and have served in various roles as an adult educator, adjunct faculty, and an administrator now.

At the west campus we currently provide programming in the way of adult education where we serve high school equivalency seekers, ESL students, general education classes, as well as CTE programming that includes basic nursing assistant, community health worker, patient care technician, and medical assisting.

Thank you again for having us, and I'm going to hand it off to my partner Nieal Marie Smith-Ross.

MS. SMITH-ROSS: Hello, everyone. My name is Nieal Marie Smith-Ross, a lot of names, and I am the Chicago project director for KRA Corporation.

KRA Corporation is knowledge, responsibility, and achievement is a minority-owned national leader in workforce development that's been doing this work for over 43 years now.

I personally have been doing this work for close to 18 months. It's exciting. I'm learning a lot. So again thank you for being here.

I did want to really express my respect and gratitude to the Partnership for being so intentional about the move and co-locating us within a city college of Chicago. We did have a lot of challenges in our old location. Although we had a lot more space, we had a lot of challenges. It would rain in the building, there was sex working and drug dealing in our parking lot, and people would think that there was more -- a greater sense of safety being right across the street from the District 11 headquarters, but a lot of our customers did not feel safe coming that close to the police station. They just didn't, and we were kind of tucked away so foot traffic was -- was a challenge for us.

So I can say that this move has been such a blessing. Although we have decreased our square footage, we've definitely increased our impact and that can be demonstrated by the fact that we have had more than 377 walk-ins in the less than 90 days that we've been --

(Applause.)

MS. SMITH-ROSS: -- at the west side -- at the Malcolm X College West Campus.

So it's -- And that is -- that's almost more than we've seen in the -- you know, the area that I was at the other location.

So I also want to add in there that a lot of those people are 18 to 24 so I really hope that we can be able at one point to regain our youth contract, but I'll pass it back to the dean.

MS. MESCHINO: Absolutely. Thank you. Exciting outcomes from that so far.

I do want to give acknowledgment to our marketing teams, our respective teams with the Partnership, as well as City Colleges that brought us together because this was a quick pivot, right?

When we talk about 90 days July 1st was your -- your new home -- the first day into your new home so there was a lot of intentional collaboration that happened with that.

I do want to speak to how Nieal and I came together just to really talk about where the needs lie. Where you're coming from a location that was pretty much solely yours and you're coming into a smaller space that's going to present some challenges that we

need to -- we needed to sit down and just talk about where the needs lie, and once we came to that we were able to do a lot of programming just to make that make sense for our community that were coming into the space, but also the students that are already existing into the space.

Nieal mentioned there were 377 people who have already come into the space. I just want to share that 10 percent of those numbers are medical assisting students and that came by way of intentional collaboration.

On July 1st they came in. August 2nd we held our fourth annual community day at the west campus. We invited The American Job Center to be a part of that day. Inside of that day we had an orientation with our medical assistant students. The operations manager went in and talked about all of the valuable resources that The American Job Center offered to our students as well as to the community, and as a result of that that's where we see that 10 percent coming from.

I'm sure that once we take a deeper dive at the data we'll be able to see that the impact is greater in terms of our community engagement as well as

our student engagement.

So just really excited about the work that's happening.

MS. SMITH-ROSS: Yeah.

And I just wanted to leave you with a story about a young lady named Amber who really wanted to turn her life around and showed up at the Malcolm X College West Campus to pursue a degree -- a certification in medical assisting, and she found out that she was unable to pay for that and she was really disheartened and, you know, felt very defeated, but the wonderful faculty at the Malcolm X College West Campus told her that there was an American Job Center and all she needed to do was walk down the stairs and come see us and be able to get what she needed. So I just wanted you all to -- to learn that and to know that we really are impacting the community and doing the work and this was a great move and very well intentioned and we both appreciate it so much.

CO-CHAIRWOMAN ROBINSON-IVY: So I have a question.

This is wonderful, ladies. Thank you for the work. And George has been telling me to get by there. I guess now I see why.

This is amazing. When you said 300 I said

walk-ins. I mean how does that happen because I believe some of what -- I do listen to what the staff says and I know that walk-ins are rare, right, that doesn't happen often, right?

People don't just come in anymore. It's either online or whatever.

How did you do that?

MS. SMITH-ROSS: It was really about the collaboration.

I do want to speak to the excellent reputation that West Campus has in the community. I want to speak to the marketing team, the Partnership, Susan and Jesus, and everyone especially also on the City Colleges side has done a really good job marketing through like LinkedIn.

And what I can also say is as two people who are both licensed social workers we really care about the people, and when you really have that commitment to serve people with dignity and respect the word spreads.

So I think that just being able to be in a location that already has such a wonderful reputation in the community and all of the outreach work that we've done and that the communications -- I respect what the communications team has done and that they've

collaborated on together has just really spread the word.

I show up to everything so any time somebody asks me to come and talk and speak I'm there, and I know Barbara does the same. So it's just -- it's -- you actually have to put in the work and being in an ideal space is what really makes the difference.

MS. MESCHINO: And just to add on, it's an experience. I think when people are coming into the space that they're having a good experience that a lot of times when you think about our neighborhood spaces and resources it travels through word of mouth. A lot of it is word of mouth.

A strong shout-out to social media platforms as Nieal mentioned. I think we even have a video out there somewhere where we actually talked about what the community can receive in terms of resources but just that overall experience and that is something that we are committed to definitely within City Colleges that we're always trying to figure out what are our student experiences and that is something that molded now into the co-location that same level of experience.

CO-CHAIRWOMAN ROBINSON-IVY: Donovan, let's take a field trip and go over there.

MS. SMITH-ROSS: We'd love to have you.

MR. SPIGNER: Jason Spigner.

So congratulations for the work that you all have done that's really exciting.

I wonder is there a best practice where the connection with colleges works stronger than other connections. I know we looked at Prairie State. The college just seems to bring something into the job center so I'm wondering is there a best practice, but also kudos to the group who thought to bring this combination together, definitely great work.

MS. MESCHINO: Absolutely.

I think what was really helpful in our space is that all of the CTE programs that we currently offer are supported by The American Job Center so it just makes sense that when students either come in seeking training they can come -- be directed up to us. Once our students complete they can be directed down to The American Job Center, and then I think again it has to be that consistent collaboration and thought where we're thinking about it; we're informing our teams such as our directors, our instructors.

And I'll give a quick example. On the first day of class one of our adult education -- adult

educators took her class down for a field trip just to introduce them to The American Job Center to let them know what was in the space. So I think when we talk about best practices building those relationships with The American Job Center, City Colleges, the people who are on the ground on the front facing.

Do you want to add --

MS. SMITH-ROSS: And I also just want to add it's important as workforce providers that we are being aware and mindful of our job seekers have an autonomy in the training provider that they select, but I also think the onus is on us to be able to give them some very well-informed feedback about the different training providers as well, and the reputation that we have, the reputation that the dean has with her training providing programs is -- is wonderful. So we always encourage people when they do have to go out and visit two schools to visit the one in the building that you're already in. I mean how much more simple can it get. You can get what you need from your instructor and then you can come down to get your supportive services if you need your scrubs, if you need your gas card you can just come right downstairs. You don't have to make additional trips. So it's -- it's really

a very symbiotic relationship and it's working very well.

MS. MESCHINO: And like you said removing the barriers that's basically what you're saying, transportation barriers, even like the clothing resources in terms of that. So we are removing barriers and that's what's contributed to the success, I believe. Thank you.

MS. SMITH-ROSS: Okay. Thank you all.

MS. MESCHINO: Thank you so much.

(Applause.)

CO-CHAIRWOMAN SHAH: Thank you so much for your work and enthusiasm that's great.

All right. So next will be our youth committee.

Sorry, Jose, we'll get you.

Amy, can you do the -- deliver the youth committee outcomes?

MS. SANTACATERINA: Yes. Basically the youth committee there were no voting matters at the youth committee, and again the highlights are that we exceeded all of our youth WIOA measures, and then we also have a presentation from one of our youth providers New Moms to give an overview of their program

which I think the youth committee members really enjoyed seeing and learning about one of the WIOA youth programs.

So it was a quick meeting but very informative.

CO-CHAIRWOMAN SHAH: Thank you so much.

And then just confirming next meeting we'll see the outcomes themselves --

MS. SANTACATERINA: Yes.

CO-CHAIRWOMAN SHAH: -- the numbers.

All right. Perfect.

All right. Finance committee.

Jacki had to leave. So, Jose, if you can present.

MR. MOTA: Good morning or afternoon -- Good morning.

Today I'll be recapping yesterday's finance committee meeting. The things that we discussed yesterday was one of the things that I present at every meeting are the requirements that have to be met on the State side.

So as you all know WIOA formula funds are two-year grants, and after the first year there's two requirements that have to be met on June 30th. The

first requirement is the 80 percent obligation requirement across all three funding streams. So this is very important because the State wants to see that the money is being spent and obligated because if it's not then they'll start calling Amy and George and asking us if we're going to spend or obligate or if they can obligate some of those funds and reissue those to other LWIAs so it's important for me to report on the 80 percent obligation every quarter just to make sure that we're on top of it, we're keeping track of it, and we're meeting the 80 percent that the State requires.

The second one is the 50 percent direct training. So as you all know 50 percent of the WIOA formula funds have to go towards direct training, which includes ITAs, OJTs, incumbent workers. So as of June 30th we met that requirement. So that's something we keep a close eye on just to make sure that we're on top of it. I think -- Not that we haven't met it in a long time, but I know if we don't meet that requirement the State comes in and the following year they reduce your funding.

And the last requirement that I wanted to speak on is the 20 percent work base learning

requirement. This one is met at Year 2. So as you can see June 30th of the first year we're at 11 percent. This one is usually met in Year 2 when the grant closes out so I'm not too worried about that one.

Any questions on the requirements?

CO-CHAIRWOMAN SHAH: Donovan, did you have a question?

MR. PEPPER: Yeah, just a quick question, Jose.

Is the 80 percent allocated over two years or pre-allocated over two years or each fiscal year?

MR. MOTA: Each fiscal year.

MR. PEPPER: Each fiscal year --

MR. MOTA: Yes.

MR. PEPPER: -- 80 percent of that has to be --

MR. MOTA: Met in the first year.

MR. PEPPER: -- met. Okay. Got it. Thank you.

MR. MOTA: Okay. And then secondly to recap the expenses for year-ending the first year for PY23 we ended up at 41 million. So the balance of 14 million is already obligated and that's going towards ITs that have not hit the books, OJTs that have not hit the books, contracts that are going through 9-30, and some of that carry-in is already obligated towards refunding all the AJCs with PY24 funds.

Any questions on that?

(Brief pause.)

MR. MOTA: Okay. Next I just want to give two-level, high level highlights that, you know, every year the State comes out, DCEO, around April and, you know, they do a full audit of our WIOA program, and I'm happy to report we got our results last week with no audit findings on the fiscal side so that's like seven or eight years in a row where the State comes out and everything in-house, you know, is up to par.

Any questions on the audit?

MS. McDONOUGH: Great.

MR. MOTA: And then lastly just to close this out on the finance side is PY24 status. So we got the grant agreements on Friday from the State of Illinois. So they went to signature for George and we sent that back to the State. And, you know, I don't know what the State process is after they get the signature from George, but it takes a few more weeks before the grant is executed and we're able report for July, August, and September and draw down on those funds.

So give us another couple of weeks and we should be able to start reporting the drawdown for PY24.

Any questions?

MS. McDONOUGH: We have nothing to vote on, right?

MR. MOTA: No, no votes required.

Thank you very much.

CO-CHAIRWOMAN SHAH: Before you go I do want to ask one question because I think it's great. We talked a little bit about how you have to do this overhead calculation as well, and can you just tell us -- can you talk a little bit about it because I think it's something really great that you've been working on with auditors and others and, you know, could be great for the organization?

MR. MOTA: The indirect rate?

CO-CHAIRWOMAN SHAH: Indirect rate.

MR. MOTA: Okay. So we hit a little snag with the State way back in PY2020 where we were stuck using the 10 percent. For whatever the reason the people I was working with on the State side retired, and I would reach out to a different person and then I would work with a new person to try to get our indirect rate up to I believe at that time in 2020 was around 18 percent, and then that person retired, and then every year after that like the system was stuck so now that I have a good contact not only at the State but with Crowe who

oversees them, they're across the street from the State of Illinois, that allowed me to go back to 2020 and redo all the paperwork, all the documentation, and reapply for those indirect costs dating back to PY2020.

MS. McDONOUGH: And you said you're trying to get the rate up to 27 percent?

MR. MOTA: Yeah.

So the documentation I prepared and submitted was for 27 percent and that's mostly staff time. If you really think about it in going through the people that work here and how much time they really spend on not directly related to a grant the majority of indirect comes from staff time, not directly from us getting the grants so that's why the increase was -- so if you think about it it's George's time and my time, some of the other leadership team members, IT, HR so that's -- you know, because they're not really tied directly to a grant, they don't do anything with participants, they don't work directly with the grant, so most of their time is considered indirect.

MS. McDONOUGH: That has to be approved at the federal level?

MR. MOTA: Yes.

CO-CHAIRWOMAN SHAH: And what does that -- Do you

have a sense of how much that would be?

MR. MOTA: No. I could have that for you some time next week, so if you give me time to go all the way back.

CO-CHAIRWOMAN SHAH: We're just curious because that would potentially mean in our view that you'd be able to use some more funds to help with other funds to help people get jobs so that's really important to us. Thank you.

MR. MOTA: Thank you.

CO-CHAIRWOMAN SHAH: Are there any other questions of Jose or finance?

(Brief pause.)

CO-CHAIRWOMAN SHAH: All right. Great.

Susan, we have communications update, please.

MS. MASSEL: Hi, everybody.

All right. Next slide. Sorry.

All right. So this is just a little bit of a look at what our overall schedule has been. We use the word reimagining a lot. You've heard George talk about just the way we always did things and the way we're going to do it and just because you have a contract that's been around for a long time you don't

just accept it so that's really been evolving and leading into so I use the word reimagining a lot.

Just kind of a review since we last met, we had a Cook County Connector event with a manufacturing focus. As we've heard, we've co-located now two American Job Centers with city colleges. Our guests today moved in on July 1st, and there's an American Job Center has been on the campus of Daley College and moved in permanently just recently on September 3rd. These were very quick pivots. I again want to thank so much my colleagues at City Colleges. We did a lot of pretty intense marketing over a short period of time, and I've heard nothing but positive things.

July 31st we had a New Arrivals Residents Jobs and -- I'm sorry -- New Arrivals and Residents Jobs and Resource Fair. This was also -- I'll talk about that in a minute, but this was also on the Daley satellite campus Arturo Velasquez, and it was an unbelievable thing. Like 1700 people registered. The spirit in the room was -- I'll talk about it in a second. The spirit in the room was unbelievable. The line of families not one complaint, not one bad mood, just people who want a job. Just it was incredible. It was really inspirational to be there.

September 12th to 17th Workforce Development Month, not quite Christmas but sort of, so we did some celebrations about that and of course now we're having our board and committee meetings. Coming up we have more Career Connector events. We have manufacturing month and manufacturing day is next month, and I'm actually reading here behind Smita because I can't see it. It's okay.

So I'm also working on reimagining our website, which I'll talk about in a second, and working on the fourth edition of our annual report.

So those are some things that we're focusing on. Next slide.

MS. FULGHAM: Yes, ma'am.

MS. MASSEL: Thank you.

All right. So these are just some pictures to try to bring some life to it. Some of you have met the people which is way better, but this is The American Job Center at Malcolm X. This is some of the images we created about their co-location and some of the fun that we've had at the community days.

You can go to the next side, please.

And this is the Daley Center. Those people in front of that step and repeat are everybody from the

president of the college to the person that helps us with signage. It was such a collaborative event and again moving going intentionally towards where the career seekers are where the employers are finding the people they need at city colleges.

Next slide, please.

So this is what I was talking about. This is the July 31st event for new arrivals and look at that line. And it started that it was raining and nobody complained, but we all worked very hard to get everybody in. Again there were kids, there were families. We had, of course, multilingual discussions. I did an interview of a gentleman from Venezuela in what I call eighth-grade Spanglish, but I made it work. We've used it on social media. I sure hope you guys follow us on social media because we've used it and it was so wonderful to hear what he said. Several of my colleagues were like that was you asking the questions and I'm like yeah, I've got some skills. So anyway it was awesome.

Next slide, please -- Oh, sorry. Go back. Sorry. I think you've got to go back one more.

So this is just some other stuff that we've been up to. We're still doing the nuts and bolts

career fairs, hiring fairs, lifting up other people's work in the region, and they're all very successful and it couldn't be possible without an intensely committed staff so I like to just keep reminding you of all the things that we do in locking arms with other organizations too.

Next slide, please.

So this is our website visits. It's pretty impressive. We're pretty pleased that they keep going up because remember we send people to the Career Connector website, we send people to LevelUpAJC.org. We send people -- We created I was going to mention it earlier a pretty nice Good Job Chicagoland website that you can google that has a lot of the information that we went over earlier in this meeting, and what's great we see spikes. We saw a spike in traffic on July 31st for the new arrival event. We saw a spike in traffic on August 2nd when we were at the community day at Malcolm X West Side. So the website visits reflect our work, which is an organic response with our community that is exactly what we want, so it makes us happen. And as of a few days ago the level of AJC.org website, which of course we launched in October, that's the easy way English and Spanish to go online, tell an AJC you

want to get connected, somebody will call you in a few days has almost had 3,000 visits so that's on top of this. So as a comms person it makes me happy.

Next slide, please.

So if you've been on our website lately you'll see that we are trying to make it a little more of the moment. This is Workforce Development Month. We're going to do the same thing for Manufacturing Month and Manufacturing Day next month. We're -- We've contracted with two of our vendors who we've already been working with to really give this website an overhaul. You may have heard me say this before when I first came here at the height of the pandemic, I started in July of '20, our website I felt like I had moved into a house with one child and adopted a hundred children -- rooms, rooms, rooms, rooms, add a room, add a room, add a room. It wasn't strategic and I knew why, everything was virtual. We had to build on to this, but it wasn't strategic. And when you go on our website you'll see some rooms are beautifully furnished and some rooms are straight out of Ikea and everything is broken. So it's time -- it's time to do some strategy and use the -- you know, maybe tear down a little bit, remodel a little bit, so one of the things

we want to do is make sure we're even -- how can I keep the scenario going? -- should we do arts and crafts or should we be colonial, what is our voice, what is our identity, while we rebuild this website how do we talk to people. So we're going to be doing a survey in the next few weeks. Everyone here should get this survey. If you would like -- Everybody on the WIB and all the committees will get this survey. At the end of this you'll see my e-mail address. If you want to be sure if you're not on one of those groups and you're concerned send me a note and say you want to get the survey. We're going to try to survey pretty much everybody we come in contact with. This is not a survey about what we should be doing. This is for people who know us. This is for people who have come into the house and have seen the situation and help us figure out is our brand working, is our logo working, is our voice working, do you think we're focusing on the right things before we just go in and redo a website. We really wanted to try to incorporate what people who already know us think.

So, again, everybody in here should get it, but if you're concerned at the end of this you'll see my e-mail address, send me a note and say I want to be

sure to get the website -- I'm sorry -- the survey about the website.

Next slide, please.

So again this is social media. Again everything is growing. Our posts on social media average around 5 percent engagement rate. For reference the average engagement rate for Facebook for nonprofits is not even 2 percent. So even though those numbers sound small we still beat out other nonprofits which at end of day we are. We're not government. We are a nonprofit and that's really the world we have to live in with our multilevel of funding.

Next slide, please.

And these are just some of the social media that polls best and it's just what you'd imagine. Very interesting on hospitality industry employer and the hiring and resource fair for the new arrivals. It's not surprising what polls best, but I always like to know.

Next slide, please.

And this is again pieces that polled well showing the celebration of moving in with Daley College -- pardon me -- West Side -- I apologize -- West Side Learning Center.

Next slide, please.

And this is just trying to show the intentionality we do. This is what we're doing for celebrating Workforce Development Month. Again I hope you all follow us on social. It's not random. We're trying to lift up trends in workforce. We're trying to lift up, obviously, success stories in workforce. We're trying to tell a story about why workforce development is important. At the same time you'll see some posts about who we are, what are our core values, what is the Partnership trying to do. So if you're scrolling, and that's what we all do, right -- people now have injuries on their thumbs from scrolling -- if you're scrolling so much you may not realize what we're doing, but we're trying to give you a lot of different information about us, our network, who we are, why workforce development even matters, and truthfully what is workforce development because if you ask ten people you'll get 11 answers. So we're just trying to sort of be robust in the information that we share and intentional.

That might be it. Next slide, please.

Yes, that's it. So this is my e-mail. You've heard many people mention Jesus. He's a

wonderful partner in all this, but, again, if you want to send me a note there is my e-mail address. And I believe that's it unless there are any questions.

(Brief pause.)

MS. MASSEL: Okay. Thank you, everybody.

CO-CHAIRWOMAN SHAH: Oh, I have one, Susan.

MS. MASSEL: Yes.

CO-CHAIRWOMAN SHAH: I know you had in these metrics just because it's interesting that you had like from June 1 to August 16th and then the same period year over year.

MS. MASSEL: Yeah.

CO-CHAIRWOMAN SHAH: Do you have the full year's period?

MS. MASSEL: Yeah, I do. I just have to pick. I always have to figure out what I'm going to try to present.

CO-CHAIRWOMAN SHAH: If you have just because it's interesting the daily and annually it would be nice to know.

MS. MASSEL: Yeah. Okay. I can do that next time.

So next time you just want 12 months you think, is that what you're saying?

CO-CHAIRWOMAN SHAH: I mean --

MS. MASSEL: No. I'm fine with it.

CO-CHAIRWOMAN SHAH: Yeah, that would be interesting. It's just an interesting time frame.

MS. MASSEL: Yep. Got it.

CO-CHAIRWOMAN SHAH: Thank you.

MS. MASSEL: Thank you.

CO-CHAIRWOMAN SHAH: All right. Well, that is the scheduled agenda.

Does anybody have any questions?

We're ready for public comments so anybody who has any questions is welcome to ask.

(Brief pause.)

CO-CHAIRWOMAN SHAH: Okay. Great.

MS. FOSTER: (Via videoconference.) This is Jennifer Foster from the Illinois Community College Board, and I just want to say these are great changes. I'm happy to see those and the collaborations have been -- have been excellent, and so I love that -- I put it in the Chat, but I love the intentional focus that is happening and so kudos to the staff.

CO-CHAIRWOMAN SHAH: Thank you, Jennifer. Thanks for saying that.

Amelia, did you have a question?

MS. FULGHAM: Yes. I just wanted to thank everyone, but I wanted to remind the board of directors if you cannot be here please send a proxy in person.

CO-CHAIRWOMAN SHAH: All right. Okay. If there's -- Yes, go ahead.

Can you state your name for the record?

MR. LITTLE: Yes. I'm Eric Little. I wanted to thank Chicago Cook County -- this is a mouthful -- Chicago Cook Workforce Partnership just for their efforts yesterday. Like I say they moved (inaudible), and I appreciate you all.

Also the coalitions that are being formed translation comes into communities and partnerships are formed and there's no ego to say hey, we did this or we did that so the move of the AJC in the community colleges and city colleges with more like that in the city you'll see a transformation faster and at a rapid pace.

And just from an example the military did that with veterans. They were noticing that more homeless veterans were coming out of the military because the VA was a separate process than the ACAP process from the Army so what they started doing by the time I came out they housed the VA within the military

installations so as they exited they got services they needed before they went out so that's a prime example of what you all did so I just want to commend the Board and all the people who had a part in that excellent job.

CO-CHAIRWOMAN SHAH: Thank you.

Nancy?

MS. CAO: Good morning. This is Nancy Cao from the Mayor's Office.

I'm just interested to hear a little bit more about how the current labor market may be impacting the delegates in the network. I know that in many of my meetings and conversations over the past month or so many of the City's agencies who might directly have programs are bringing up employer engagement and just challenges and desire to connect with employers, and in some other settings, you know, I'm just hearing about a bit of a tightening labor market employers having, you know, no problem getting a thousand applications for a job and so I'm just curious from the Partnership's perspective what are you hearing from your delegates.

Are they expressing those same challenges?

Are there certain sectors that may be having

like -- I'm just curious to hear a little bit more about that and learn.

MS. CATTOUSE: You know, I think that one of the things we have encountered is that, you know, the labor market is really directed sometimes in our world through the funding that we're receiving, right?

So there's always a certain focus on IT, manufacturing, there's construction, you know, and healthcare I think like are the most topics, and we're coming into CEJA now that we're trying to break, you know, information on what CEJA is, but I think that it also depends on communities you live in. Sometimes there's some communities that you might encounter are very heavy in one sector versus the others just because of the ecosystem that you're in or the familiarity, and CDOs, right, that are supporting those individuals to select an industry.

So I mean, and I hate to say, you know, CDO keeps on coming up a lot, you know, CDO, CDO, but where does that lead you into the labor market?

So it's not a one call, right?

It is really a CDO might be an expert in one industry versus another one just because of the funding that they're receiving and they're trying to, you know,

meet goals on that, but it, you know, goes back to the assessment of really understanding what that individual wants to do and really doing a full -- a full assessment to try to lead them based on their skills and their experience and what they're trying to establish as they go and select a career that they want to lead to.

So I don't think that it's a specific industry for all, right?

It's really we should be looking at the individual themselves and trying to understand where they're trying to lead, but with the expertise. I mean one of the things that we were talking about is staff, right, and one of the things that we talk in leadership and even going further than that is how skilled our staff at frontline to really identifying and support that individual to make that right decision so that way they're not coming back to the door and saying well, I tried healthcare and I don't want healthcare, now I want to be a CDL driver. So it's really also going back to our workforce development staff from CDOs and making sure they have the right tools and resources and the skills to identify an individual and help them lead them to the right industry and that's where the labor

market can go, right?

MR. WRIGHT: I think I'll add to that. I think it's a provocative question, but I think that, you know, to Claudia's initial point, you know, our responsiveness is based upon the responsiveness of the people that we serve.

So the question really in my opinion could be better answered by people who are actually providing the services, you know, and employers like Donovan, right, what does he say about the labor market, is it tightening, is it loosening, is it the same.

So we're reactive in a lot of these situations, right?

As opposed to creating the labor market, we're reacting to it based on our funding sources.

So I involve myself in a lot of these regional, more national conversations, and I can tell you that there's still a high demand for people and I think that employers are telling me that they're actually looking for more workers, but they're telling me is that they're looking for skilled workers so that's where the Partnership actually comes into play because of our preparedness is really our secret sauce. It's making sure that a person can not only be hired,

but they can thrive in that based on -- I mean you're sitting next to Liisa who, you know, probably has a great answer to that question. I mean I'm sure Ms. Xochitl has a great answer. Michael. You know, there more people in this room, Eric, who has answers to these questions because we are basically, once again, reacting to the market as we see it as opposed to creating that market.

CO-CHAIRWOMAN SHAH: I really appreciate both of your answers. I'm curious -- So it makes a lot of sense. So it sounds like we're really thinking about mentorship and directing people into areas where we see a need, but I was curious do we have any data on what types of jobs people get, so in certain sectors, and can that database shared with us that's one.

And then the second -- You know, and it would be great -- I don't know how long do you have that data or do you have it just for every worker. So could you get year over year data so if you wanted to see trends that the Chi Cook Workforce Partnership and the WIB is providing, you know, we place X number of jobs and they were in these categories could we see that year over year for perhaps the past three years?

MR. WRIGHT: Absolutely.

CO-CHAIRWOMAN SHAH: So that would be really great to have as a follow-up just for us to understand --

MS. McDONOUGH: It will give you the impact side of what George is pointing to.

CO-CHAIRWOMAN SHAH: Yeah. And so I think it would be super helpful. And I think it would answer both questions, right, the responsiveness and our ability to -- and the Partnership's ability to deliver jobs and then also, you know, where are the trends seeming to be at least for the people that are coming in the door.

I was curious if you -- Claudia, you mentioned that you see differences potentially in -- every community is different.

Have you seen anything in different communities that there's certain areas that are looking for more support, other areas which are looking for less support right now, and could you share that?

MS. CATTOUSE: Well, sometimes I get curious and I look up data, and I believe there was a survey done for when we were doing the COVID contact tracing there was an atlas, right, that was created by the city where you could actually go and -- and review by community what is the highest industry in certain areas -- in certain

communities. So if you use the atlas or, again, if a CDO does their research of the community that they're serving and they realize that that community is heavy in that industry, you know, it tends to replicate with people coming into the door and asking for that same thing.

So it's really doing research, right?

Again, we do have our data and we can see the trends ourselves, but again it's really who's doing the survey, who's out there really getting the actual data outside of workforce development to be able to analyze and compile them together to do an analysis.

CO-CHAIRWOMAN SHAH: That's great. Thank you.

MS. LICHTENSTEIN-WALTER: I think it also would be interesting -- this is Sarah Lichtenstein-Walter from City Colleges -- to look at the customer outcomes up against labor market data and see the gaps of, you know, who are logging truck driving. We see it with our programs you go for the jobs that you've heard of, right, but if there are demands that we're not meeting looking then should we be seeking out programs is there career education that we can be providing up front, you know, if you're -- there's really cool labor market data that shows career path things so if you start as a

truck driver like what's your next job. And so I'm thinking you come in, you're interested in truck driving, what is something that's similar. Maybe warehouse management would be a good path and there's a shortage there I think that would be an interesting look.

MS. CATTOUSE: And I'll just share real quick, you know, one of the things we did with COVID -- during COVID is you had a lot of hotel housekeepers that got laid off, and I think I shared this before, so one of the things we did is how do we become responsive to help those housekeepers not become unemployed. So if you really look at their job titles and job requirements and you compare them to an environmental technician at a hospital it's the same thing, right?

So we were able to -- And the hospital was a hotspot, right, where people were actually hiring because of COVID so that actually triggers, right, to start thinking out of the box and saying okay, just because my title is this in this industry what could my title be in a different industry, right?

And if you really compare the job descriptions it's really the same ones; it's just little points here that are different just because of

the industry itself.

So I think again it's really for us to look at the comparison and not, again, direct individuals to that one job as you said as a driver or a CDL driver but it's really saying if you get this certificate you could actually go here, here, here, here in multiple industries versus just one.

MR. WRIGHT: I think that's why Nancy's question is so pivotal.

MS. CATTOUSE: Right.

MR. WRIGHT: If you do that analysis what you may find is, and it goes back to Carrie's point I've been thinking a lot about, but you may find it's not really what people are interested in; it's what WIOA tells them they should be interested in so that's our problem, right?

And there was an article that came out that kind of criticized WIOA by saying it's pushing people into these jobs that really don't have a career path because of what WIOA is saying.

So is it really a career provider or is it a program that provides an answer to a certain segment of population that's isolated from most.

So, once again, Carrie's question around we

talk about cost per placement, right, so if I look at the data the data shows me that the partners that have come into our fold are the same companies, right?

So are we actually kind of getting into an unequal distribution of those partners because they've figured it out, right?

They understand how to play the compliance game. They understand how to make sure from a program monitoring perspective they're okay, and are we actually serving the best people with that have the most needs in the communities that we should be serving or are we saying based upon this box, if you will, that you figured out over the last 12 years that you're really -- so it's the same thing with the labor market. Is it different or is it -- Is it different because of the way that we're pushing people based on our funding stream I believe that's the latter.

I don't have the data at this point to support that now, but I think the data that I've seen actually leads to that.

CO-CHAIRWOMAN SHAH: Did Donovan have a question?

MR. PEPPER: It's not a question. Just a quick comment.

I just wanted to give a shout-out, if I

might, to Amelia and to Nicole for working late in the night because I was having IT challenges and problems getting my board back-end materials so I just want to thank you guys for getting that to me late at night last night.

CO-CHAIRWOMAN SHAH: Nancy, did you have another question?

MS. CAO: Just I wanted to express appreciation for the discussion and what you raised, George, also I guess raises a question in my mind to the Board, which is, you know, we have the guardrails of WIOA but does the Board have further discretion, for example, to direct -- direct those resources more towards certain sectors or how are they doing in the sectors that we have chosen to prioritize.

So I know the agenda is packed in every meeting. I would be curious if the Board is interested to pursue it if, you know, whether it's annually or what have you that there might be an agenda item that looks at the priority sectors, maybe lifts up work from the sector centers and what they're seeing in terms of those labor markets and creates the space to discuss, you know, do we want to make any changes.

MR. WRIGHT: Great idea.

CO-CHAIRWOMAN SHAH: I think it's great.

Pam, did you have want to add something?

I saw Pam nodding who's our service delivery chair.

MS. McDONOUGH: I mean we could probably, you know, instead of having it be a huge item for one board meeting maybe take a sector and focus on it at, you know, different board meetings so that, you know, we drill down these you get more of in the weeds kind of thing saying manufacturing or healthcare because I think there's a lot of variations on a theme that people can go into.

And I agree with George. I think sometimes, you know, I've done it as work representing manufacturers and trying figure out how do you use the money. When you play to the money you don't necessarily play to the need. I mean sometimes you can do both, but a lot of times as I think we've seen I mean like with the Good Jobs. I mean the government creates something that they think makes sense, but they've got no idea how to execute it, and we all have to kind of, you know, reconstruct and re- -- you know, refocus and make it practical so that you can actually deliver and we see that in all types of grant programs,

but I think it is a legitimate point.

CO-CHAIRWOMAN SHAH: Thank you.

Is there anybody else?

I can't see on this side.

MS. LEWIS: Yeah. I'll just say one thing to add to Nancy's point because you did bring up these guardrails of WIOA and that's putting it a little mildly. You know, we are actually pretty restricted.

So the two points you brought up, absolutely, you know, the labor market information and to direct reporting and then also, you know, how do we respond to shifts in demand and whether it's tight or whether it is, you know, a lot of openings, whether the sectors are shifting. So one of the big ones, and this comes up a lot as we're looking at some of the WIOA reauthorization discussions, kind of two of the big things that's part of WIOA is customer choice requirements so the biggest chunk of training that we have is staff we hire to be driven by those requirements, so we have to follow that. We can inform the customer, provide options, but we have to figure out how to operate while still adhering to those requirements.

And then the other one is, and we talked

about this before, the present WIOA -- our WIOA allocation for adult and dislocated training because in -- as it kind of shifts and as there's times of -- you know, I've been here long enough to see where there has been a ton of layoffs and so which events are rapidly placing people. You know, there's mass layoffs and shifting people to different jobs you want to focus on those rapidly. And then to the local market is a little bit (inaudible). You want to focus more on training and (inaudible) long-term training.

So one of the things we would advocate for whether in our WIOA discussions is just allowing local areas to be able to not be as defined by some of those requirements; to be able to use our own knowledge on the ground of how our customers, our labor market to respond.

And I know Pam has been there. Dr. Jones you've been there running a WIB, but there are -- you know, you're right there are guardrails so that can't be (inaudible). We have to see what we can do as a WIB while still, you know, adhering to those rules.

MS. McDONOUGH: I remember with manufacturing one of the things of the government programs was that you couldn't use on-the-job training and incumbent worker

training at the same time because they didn't get if you are -- if you are moving people up through traditional skills with incumbent worker training because maybe technology shifted you're using jobs down here so you can use that -- you should do it in conjunction.

Now, they finally did change that, but it was a ridiculous way of looking at things like somehow you're cheating if you're using the two programs at the same time but they could be perfectly linked especially if, you know, a company is going through -- I forget what the name of the company was I worked with, but they were changing all their technology so everybody needed to get training or they wouldn't have a job so -- or they would have been a dislocated worker. So, you know, you've got to look at what the construct of how you're operating the business and, you know, luckily they figured out to change that, but a lot of times government is not understanding how the real world works and we're trying to, you know, manufacture things that fit into their little, you know, different rows and it does not necessarily -- it's not necessarily the best use of time or money.

CO-CHAIRWOMAN SHAH: So thank you so much. It's

been a great discussion. I want to be respectful of everyone's time.

Just as a -- Just to recap on this one I had just a few follow-ups for this meeting. One I think posed was, Amy, the outcomes we'll be seeing next week -- or next month -- next meeting in December so we'll look forward to getting those.

And the other one, and I just wanted to double check, you indicated that -- the team indicated that we could get these year over year job numbers and placements and so how -- do you think you would be able to just mail that out to us or e-mail it out?

What would be the time line that people should be expecting that? a week? a month?

MR. WRIGHT: Give us a couple days and Marisa and I will meet and we'll let you know the time frame.

CO-CHAIRWOMAN SHAH: Okay. Perfect. So we'll follow up on Monday.

I want to thank everybody for a robust meeting, and could I have a motion to adjourn?

MS. McDONOUGH: So moved.

CO-CHAIRWOMAN SHAH: Moved by Pam.

MS. LICHTENSTEIN-WALTER: Second.

CO-CHAIRWOMAN SHAH: Seconded by Sarah.

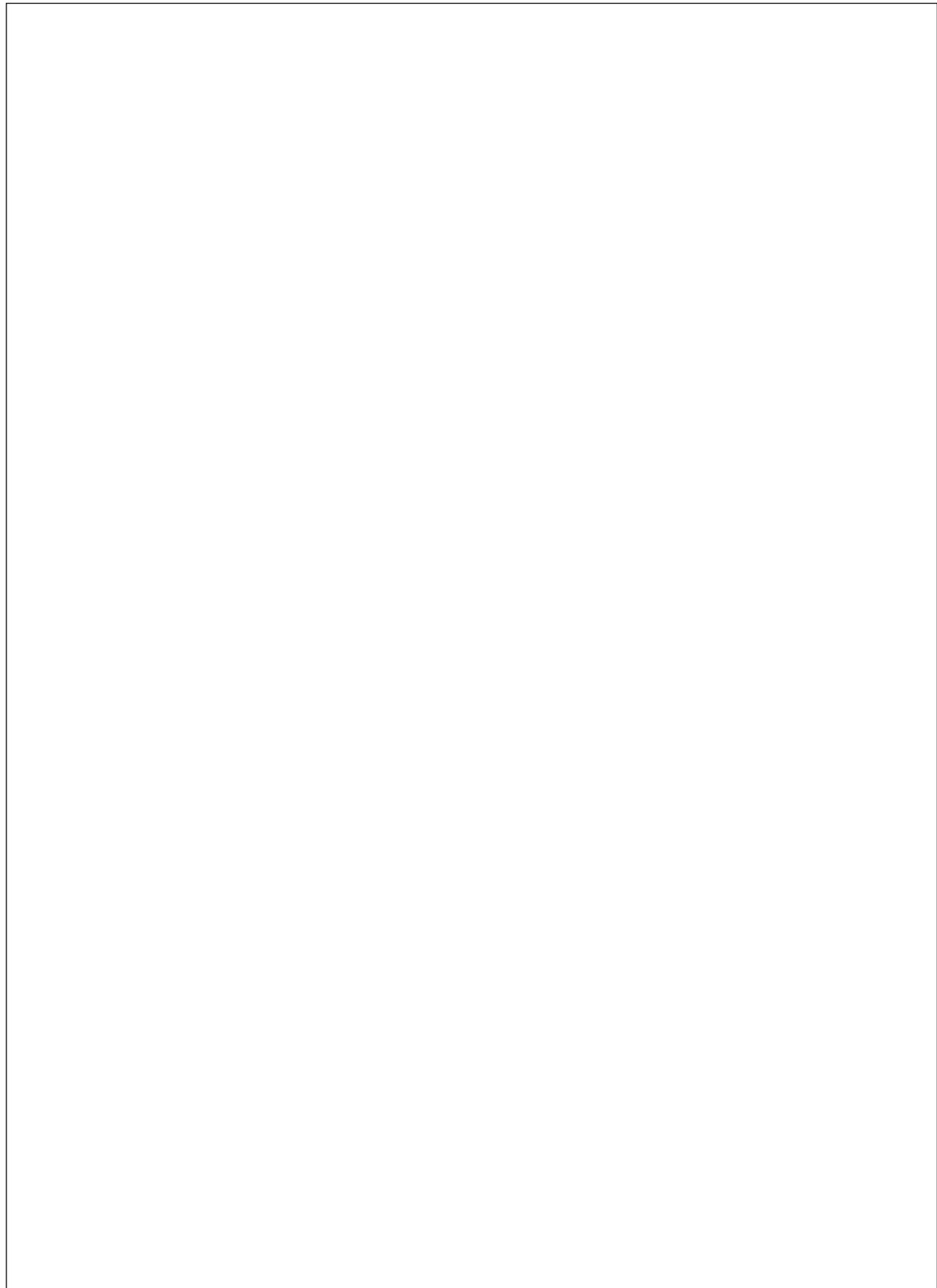
All in favor?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Thank you so much.

Have a wonderful day.

(Meeting adjourned.)





CHICAGO COOK
WORKFORCE PARTNERSHIP
A proud partner of the AmericanJobCenter network

scaleLIT 



ILLINOIS WorkNet
CENTER
A proud partner of the AmericanJobCenter network

**LOCAL WORKFORCE
INNOVATION AREA (LWIA) 7**

**ONE-STOP
OPERATOR**

**SYSTEMWIDE
UPDATE**



DECEMBER 2024
(AUGUST 15-NOVEMBER 15, 2024)

Dear Partners,

We appreciate your continued collaboration and dedication to enhancing service delivery and integration. We are grateful to work alongside staff across the Chicago and suburban Cook County American Job Center (AJC) Network as your LWIA 7 One-Stop Operator (OSO). Over the previous four years, there has been an intentional focus on WIOA's core and required partners; we are excited to expand our network and systems to the broader workforce development landscape in the state and locally.

Most notable from the last quarter:

- The OSO hosted our first in-person Systemwide meeting on September 20, 2024, at the AJC at the King Center.
 - Thank you to our subject matter experts, Shirlondra Brooks, Elevate; Eric Lugo, City Colleges of Chicago; Abram Garcia, the Partnership; and our moderator Angela Morrison, CJC.
- The OSO has spent the last quarter focusing on a new structure that aligns the six non-comprehensive sites with the four comprehensive sites (i.e., AJCs in Wheeling, Pilsen, at the King Center, and Prairie State College).
- The OSO closed out the year by training the Partnership's relationship managers and key staff of the six non-comprehensive sites on all OSO tools and systems.
- We send Systemwide Updates quarterly (March, June, September, and December). Our learning management system, Disco, hosts the systemwide update and the partner directory.

This quarter's Systemwide Update features additional updates to the OSO Meetings, Cross-Training, and Business Services projects. Please contact the OSO team at oso@scalelit.org with questions.



UPDATES:

- **REGULAR OSO MEETINGS AND COMMUNICATIONS**
- **FACILITIES**
- **CROSS-TRAINING**
- **CUSTOMER SATISFACTION SURVEY**
- **UNIVERSAL REFERRAL SYSTEM**
- **BUSINESS SERVICES**
- **AJC ORIENTATION AND MATERIALS**

REGULAR OSO MEETINGS AND COMMUNICATIONS



Consistent and quality communication is the foundation of service integration. OSO engages partners monthly and streamlines resource sharing in Chicago and suburban Cook County. For more information or to access the Partner Directory, visit [Disco](#).

Beginning in January 2025, the four comprehensive AJCs will host all in-person technical assistance and hybrid Center-Level meetings. OSO schedules partner meetings at the beginning of each year and follows a consistent meeting framework.:

- **Technical assistance in-person meetings:**
 - Technical assistance aims to address specific needs and find real-time solutions for partners. This includes support with customer satisfaction surveys, Airtable referrals, Disco, and more.
 - If you want to learn about the next technical assistance day closest to you, please email oso@scalelit.org.
- **Center-level hybrid meetings:**
 - Agenda items include Airtable Data and Customer Survey Dashboard Review, Center Priorities for each Center, Upcoming Events, and Requested Partner Updates.
 - If you would like to request time to share a significant update, discussion topic, etc., or are interested in participating in a meeting:
 - Contact Ema Mailhot-Beutel at ema@scalelit.org with any questions.
- **Systemwide meetings:**
 - Agenda items vary based on relevant campaigns, funding opportunities, or significant OSO project developments.
 - Visit Disco to access Systemwide meeting details. [Click this link to visit the upcoming events calendar in Disco.](#)
 - If you want to learn more about Systemwide meetings or propose topics:
 - Contact the OSO team directly at oso@scalelit.org.

2024/25 Partner Meeting Schedule	
December	Systemwide In-Person Meeting: December 12 at 10 am
January	4 In-person Technical Assistance Days
February	4 Hybrid Center-Level Meetings
March	Systemwide Virtual Meeting: March 13 at 10 am

Every month, your OSO Manager consolidates resources from all partners into Resources Newsletters. Please continue sending your resources to oso@scalelit.org if you want the community partners to stay aware of your program or events.

FACILITIES



The Facilities Coordinator, Camilla Benjamin, supports The Partnership with indoor and outdoor signage at all the centers and provides:

- Technology inventory, solutions, and training (Owl camera, tablets, accessibility, etc.)
- Assistance with the physical space in the AJCs (e.g., scheduling temporary hoteling space for offsite partners, coordinating the use of shared meeting spaces, etc.)

Quarterly:

- Hybrid Partner Meetings
 - Visits each AJC to conduct hybrid Partner Meetings and connect with staff
- Onsite Activities and Staff Updates
 - Identify changes or updates to onsite activities or staff contacts
 - Communicate information to partners and the OSO team when appropriate

In October, all 10 AJCs received portable translation devices and training on how to utilize them at their sites. Reported usage:

- Live translation in multiple languages during WIOA Orientations
- Client support in resource rooms on-site
- Event translation

We will continue to support partners at the four comprehensive AJCs to ensure smooth service delivery on-site.

If you have any technology or general Facilities-related questions, concerns, or requests, please email Robert Guzman at robert@scalelit.org.



CROSS TRAINING



Cross-training educates staff on the AJC Network and Partner programs. Cross-training will incorporate best practices in workforce development and OSO tools available throughout the Chicago and Suburban Cook County area.

As we develop additional cross-training sessions, OSO uploads recordings and materials to Disco. This platform enables us to compile a collection of cross-training resources and monitor staff engagement.

173 partners have become members of the LWIA 7 Systemwide Partner Space.

This quarter, ScaleLIT held an In-Service Learning circle for National Disability Employment Awareness Month. The circle hosted the Department of Rehabilitation Services (DRS) and the Mayor’s Office for People with Disability (MOPD) and focused on supporting People with Disabilities in accessing the public workforce system in Chicago.

The OSO will close this quarter by hosting a Justice Impacted Initiatives panel at the December systemwide gathering. Future cross-training sessions include Illinois Job Link, Partner Programs, Unhoused Job Seeker Career Pathways, and Business Services. We remain dedicated to enhancing our training offerings and expanding our impact.

Upcoming Cross-Training Schedule	
December	December Systemwide: Justice Impacted Panel
January	InService Learning Circle: Digital Literacy Spotlight
March	TBD: Policy & Advocacy Cross Systemwide Cross Training



DISCO

CUSTOMER SATISFACTION SURVEY



The Customer Satisfaction Survey standardizes the collection of feedback and simplifies survey administration.

Onsite Survey collects feedback from job seekers who walk into an American Job Center or related site.

- *Methods of Survey Collection: QR Codes on Flyers, Resource Room Computers, and Kiosks.*

Workshop Survey collects feedback from job seekers who attend a workshop or event hosted by a partner.

- *Methods of Survey Collection: QR Codes and Survey links in follow-up emails.*

The Facilities Manager provided new Onsite Survey flyers to all AJC and interested satellite sites. The OSO team can provide new customized survey links and QR Codes that are unique to a particular site, organization, or event.

- [Click this link to request a customized Workshop Survey link and QR Code.](#)

Partners can visit the [LWIA 7 Systemwide Partner Space on Disco](#) to access the [live interactive dashboard at any time](#). OSO shares this dashboard during all center-level meetings, and will send raw survey data to the appropriate partners quarterly or by request.

Contact the OSO team directly at oso@scaleit.org or your respective OSO Manager via email with any questions regarding Customer Satisfaction Surveys, data, posters, etc.



Customer Satisfaction Survey Metrics



Survey Responses Collected

13 Onsite Surveys
32 Workshop Surveys



Customer Satisfaction (Scale 1-5)

Overall, how would you rate your experience?



Net Promoter Score (Scale 1-10)

How likely is it that you would recommend this...?

9,800+

Total Onsite Survey Responses

4.8

Average Satisfaction for Onsite Services

9.5

Average Net Promoter Score for Onsite Services

4,700+

Total Workshop Survey Responses

4.6

Average Satisfaction for Workshops

9.1

Average Net Promoter Score for Workshops

August - October 31, 2024 Survey Metrics

~800

Onsite Survey Responses

4.9

Satisfaction for Onsite Services

9.6

Net Promoter Score for Onsite Services

1,000+

Workshop Survey Responses

4.5

Satisfaction for Workshops

9.1

Net Promoter Score for Workshops

UNIVERSAL REFERRAL SYSTEM



The Airtable Referral System allows OSO and the AJC Network to view real-time data and referrals across organizations and agencies.

Airtable coordinates referrals for **all Cook County AJC locations** and **63 of the LWIA 7 partner organizations (4 Comprehensives, 6 Affiliates, and three satellite locations)**. In 2024, OSO has onboarded more partner organizations while facilitating concurrent cross-training to establish clear referral pathways. Airtable Onboarding is ongoing as the team identifies Points of Contact that will receive referral submissions. Interested organizations can attend an upcoming onboarding. Please contact ema@scalelit.org if you would like to join the quarterly onboarding.

With the launch of the Partnership's [LevelUPAJC.org](https://levelupajc.org) Campaign, OSO restructured the Airtable space to include two referral forms: the Partner Referral Form and the Career Seeker Interest Form. Both forms will send referral information to the Airtable database. As of the end of November 2024, the site had more than 36,000 views and more than 15,000 new users, with more than 2,000 career seekers and more than 40 employers using the platform to complete a connection with an AJC.

UNIVERSAL REFERRAL SYSTEM



Please review the most up-to-date [Airtable User Guide](#) and the [Airtable Training Video Playlist](#) for more information.

If you have questions about Airtable, please attend the Airtable Office Hours on Tuesdays between 12:30 pm and 1:30 pm. *Click the image to join the Zoom.*

If you need technical assistance outside of Airtable Office Hours, use the [new Airtable Help Desk Ticket Form](#) to submit a request. To submit a Help Desk Ticket, partners should have completed the [Partner Referral Form](#) at least once, either during Onboarding or to refer a client to another partner for services.



The OSO prioritizes our partners' feedback and has finalized a [NEW universal partner referral form](#) that is ADA-compliant. The form allows more access to partners who utilize text-to-talk and tabbing or need higher contrast. Additionally, the form can now seamlessly be completed in English or Spanish.



UNIVERSAL REFERRAL SYSTEM



Airtable Referral Metrics

9300+

Total Airtable Referrals
(October 2, 2023 - November 15, 2024)

2100+

Referrals This Quarter
(August 15 - November 15, 2024)



Referrals
in Progress



Referrals
Completed*



Referrals
Closed**

Rate of overall closure has improved by 20+% since first Systemwide referrals report in December 2023.



Contributing Factors:

- Increased partner program Cross-training
- Increased Technical Support
- Increase in system usage by a larger variety of partners

***Referral Completed** is the status option used when the Receiving Partner confirms the referred customer successfully completed the appropriate steps to move forward (i.e., attending an orientation or one-on-one meeting or otherwise receiving services)

****Referral Closed** is the status option used when the Receiving Partner cannot contact the customer after three attempts or when the customer does not receive services

BUSINESS SERVICES



The Business Services Project identifies the priorities and conditions of business services staff across LWIA 7.

In 2023, OSO conducted the Inventory and Assessment (I&A) Survey with Business Services staff. We will perform a similar survey with Employer contacts shared by Business Services teams throughout the network.

In October 2023, The Partnership and OSO launched the Business Services Interest Form in Airtable. OSO created a space in Airtable to gather information, engage with employers outside their current network, and create new partnerships. So far, 41 new employer partners have connected with Business Services staff through the Business Services Interest Form.

The business services working group will reconvene in 2025 to continue the next steps of the Inventory and Assessment.

If you want to participate in any upcoming Business Services working group activities, contact the OSO team at oso@scalelit.org.



AJC ORIENTATION & MATERIALS



The AJC Orientation and Materials provide a standardized orientation video and informational materials representing all partner services available at the AJCs.

All materials are available in English and Spanish for staff and participants. For more information about the AJC Orientation and Materials, refer to the [AJC Manual Volume 2.5](#) and the [Systemwide Cross-training Space](#) in Disco.

AJC Orientation Video

This is a ten-minute pre-recorded presentation covering all AJC Network offerings. All partners can use the video to educate staff and participants who wish to learn more about the network.



[Click here for the English Video](#)

[Click here for the Spanish Video](#)





ScaleLIT is the One-Stop Operator for Chicago and Cook County

EMAIL:
oso@scalelit.org

LEARN MORE:
scalelit.org/oso

**Scan the QR
Code to join the
Systemwide
Space in Disco**



This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.

Programs Recommended for Continued Eligibility December 2024

Provider Name	Program Name	Certification	Industry	Initial or Continued	Starting Wage	#Exited	SC	CAR	TREE
Alamo Truck Driving	Class A CDL 240 Hours Program	Illinois Secretary of State Certification	Transportation, Distribution and Logistics	C	\$28.08	45	79.48%	96.77%	66.66%
Chicago State University	Agility Certification-Certified Agile Coach	Certificate of Completion	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Chicago State University	Certified Agile Transformation Coach (CATC)	Chicago State Certificate	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Chicago State University	Agility Cert-Certified Enterprise Agility Coach (CEAC)	Chicago State Certificate	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Chicago State University	Dialysis Technician	BONENT	Healthcare and Social Services	C	\$16.06	2	N/A	N/A	N/A
Chinese American Service League	Chef Training Program	Food Service Manager	Retail, Culinary, Hospitality	C	N/A	0	N/A	N/A	N/A
Dawson Technical Institute	Construction Management/AAS	Associate of Applied Science Degree	Construction	C	N/A	N/A	N/A	N/A	N/A
Dawson Technical Institute	Construction Masonry/BC	City Colleges Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A
Harper College	Early Childhood Education Degree	Associate in Arts Degree	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Infant Toddler Assistant	Toddler Credential Level 2	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Infant Toddler Teacher	Toddler Credential Level 3	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Assistant Teacher Certificate	Harper College Certificate	Healthcare and Social Services	C					
Harper College	Teacher Certificate	ECE Credential Level 3	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	A.A.S. Information Technology Degree	Associate of Applied Science Degree	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	A.A.S. Maintenance Technology Degree	Associate of Applied Science Degree	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	A.A.S. Welding Technology Degree	Associate of Applied Science Degree	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Software Development Certificate	Harper College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	A.A.S. Electronics Engineering Technology Degree	AAS	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Food Service Management Certificate	NRA	Retail, Culinary, Hospitality	C	N/A	N/A	N/A	N/A	N/A
Harper College	Mechatronics Certificate	Harper College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Tax Accounting Assistant Certificate	Harper College Certificate	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Hearts 2 Heal CNA & CPR Training LLC	CNA & CPR Training	IL Department of Public Health License	Healthcare and Social Services	C	\$19.06	3	N/A	N/A	N/A
Illinois School of Health Careers	Dental Assistant Program	DA,CDE	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Illinois School of Health Careers	Orthodontic Technician Program,	Certified Ortho Tech	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Illinois School of Health Careers	Certified Medical Assistant	CCMA	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Illinois School of Health Careers	Certified Phlebotomy Technician	CPT	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Illinois School of Health Careers	Certified Billing and Coding Specialist	CBCS	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Illinois School of Health Careers	Medical Office Administrative Assistant	CMOA	Healthcare	I	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Addictions Studies/AAS	IAODAPCA	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Advanced Social Services-Addictions Studies (AAS)	IAODAPCA	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Advanced Social Services-Addictions Studies (AC)	IAODAPCA	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Air Conditioning and Refrigeration/AAS	Associate of Applied Science Degree	Manufacturing	C	N/A	N/A	N/A	N/A	N/A

Programs Recommended for Continued Eligibility December 2024

Provider Name	Program Name	Certification	Industry	Initial or Continued	Starting Wage	#Exited	SC	CAR	TREE
Kennedy King College	Air Conditioning and Refrigeration/AC	City Colleges Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Air Conditioning and Refrigeration/BC (commercial)	City Colleges Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Air Conditioning and Refrigeration/BC (Domestic)	City Colleges Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Air Conditioning and Refrigeration/BC (Heating)	City Colleges Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Apple IOS App Development Boot Camp	City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Communication Design/AAS	City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Communication Design/AAS	Associate of Applied Science Degree	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Communication Design/AC	City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Communication Design: Print Design/BC	City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Communication Design: web Page Design/BC	City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Pre-School Education/AAS	Associate of Applied Science Degree	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Pre-School Education/AC	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Pre-School Education/BC	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Pre-School Education/Infant Toddler-AC	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Social Work Generalist/AAS	AAS	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Mildun Training Center of Illinois	Medical Assistant	CCNA or CCET	Healthcare and Social Services	C	\$17.69	9	N/A	N/A	N/A
Moraine Valley	Paralegal Studies, A.A.S	AAS Degree	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Morton College	CDL 160 Hour Class A Truck Driving Course 4 Weeks	Illinois Secretary of State Certification	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A
Morton College	CDL 200 Hour Class A Truck Driving Course 6 Weeks	Illinois Secretary of State Certification	Transportation, Distribution & Logistics	C	\$35.07	2	N/A	N/A	N/A
Morton College	CDL 240 Hour Class A Truck Driving Course 7 Weeks	Illinois Secretary of State Certification	Transportation, Distribution & Logistics	C	\$22.21	6	N/A	N/A	N/A
National Able Network Able Career Institute	Implementing and Administering Cisco Solutions	Microsoft, Cisco	Information Technology	C	N/A	2	N/A	N/A	N/A
National Latino Education Inst., NLEI (former) Spanish Coalition	Bilingual Medical Assistant		Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
National Latino Education Inst., NLEI (former) Spanish Coalition	Medical Office Specialist		Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Cloud Engineering Bootcamp	CompTIA	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Olive Harvey College	Child Development: Pre-School Education AAS	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Olive Harvey College	Child Development: Pre-School Education-AC	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Olive Harvey College	Child Development: Pre-School Education-BC	NAEYC	Healthcare and Social Services	C	N/A	N/A	N/A	N/A	N/A
Olive Harvey College	Web Development Basic Certificate-BC	City College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A

Programs Recommended for Continued Eligibility December 2024

Provider Name	Program Name	Certification	Industry	Initial or Continued	Starting Wage	#Exited	SC	CAR	TREE
Olive Harvey College	Web Development-AAS	Associate of Applied Science Degree	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Olive Harvey College	Web Development-AC	City College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Pyramid Partnership, Inc. Dba Pyramid Career Institute	Computer Technologies for Professional Services	NRF	Business and Professional Services	C	N/A	N/A	N/A	N/A	N/A
South Technical Center	Professional Automotive Training	Automotive Service Excellence	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Telsa Training Center	Electrical Technician	EPA 608	Manufacturing	I	N/A	N/A	N/A	N/A	N/A
Telsa Training Center	HVAC/R Technician	Certified Electrician	Manufacturing	I	N/A	N/A	N/A	N/A	N/A

Measure	Goal	Meeting Range
Successful Training Completion Rate (SC)	70%	63%-70%
Credential Attainment Rate (CAR)	60%	54%-60%
Training-Related Entered Employment Rate (TREE)	70%	63%-70%

Met Measure	SC=Successful Completion	I=Initial (Certified 1 year ago)
Exceeded Measure	CAR=Credential Attainment Rate	C=Continued (Certified for 2 or more years)
Failed Measure	TREE=Training Related Entered Employment	

*Performance Update from Report

Programs Recommended for Initial Eligibility December 2024

	A	B	C	D
1	Provider Name	Program Name	Certification	Industry
2	18 Wheeler	CDL 160 hour Class A Truck Driving Course 4 weeks	Secretary of State	Transportation, Distribution & Logistics
3	18 Wheeler	CDL 240 hour Class A Truck Driving Course 7 weeks	Secretary of State	Transportation, Distribution & Logistics
4	Chicago State University	CyberSecurity Boot Camp	CompTIA	Information Technology
5	Chicago State University	Patient Care Technician	CPC/A	Healthcare
6	Chicago State University	Residential Electrician	State Electrical Exam	Manufacturing
7	Code Platoon	Full Stack Software Engineer Immersive	AWS Certified	Information Technology
8	Code Platoon	Full Stack Software Engineer Evening and Weekend	AWS Certified	Information Technology
9	Code Platoon	DevOps Immersive	AWS Certified	Information Technology
10	Code Platoon	DevOps Evening and Weekend	AWS Certified	Information Technology
11	Dominican University	Certified Nursing Assistant (CNA)	CNA	Healthcare
12	Harper College	AAS Aviation Management Degree	AAS Degree	Business and Professional Services
13	Harper College	CPE: Business Professional+	College Certificate	Business and Professional Services
14	Mentor Agile	Product Owner/Product Manager	Scrum Alliance	Information Technology
15	Morton College	Dental Assistant	AMT, RDA	Healthcare
16	Morton College	EKG Technician	CET	Healthcare
17	Morton College	Healthcare IT Professional	COMPTIA A+	Information Technology
18	Morton College	Medical Administrative Assistant	Certified Medical Assistant (CMAA)	Healthcare
19	Morton College	Medical Scribe	Certified Electronic Health Records Specialist (CEHRS)	Healthcare
20	Morton College	Accounts Payable Specialist Certification with Microsoft Excel	Microsoft Excell Associate and Expert	Business and Professional Services
21	Morton College	Certified Administrative Professional	Certified Administrative Professional (CAP)	Business and Professional Services
22	Morton College	Certified Social Media	College Certificate	Information Technology
23	Morton College	Complete Project Manager with CAPM and PMP Prep	PMP	Business and Professional Services
24	Prairie State College	Surgical Technology Associate Degree	National Board for Surgical Technology	Healthcare
25	Prairie State College	Physical Therapist Assistant Associate Degree	Licensed Physical Therapist	Healthcare
26	Prairie State College	Phlebotomy Technician	NHA	Healthcare
27	Prairie State College	Dialysis Patient Care Technician	NHA	Healthcare
28	Prairie State College	Child Development Associate Degree	College Certificate	Healthcare
29	Renee's School of Careers	Basic Nursing Assistant	CNA	Healthcare
30	Truman College	iOS and Mac OS Development, Basic Certificate	College Certificate	Information Technology
31				
32				
33	* Bold Denotes New Provider			

Programs Not Recommended December 2024

Provider Name	Program Name	Reason
Chicago State University	Master Event Planning	Not an allowable occupation
Morton College	Nonprofit Manager+Professional Grant Writing with Workforce Development Kit	Not an allowable occupation

Programs No Longer Offered December 2024

Program Name	Certification	Industry
Retail Pharmacy Technician	NHA	Healthcare and Social Services
Patient Care Aide	NHA	Healthcare and Social Services
Fast Track for Brake Press Operators	NIMS	Manufacturing
Nurse Assistant Training Program	IL Department of Public Health License	Healthcare and Social Services
Family Child Care I	Childcare Credential Level 3	Healthcare and Social Services
Customer Service and Sales Management		Business and Professional Services
Family Child Care II	Childcare Credential Level 4	Healthcare and Social Services

Chicago Cook Workforce Partnership

Budget to Actual FY25

REVENUE

	FY25 Budget	FY25 Expenses through 9/30/24	Balance
<u>FEDERAL GRANTS</u>	97,188,410	21,502,862	\$ 75,685,548
<u>LOCAL GRANTS</u>	\$ 1,500,001	\$ 256,563	\$ 1,243,438
<u>CORPORATE GRANTS</u>	\$ 33,300	\$ 7,376	\$ 25,924
<u>FOUNDATION GRANTS</u>	\$ 167,000	\$ 16,156	\$ 150,844
<u>OTHER SOURCE</u>	\$ -	\$ 40,055	\$ (40,055)
TOTAL BUDGETED REVENUE	\$ 98,895,207	\$ 21,823,011	\$ 77,072,195
EXPENDITURES			
	FY25 Budget	FY25 Expenses through 9/30/24	Balance
<u>Personnel</u>			
Personnel Total	\$ 10,594,955	\$ 2,043,687	\$ 8,551,268
<u>Partnership Grants</u>			
Partnership Grants Totals	\$ 84,362,574	\$ 18,977,030	\$ 65,385,543
<u>Staff Development Total</u>			
Staff Development Total	\$ 80,000	\$ 999	\$ 79,001
<u>Staff Travel</u>			
Travel Total	\$ 36,000	\$ 6,705	\$ 29,295
<u>Capital Outlay Expenditures</u>			
Capital OutlayTotal	\$ 120,922	\$ 8,852	\$ 112,070
<u>Contractual Services</u>			
Contractual Services Total	\$ 2,157,757	\$ 429,776	\$ 1,727,981
<u>Insurance</u>			
Insurance Total	\$ 97,347	\$ 56,095	\$ 41,252
<u>Materials & Supplies</u>			
Materials & Supplies Total	\$ 54,000	\$ 22,226	\$ 31,774
<u>Operations & Maintenance</u>			
Operations & Maintenance Total	\$ 129,353	\$ 57,643	\$ 71,710
<u>Rent</u>			
Rent Total	\$ 1,262,299	\$ 184,003	\$ 1,078,295
TOTAL OPERATING EXPENSES	\$ 3,937,678	\$ 766,301	\$ 3,171,377
TOTAL BUDGETED EXPENSES	\$ 98,895,207	\$ 21,787,018	\$ 77,108,189
OPERATING REVENUE LESS EXPENSES	\$ ¹ 0	\$ 35,993	

**Chicago Cook Workforce Partnership
Budget to Actual FY25**

REVENUE

<u>FEDERAL GRANTS</u>	<u>Grant Period End Date</u>	FY25 Budget	FY25 Revenue vs Expenses through 9/30/24	Remaining Balance
<u>U.S. Department of Labor</u>				
DCEO - PY '23 Formula (WIOA)	6/30/2025	14,770,107	8,474,558	6,295,549
DCEO - PY '24 Formula (WIOA)	6/30/2026	55,428,794	7,526,154	47,902,640
DCEO - PY '21 Quest 1	9/30/2025	2,156,228	1,391,384	764,844
DCEO - Apprenticeship Grant	6/30/2025	165,000	23,444	141,556
DCEO - PY '21 Quest 2	6/30/2025	1,183,806	601,769	582,037
DCEO - PY22 1E	6/30/2025	1,000,000	241,365	758,635
DCEO - PY23 1E	6/30/2025	1,000,000	9,246	990,754
DCEO - CEJA HUB1	6/30/2025	3,264,192	23,409	3,240,783
DCEO - CEJA HUB2	6/30/2025	3,267,037	24,829	3,242,208
Total DOL		\$ 82,235,164	\$ 18,316,158	\$ 63,919,005
<u>U.S. Department of Health and Human Services</u>				
City Of Chicago - CHRC	12/31/2024	2,000,000	642,964	1,357,036
Total DHHS		\$ 2,000,000	\$ 642,964	\$ 1,357,036
<u>U.S. Department of Treasury</u>				
Cook County Government- ARPA funds	3/31/2026	3,854,062	1,776,310	2,077,752
Total Treasury		\$ 3,854,062	\$ 1,776,310	\$ 2,077,752
<u>U.S Department of Commerce</u>				
Good Jobs Challenge	9/30/2025	9,000,000	732,382	8,267,618
Total DOC		\$ 9,000,000	\$ 732,382	\$ 8,267,618
<u>U.S Department of Justice</u>				
Cook County Government -Reentry Employment Opportunities	9/30/2024	99,183	35,047	64,136
Total DOJ		\$ 99,183	\$ 35,047	\$ 64,136
<u>U.S Department of Housing and Urban Development</u>				
Federal Grant Total		\$ 97,188,410	\$ 21,502,862	\$ 75,685,548

LOCAL GRANTS				
Illinois Tollway Authority - Construction Works	3/31/2027	1,500,001	256,563	1,243,438
Local Grant Total		\$ 1,500,001	\$ 256,563	\$ 1,243,438
CORPORATE GRANTS				
AARP	12/31/2024	33,300	7,376	25,924
Corporation Grant Total		\$ 33,300	\$ 7,376	\$ 25,924
FOUNDATION GRANTS				
Union Pacific	3/31/2026	\$ 167,000	\$ 16,156	150,844
Foundation Grant Total		\$ 167,000	\$ 16,156	\$ 150,844
Other Source				
Unrestricted Funding	-	\$ 6,495	\$ 40,055	\$ (33,560)
Other Sources Total		\$ 6,495	\$ 40,055	\$ (33,560)
TOTAL BUDGETED REVENUE		\$ 98,895,207	\$ 21,823,011	\$ 77,072,194

EXPENDITURES

<u>Personnel</u>				
Salaries		7,846,420	1,829,788	6,016,632
Benefits		2,158,737	75,998	2,082,739
Taxes		589,798	137,901	451,897
Personnel Total		\$ 10,594,955	\$ 2,043,687	\$ 8,551,268
<u>Non-Personnel</u>				
<u>Partnership Grants</u>				
Construction Works (IL Tollway Authority & CWFA)		1,374,397	214,410	1,159,986
DCEO PY '23 Formula (WIOA)		7,297,411	6,508,126	789,285
DCEO PY '24 Formula (WIOA)		51,894,788	7,526,154	44,368,634
DCEO NEG QUEST 1		2,113,534	1,264,042	849,491
DCEO NEG Quest 2		909,964	565,886	344,079
DCEO PY22 1E		908,154	231,125	677,029
DCEO PY23 1E		916,412	-	916,412
CEJA HUB1		3,001,702	-	3,001,702
CEJA HUB2		3,084,188	-	3,084,188
Contact Tracing (City of Chicago)		1,274,453	440,036	834,418
Cook County Government- ARPA funds		2,889,178	1,581,416	1,307,762
Good Jobs Challenge		8,531,393	645,836	7,885,557
Union Pacific		167,000	-	167,000
Partnership Grants Totals		\$ 84,362,574	\$ 18,977,030	\$ 65,385,543

Staff Development				
Conferences/Workshops		30,000.00	-	30,000
Professional Development		50,000.00	999	49,001
Staff Development Total		\$ 80,000	\$ 999	\$ 79,001
Staff Travel				
Local Travel-Mileage		10,000	1,323	8,677
Out of Town Travel		20,000	4,789	15,211
Personal Allowance		6,000	-	6,000
Travel Total		\$ 36,000	\$ 6,705	\$ 30,479
Capital Outlay Expenditures				
Lease Expense		5,000	410	4,590
Software		115,922	1,370	114,553
Capital Outlay Total		\$ 120,922	\$ 8,852	\$ 126,215
Contractual Services				
Auditing		50,000	-	50,000
Cell Phones		50,000	6,712	43,288
Payroll Processing Fees		231,293	57,243	174,050
Professional Services		1,794,806	361,934	1,432,872
Telephone		31,658	3,888	27,770
Contractual Services Total		\$ 2,157,757	\$ 429,776	\$ 1,727,981
Insurance				
Directors & Officers		\$ 10,084	\$ 2,416	7,668
Insurance-multi-peril		\$ 60,728	\$ 16,514	44,214
Unemployment		\$ 26,535	\$ 37,165	(10,630)
Insurance Total		\$ 97,347	\$ 56,095	\$ 41,252
Materials & Supplies				
Office Supplies		\$ 54,000	\$ 22,226	31,774
Materials & Supplies Total		\$ 54,000	\$ 22,226	\$ 31,774
Operation & Maintenance				
Advertising/Marketing		\$ 4,800	\$ 2,000	2,800
Delivery & Postage		\$ 300	\$ 1,751	(1,451)
Duplication & Printing		\$ 6,000	\$ 440	5,560
Meeting Expenses		\$ 2,920	\$ 6,254	(3,334)
Subscription/Membership Dues		\$ 62,833	\$ 32,677	30,156
Utilities		\$ 52,500	\$ 9,315	43,185
Operations & Maintenance Total		\$ 129,353	\$ 57,643	\$ 71,710
Rent				
Occupancy - Rent	5	\$ 467,800	\$ 41,325	426,475

<i>Occupancy -Tenant Service</i>		\$ -	\$ -	\$ -
<i>Rent - Other Facility</i>		\$ 794,499	\$ 142,679	\$ 651,820
<i>Rent Total</i>		\$ 1,262,299	\$ 184,003	\$ 1,078,295
<i>Total OPERATING EXPENSES</i>		\$ 3,937,678	\$ 766,301	\$ 3,186,707
<i>Total Expenses</i>		\$ 98,895,207	\$ 21,787,018	\$ 77,108,189
<i>OPERATING REVENUE LESS EXPENSES</i>		\$ 0	\$ 35,993	