



Agenda

Workforce Innovation Board

Tuesday, June 18, 2024; 10:30 am – 12:00 pm

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

Quorum to meet: 10 Board Members (Quorum: 51% or 10 board members in person)

10:30 – 10:30

Welcome

Amelia Fulgham, Board Liaison

10:30 – 10:31

Call to Order

Jacki Robinson-Ivy and Smita Shah, Co-Chair

10:31 – 10:33

Roll Call; Confirmation of Quorum

Amelia Fulgham, Board Liaison

10:33 – 10:37

Minutes of March Meeting*

Jacki Robinson-Ivy and Smita Shah, Co-Chair

10:37 – 10:52

CEO Update (WIOA Accomplishments)

George Wright, CEO

10:52 – 11:17

Committee Reports

Service Delivery

Pam McDonough, Co-Chair; Amy Santacaterina, Director of WIOA Programs
Marisa Lewis, Director of Development

- AJC's and Chatham recommendations*
- Sector Center funding recommendations*
- Transfer of funds from Dislocated to Adult*
- Training provider recommendations*
- One Stop Operator procurement update and funding recommendation*

Youth

Adam Hecktman, Chair; Amy Santacaterina, Director of WIOA Programs

- Out of school delegate agency recommendations*
- In school delegate agency recommendations*

Finance

Jacki Robinson-Ivy, Treasurer; Jose Mota, Director of Finance

- WIOA Reporting Requirements Update/Budget to Actuals Period Ending 3/31/24
- Preliminary PY24 Preliminary WIOA Budget*

11:17 – 11:32

Development Update (Jobs Report)



Jasmine Williams, Senior Research Analyst

11:32 – 11:42

Communications Update

Susan Massel, Director of Communications

11:42 – 12:00

Public Comment and Adjournment

***Denotes items requiring a vote.**



Minutes

Workforce Innovation Board

Tuesday, March 19, 2024; 10:30 am – 12:00 pm

Physical Location: Northern Trust - Gold Coast Conference Room 181 W. Madison, Floor MB-07,
Chicago, Illinois, 60602

In Attendance: Amelia Fulgham, Marisa Lewis, Shannon McGhee, Thomas Evenson, Amy Santacaterina, Susan Massel, Jose Mota, Adam Hecktman, Carrie Thomas, Haven Allen, Jacki Robinson-Ivy, Juan Salgado, Liisa L. Stark, Michael Jacobson, Pam McDonough, Smita Shah, Xochitl Flores, George Wright, Nicole Shaw, Kimberly Hinkey, Nancy Cao, Pilar Trejo, Robert Guzman, Becky Raymond, Cherryl Morris, Dan Miller, Larry Fitzpatrick, Erica Eckhart

Quorum: Yes

Call to Order

Jacki Robinson-Ivy and Smita Shah, Co-Chair

The meeting was called to order by at 10:31 am by Smita Shah.

Attendance; Confirmation of Quorum

Amelia Fulgham, Board Liaison

Amelia took attendance at 10:32 am.

Minutes of September & December Meeting*

Jacki Robinson-Ivy and Smita Shah, Co-Chair

Smita Shah called for a motion to approve the September & December 2023 WIB meeting minutes. The motion was moved by Pam McDonough and seconded by Adam Hecktman. Motion carried.

CEO Update

George Wright, CEO

George advises that he typically gives his comments in three categories, people, finances, and processes.

As for the people, George states that 30% of staff over the last 6 months have been promoted or are new. We have been lifting people up in The Partnership, many of the people who have been promoted are original staff from 12 years ago. George advised that we are targeting the right person for the right jobs. We have had an overhaul in our finance department, we are currently 60% staffed in April. George states that we are intentionally investing into our talent and people. We sent 5 leaders to Connecticut to spend time in the largest WIB in the country that is a non-profit. This WIB has 50 MM annually in private investments. We are keen on this and want to continue doing things like this.

Xochitl Flores advises that a 30% growth rate is significant, how are we training up? This is a lot of people in a short period of time. How are we making sure that people have the right tools to be successful in their new role?



George advises that for a staff of 90, 30% is around 30 people. He states that he will dive into this more when reviewing process, how to scale staff up will be reviewed.

As for the finances, historically The Partnership has had speedbumps around the timing of the audit. We have had to delay the audit, it has been late or we have had to ask for extensions. For the first time in 3 years, we have submitted a clean audit on time. Finance is revamping themselves. George advises that this is something to be proud of, kudos to the staff and the new auditor who made this happen.

George advises that we are working on accepting and using public funding. There is 30 MM in excess of WIOA funding that we must spend in short order. We are very proud of the confidence the State, City and County have in us. We are focusing on outcomes and impacts within the communities we serve. This has had a positive impact on our balance sheet, which is growing and expanding. We want to access more private funding, as a 5013C we were created to accept private funding.

As for processes, George states that we have embarked on an initiative for process efficiency to become more than a notion. This kickstarted us in improving our existing processes. We needed to establish policy and procedure from the finance team. Many of our existing processes had never been updated since 2012. They were missing information that was needed to be made current. KEB was hired to complete a scan of processes and procedures within the organization. They went back to the forensic audit and the non-profit board to report out. We have hired them to come back to ensure the updates are compliant.

We are doing this same process with IT, and with HR. George advised that we are looking at 3rd party providers for IT and HR to identify how can we update processes, how can we place an emphasis onboarding, promotions, and so we have a scan of the organization as a larger project. George states that we can have good people and finances, however without processes we are losing money. We are intent on not losing money.

The question was asked, how would you categorize the shift on policy, have half of the policies been adopted? I would like to hear more about this. George advised that around 80% of policies within The Partnership have been rewritten or newly created. He states that the transition has largely been formalizing the procedures onto paper, many policies and procedures had been living in someone's mind.

An attendee asked what was the training plan offered by KEB?

George advised that KEB has done the training with staff on how to create and implement processes and procedures. KEB will be coming back to periodically test staff to ensure compliance. We intentionally started with the Finance department as The Partnership operates the largest workforce board in the country.

Xochitl Flores asked if KEB will be performing the process review for IT and HR?

George stated that KEB is used for our MOU process. KEB has expertise in financial piece.

Smita Shah asked if we have retained people to review HR and IT?

George responded that this has been a part of the 30% staff overhaul. We hired a person who is an expert in systems. Depending on the budget, we will hire an outside perspective. The same is true for HR, we will hire an expert for HR policy as needed.

Committee Reports

Service Delivery



Pam McDonough, Co-Chair & Amy Santacaterina, Director of WIOA Programs

- New Arrivals

There is a comprehensive team that is working with the new arrivals. In July president Biden issued an order that allows for new arrivals to apply for work authorization and temporary protective status for Venezuelan immigrants who migrated prior to July 31st 2023. This team has been helping triage and inform new arrivals on how to access work. This is a part of a larger collaboration between us, the State, City of Chicago, and Cook County. Migrants will be brought to the Metcalf building from the shelters to be processed for temporary work authorizations with pro-bono attorneys. The last step for the new arrivals is to visit our table where we inform people about workforce services. We have been working closely with WIOA partners, IDS, One Stop Operator, and connecting new arrivals with Title II providers. Amy reviewed the data we have collected from the new arrivals. We have screened over 1700 people; most of them are within the 25-35 age range. When screening for work experience, we found basic labor experience, manufacturing, and hospitality sectors most represented. Most of the people screened have high school or less educational experience.

We have been a part of the team with DCO and the State, creating an employer outreach webinar. We are educating employers with the goal of integrating New Arrivals into workspaces. We hosted a resource fair at Malcom X College with over 200 people attending to connect with resources.

Today's hiring event has been postponed for health and safety due to a Measles outbreak.

Xochitl Flores asked if all 1700 individuals that have come in through the system for the New Arrivals initiative have work permits?

Amy advised that after they apply for permits, we do screening so we can get them in for services as they are waiting for work permits. Some people have gone through and applied, not everyone has been accepted. There is an average of a 45 day turnaround on a good application. It depends on the individual, their situation and data.

- A member of the public asked if there were adjustments that needed to be made in programing or screening to accommodate the language barrier?
- Amy advised that the first few events had a majority of Haitian attendees, we staffed Spanish speakers and had to adjust. We staff primarily Spanish speakers now. We are in the process of increasing Spanish speaking staff at the AJC locations. We are connecting with Title II partners in referring to ESL classes. The State released a notice of funding that we are applying for. We are looking at ways we can partner with ESL providers. We are also looking at combining ESL classes at our AJCs. There are funding and training opportunities with Food Hero, as they have Spanish speaking staff in the kitchen. We are looking at projects where we have Spanish speaking staff and experience with pilot programs. We want to understand what works well with this population. We are innovating and pivoting every week.
- A member of the public asked, as todays event had to be postponed, can we combine this event with the Hospitality Hires event later in April?
- Amy confirmed, yes.

- WIOA Updates

- **Vote to Transfer Funding***



Amy advises that we have submitted applications to the State for 2M to WIOA 1E funding to DCO. The State reserves money that supports dislocated workers. We submitted 2 1M applications, we were awarded 2M. We applied for this money as on the Adult formula side, we are quickly running through the Adult ITA budget. Many of these people we serve are low income and basic skills deficient. New arrivals are not dislocated workers, they come in as Adults. We are recommending to transfer 2M from Dislocated Worker formula funds to the Adult side to continue to have Adult ITA funds for the remainder of the year. We received another 2M to support the dislocated workers.

Amy advises that we did issue a temporary suspension on adult ITAs. We want to make sure we have enough for the end of the year. We will resume in mid-April. We issued a suspension on the Youth ITAs for the remainder of the year.

We also applied for 1.3M to serve new arrivals, migrants and refugees. This is money that must be spent between April to June of this year.

- A member of the public asked if this 1.3M funding is for ITAs?
- Amy advised no, this 1.3M not just for ITAs, this was for new arrival work. This is not WIOA funding but is State funding.
- A member of the public asked, will it provide funding for what we are already doing?
- Amy advised yes, these funds will cover what we were doing at the Metcalf back to January, formerly paying with WIOA funding.

Amy reviews a chart on Adult ITA usage. She advises that we can see a significant percentage is going to transportation and logistics, primarily the CDL course. We are pausing Adult ITA's as we want to evaluate if we are getting the proper outcomes for the CDL course. We have seen some aggressive recruiting tactics. We want to make sure CDL course takers are getting CDL jobs.

Pam McDonough asked if there is a component that tracks placement?

Amy responded that we see placements at the end. We match up the participants with the placement and industry code.

Pam asked if the CDL program has historically been this proportion?

Amy advised that in the last few years "supply chain" became a buzzword, so programs have been investing money in CDL programs for truck drivers.

Pam called for a motion to transfer the \$2M in Formula D to Formula A funding. The motion was moved by Xochitl Flores and seconded by Juan Salgado. Motion moved.

Juan Salgado asked when the 2M is transferred, is there still going to be a pause on the CDL program? Amy advises that the pause on the ITA programs will resume in April. We are specifically looking at the CDL program and have a call with that program's CEO.

Juan asked can we expect to move these a lot quicker than other industries, can we expect that the 2M will go along this path?

Amy advised that it depends on what we find.

George Weight stated that we want to evaluate the effectiveness and impact that the CDL course has given us. Are we getting the placements we have been promised?

- **WIOA Local Plans***



Pilar Trejo advised that the local plan is a 4-year plan spanning from 2024-2028. This plan describes the development, alignment, and integration of the workforce area. The plan is chapters 1-6, starts with the states vision. These are part of the guidelines we must use as workforce professionals.

Pilar advises that this is a living document. In 2 years, there will be another modification. We will develop and integrate more with our partners.

Pam called for a motion to approve the WIOA local plan to the State, seconded by Juan Salgado. Motion passes.

- **Eligible Training Providers***

Pam called for a motion to approve the Eligible Training Providers lists, seconded by Carrie Thomas. Motion moved. Juan Salgado abstained.

Amy advised that the ITA packets are in the materials. There are two sets as we didn't meet quorum in December. We passed a group of training programs from the Service Delivery Committee meetings in both December and March.

- **Policy Letters***

- WIOA dislocated worker
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.
- Follow Up Policy Adult and Dislocated Worker
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.
- Follow Up Youth Policy
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.
- Selective Services
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.
- Career Planning
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.
- OSO Procurement
 - Pam McDonough called for motion to approve, seconded by Juan Salgado. Motion moved.

- **Revised PY23 MOU***

We submitted the MOU to the State for DCO, the State asked us to add boilerplate language. This update has been made, however it is now considered a revised MOU. This was on the previous meeting's agenda when there was no quorum.

Smita Shah advises she wants everyone to feel comfortable with the items. Marisa will send both the old and new versions.

Pam McDonough called for a motion to approve the changes made to the PY23 MOU. Motion moved by Carrie Thomas, and seconded by Juan Salgado. Motion moved.



Youth

Adam Heckman, Chair

Adam Heckman begins the Youth update.

For WIOA Youth programs, we served over 2300 Youth with the WIOA programs as of yesterday. We have achieved 77% of our YTD quarterly goal of 3000 Youth. The Youth ITA budget is 3M for this PY year July 1 – June 30th. We have obligated 2.8M, we will not be issuing more ITA's this year.

Non WIOA Youth programs includes Opportunity Works focusing on the suburbs. The City has One City Chicago. Opportunity Works helps Youth find employment in the summer in the suburbs. The ARPA funding was staying in Chicago, and is now expanding into the City. We are working with Abram to bolster the IT Sector, and Healthcare.

A member of the public asked what is the impact of pausing the ITA funds for the remainder of the program year? Does this impact youth that have been referred?

Adam advised that we are pausing new ITA's, this does not affect youth who are already in the program.

Amy advised that there are still Youth being served in the program with a career coach, not all youth get an ITA. Some programs offer other job experience and paid work experience.

Finance

Jacki Robinson-Ivy, Treasurer & Jose Mota, Director of Finance

Jose Mota advised that the State reviews the obligation requirements, we are on pace to meet the obligation requirement.

Jose advised we will be looking to the future as this is a busy time for WIOA fiscal. We are anticipating fiscal projection letters for June 30th. Preliminary PY24 projections will be available in May.

Development Update (Jobs Report)

Jasmine Williams, Senior Research Analyst

Jasmine Williams will give her report at the next WIB meeting in June.

Communications Update

Susan Massel, Director of Communications

Susan Massel opened reminding everyone of the tools we use to communicate. She stated that we contract a photographer and videographer for important events. Everyone in this room has access to tools and messaging media that we don't, if you see something you would like to add to our newsletter please let us know.

Susan reviewed the recent events we have hosted for the New Arrivals initiative, and lifting up local Black leaders for Black history month. We are doing all we can do to remind the public that we are a non-profit.



This looks like investing in updated signage, constantly hosting hiring fairs, and matching employers with career seekers.

Susan reviewed the growth in our social media following over the last 4 years. She states that our LinkedIn has grown over 200%.

Jacki Robinson-Ivey asked if our engagement on the social media platform X, formerly Twitter, is standard?

Susan advised that we scrubbed bad contacts from X, and shared that X is not on the rise as a platform.

Susan continues to state that The Partnership manages three websites. She advises that we have over 20,000 visits on our main website.

She advises that George Wright led a meeting with Community Based Organizations (CBO's) who asked great questions. Themes of discussion included what are we doing right, what should we stop, and what would you do as a CEO?

Susan stated that we are working to increase the number of employers using the bilingual portal.

Susan shared that the Hospitality Hires event hosted at The Palmer House has been rescheduled for April 16th due to the recent Measels outbreak.

Susan advised that our internal newsletter The Pulse, has a 55% readership. Please read The Pulse as we want to keep our newsletter alive.

On the first working day of the week each month we release our other newsletter, In The Works. Susan shared that over 10K people open this newsletter within the 1st 10 minutes of being published.

Smita Shah advised for Susan to subscribe everyone on the WIB to our newsletters.

Jackie Robinson – Ivy advised to put trivia in the newsletters to drive engagement.

Susan shared that we recently acquired a 50K grant from North Western medicine. This grant came from the healthcare sector relationship due to staff at The Partnership.

Susan shared that each Saturday morning from 8:00 to 9:00 am George Wright goes on Air at WVON with guest speakers dispelling myths within workforce development.

Public Comment and Adjournment

Smita Shah states that we are continuing to evaluate how The Partnership has been structured over the last decade. We want to ensure our set up is effective for delegate funding and for increasing funding



opportunities. The City and County have engaged CCA and Mayor Brown. They will reach out to our board members and The Partnership staff to give feedback. Please share what you think is working, and what you think could be better so we can best serve our community.

Xochitl stated that the civic consulting alliance assess different areas of operations for improvement and strategic planning processes. The collaborations between the City and the County are helpful to bring in additional support. The County and the City are looking at this structure, how we function, how we can improve as it has been many years since they created this entity together. When engaging in this discussion we should examine what the next 10 years look like and what we should be looking for. The Partnership is continuously evolving and creating, we want to be efficiently delivering to Cook County and the region. There are many opportunities with funding, as we further align and improve the organizations' structure, this will position us to gather additional funding. She states that she is looking forward to the engagement.

Nancy stated that CCA and Mayor Brown will summarize the feedback as the City and County will be reviewing it directly.

Juan advised that he was involved with the city and county years ago, when The Partnership was formed. He stated that he thinks this effort from the City and the County to work together is very important. Xochitl advised that it has been great to have a strong collaboration with the City and County, and she appreciates working to continue to strengthen The Partnership.

Jacki called for a motion to adjourn the meeting at 10:03 am. The motion was moved by Pam McDonough and seconded by Xochitl Flores. Meeting adjourned.

THE CHICAGO COOK WORKFORCE PARTNERSHIP FUNDING OVERVIEW

PRELIMINARY RECOMMENDATIONS

WIOA ADULT AND DISLOCATED WORKER PROGRAM YEAR (PY) 2024

WIOA Implementation: The Chicago Cook Workforce Partnership continues to implement the Workforce Innovation and Opportunity Act within our network of delegate agencies and American Job Centers. The Partnership received an allocation of \$18,856,395 in WIOA Adult funds and \$19,088,671 in WIOA Dislocated Worker funds for PY 2024. This represents a total decrease between the two funds of \$1,424,510 with Adult funds receiving a 10.88% increase and a (14.64%) decrease in Dislocated Worker funds. Please note that funding awards are based on a federal and state formula which factors in areas of substantial unemployment, economically disadvantaged adults, declining industries, and long term unemployed.

	PY 24	PY 23	Difference
Adult Funding	\$18,856,395	\$17,006,455	\$1,849,940
Dislocated Worker Funding	\$19,088,671	\$22,365,121	(\$3,274,450)

Funding Summary: The following is a summary of the WIOA Formula Adult and Dislocated Worker 2023 Budget:

WIOA Budget Plan	Adult	Dislocated Worker
2024 Total Allocation	\$18,856,395	\$19,088,671
Transfer of funding	\$600,000	(\$600,000)
Less 10% administrative funds	(\$1,945,640)	(\$1,848,867)
Re-purposed Partnership Admin dollars for program	\$2,550,000	
Estimated PY 23 carry- in program funds	\$1,293,191	\$651,566
Total WIOA Program Funds Available	\$21,353,947	\$17,291,370
Partnership Program expenses	(\$1,968,081)	(\$1,629,601)
Balance for Training and Delegates	\$19,385,866	\$15,725,850
ITA Training Funds	(\$7,203,595)	(\$4,977,681)
Apprenticeship/OJT/Training Funds	(\$1,800,000)	(\$1,250,000)
Incumbent Worker Training Funds		(\$750,000)
Career Pathway Training Agencies (Reserve)	(\$2,420,000)	(\$957,500)
Delegate Agencies (Reserve)	(\$2,266,957)	(\$1,896,000)
American Job Centers	(\$4,250,000)	(\$4,435,000)
Sector Centers	(\$965,314)	(\$979,669)
Chatham Center- KRA Renewal	(\$230,000)	(\$230,000)
Reserve For One Stop Operator	(\$250,000)	(\$250,000)
Balance	(\$0)	(\$0)

WIOA Adult and Dislocated Worker PY 2024 Funding Recommendations: The Partnership conducted an assessment of the American Job Centers, Sector Centers, and the Chatham Education and Workforce Center on achievement of key benchmarks. The benchmarks are listed in their scope of services and included in a negotiated month by month forecast or “loading plan” for the year. Agency outcomes and job seeker and business service activity must be recorded properly within the Career Connect system. Agencies were rated on achievement of actual outcomes in comparison to planned activity through March 31, 2024, the last completed quarter. When rating the three WIOA performance rates, the Partnership reviewed the completed 3rd quarter results and the preliminary 4th quarter results and selected whichever rate was higher.

Each benchmark was assigned a maximum point value and scoring range. The highest possible total points an agency can achieve is 100 points. Agencies scoring below 70 points will have a meeting with their Partnership staff Regional Manager to review final outcomes. Those agencies still struggling will be placed on a program improvement plan (PIP).

The following is a listing of the key performance benchmarks: The following is a listing of the key performance benchmarks:

American Job Centers and Chatham Center	Sector Centers
<ul style="list-style-type: none"> • Percentage of actual to planned new enrollments. • Percentage of actual to planned placements. • Percent of active cases with up-to-date case notes • Percentage of actual to planned businesses served. • Program Compliance Score • Fiscal Capacity Score • Percentage of positive exits • WIOA Performance 2nd Quarter Employment • WIOA Performance 2nd Quarter Median Earnings • WIOA Performance 4th Quarter Employment 	<ul style="list-style-type: none"> • Percentage of actual to planned placements. • Percentage of actual to planned job orders posted. • Percentage of actual to planned businesses served. • Percentage of new business served. • Percentage of actual to planned system events. • Fiscal Capacity Score • WIOA Performance 2nd Quarter Employment • WIOA Performance 2nd Quarter Median Earnings • WIOA Performance 4th Quarter Employment Rate

American Job Centers: The AJCs continued performed well during the year. They conducted outreach activities, virtual services, in person orientation, workshops, hiring events and assisted with the New Arrival workshops. During the past year, the AJCs exceeded targets for new Adult registrations, but challenges continue with Dislocated Worker enrollments. The Partnership and the One Stop Operator implemented a new referral system among the WIOA partners using AirTable which is helping with referrals and increased enrollments.

The Partnership recommends continuing to fund the delegate agencies who operate the ten American Job Center with \$4,250,000 in Adult funds and \$4,435,000 in Dislocated Worker funds. The AJC in East Garfield Park (KRA Inc.) will be moving to the City Colleges of Chicago West Side Learning Center in the Austin Community in summer 2024 to save on occupancy costs and provide better leverage/alignment opportunities with City Colleges of Chicago. The site is significantly smaller than the current location and will hold fewer staff. The Partnership is reducing funding to adjust for a smaller staff and lower operating costs. Additionally, the AJC at Daley College (EES) will be moving into the main Daley College building in late summer/early fall 2024, eliminating the need and costs associated with separate security required at that site.

Sector Centers: The Sector Centers continued to perform well. They conducted hiring events, screened candidates, and tried to find talent for employers. Highlights from the year included a successful Hospitality Hires Chicago Hiring Event and a Career Connector event for the Transportation Distribution Logistics (TDL) Sector. The Partnership recommends continuing funding for the existing Sector Centers at current levels. In PY '24, The Partnership will set specific goals and targets around apprenticeship for the Sector Centers.

Chatham Education and Workforce Center: The Partnership plans to renew the award to KRA to provide WIOA services at the Chatham Education and Workforce Center. The Partnership recommends awarding KRA \$230,000 in Adult and \$230,000 in Dislocated Worker funds for an additional one-year renewal term from July 1, 2024, through June 30, 2025, in accordance with the contract awarded in 2020.

Training Funds: Per Illinois Department of Commerce and Economic Opportunity (DCEO) policy, The Partnership must spend a minimum of 50% of total program expenditures of Adult and Dislocated Worker, 1E and NEG funds on training activities each program year. To achieve the 50%, The Partnership is budgeting \$7,203,595, (Adult) and \$4,977,681 (DW) for ITAs; and \$1,800,000 (Adult) and \$1,250,000 (DW) for On-the-Job Training (OJT) and \$750,000 of DW funds for incumbent worker training. The Partnership will also leverage approximately \$1,500,000 in training funds available through the National Emergency QUEST Grant and IE that will contribute to the training percentages. Through this funding 950-1,100 Adults and 775-850 Dislocated Workers will receive an individual training account (ITA) and 400-475 people will participate in on-the-job training/work-based learning.

Career Pathway Training Agencies: The Partnership will reserve \$2,420,000 of Adult funds and \$957,500 of DW funds for the career pathway agency contracts. These contracts are up for renewal on October 1, 2024. Note that the Career Pathway Training contracts count toward meeting the 50% training requirement.

Delegate Agencies: The Partnership will reserve \$2,266,957 of Adult funds and \$1,896,000 of DW funds for the delegate agency contracts. These contracts are up for renewal on October 1, 2024.

One-Stop Operator: The Partnership will reserve \$250,000 of Adult and \$250,000 of DW funds to support the One-Stop Operator. Funding is reserved to support another year of services.

Customer Impact and Estimated Total Served: During PY '23 through May 2024, The Partnership's delegate agency network served **3,749 Adults** and **2,150 Dislocated Workers**. **This represents a decrease in Adults from last year of 276 and a decrease of 208 in Dislocated Workers from the previous year.** Of those Adults served, 57% were male and 43% were female; 73% were low income and over 77% participated in a training service. **Twenty-seven percent (27%) exited WIOA with employment and earned an average wage of \$24.25 an hour.** Of those Dislocated Workers served, 60% were male and 40% were female; and over 77% participated in a training service. **Twenty eight percent (28%) exited WIOA with employment. (There is a reporting error in wages for dislocated worker).** Under the proposed budget, The Partnership anticipates serving 4,000 Adults and 2,400 Dislocated Workers with WIOA services throughout Cook County.

Reference Guide for 2024 WIOA Youth American Job Centers

- A. **Organization Name:** The name of the agency listed on the grant agreement.
- B. **Service Location:** Address of the American Job Centers.
- C. **Total Served:** The total number of registered participants with an active service provided by the agency during July 1, 2023 through March 31, 2024
- D. **Percent Actual Total Served to Planned:** The percent of youth with an open service recorded in Career Connect from July 1, 2023, to March 31, 2024, to the planned number. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- E. **Percent of Actual to Planned New Enrollments:** The percent of actual new registrants to planned as recorded in Career Connect through March 31, 2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, Below 55% = 0**
- F. **Percent Actual to Planned Placements:** The percent of actual job placements or post-secondary placements to planned placements recorded in Career Connect by March 31, 2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- G. **Percent of Cases with Current Case Notes:** The percent of active participant files with a current case note (within 30 days) entered into Career Connect. (A snapshot in time of case notes). **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, Below 55% = 0**
- H. **Program Compliance Score:** The overall rating score of a program compliance instrument assessing files and compliance with WIOA regulations. **Scoring: 90%- 100% = 10 points, 80%-89% = 7 points, 70%-79% = 5 points, below 70% = 0 points**
- I. **Fiscal Strength:** The overall assessment rating of the organization's fiscal procedures, vouchering practices, and fiscal monitoring. **Scoring: Strong = 10 points, Medium = 7 points, Weak = 5 points.**
- J. **Percent of Positive Exits:** The percent of participants exiting with a positive outcome compared to the total exits. **Scoring: 70% and above = 10 points, 65%-70% = 7 points, 50%-65% = 5 points, Below 50% = 0 points, N/A = less than 10 people in the measure = 8 points**
- K. **2nd Quarter Employment/Post-Secondary Rate:** A mandated WIOA performance measure that identifies people who completed the program during the previous year and were tracked as employed or in post-secondary education during the 2nd quarter after exit. The rate is the number of people showing earnings in the second quarter after exit compared to the potential possible in the exit cohort group.
- L. **2nd Quarter Employment/Post-Secondary Rate Scoring:** **71% and above Exceed = 10 points, 63.9%-71% Meet = 7 points, below 63.9% Fail = 4 points. N/A = less than 10 people in the measure and 8 points**
- M. **2nd Quarter Median Earnings Rate:** A mandated WIOA performance measure that calculates the median quarterly earnings among people in the second quarter after exit. The rate is the middle earnings of all the people who have recorded earnings in the 2nd quarter after exit.
- N. **2nd Quarter Median Earnings Rate:** **Scoring: \$4500 and above Exceed = 10 points, \$4050-\$4500 Meet = 7 points below \$4050 = Fail = 4 points. NA = 8 points.**

- O. **4th Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during the previous year and were tracked as employed during the 4th quarter after exit. The rate is the number of people showing earnings in the fourth quarter after exit compared to the potential possible in the exit cohort group.
- P. **4th Quarter Employment Rate: Scoring: 68.5% and above Exceed =10 points, 61.65%-68.5% Meet= 7 points below 61.65% Fail=4 points. N/A = less than 10 people in the measure and 8 points**
- Q. **Total Score: Total** point value earned on each benchmark. **Maximum amount is 100 points.**
- R. **Funding PY 23 Amount:** The total amount contractor was funded in PY 2023.
- S. **Recommended Funding PY 24 Amount:** The recommended funding level for PY 2024
- T. **Justification:** Rational for funding recommendation and any program improvement plans.

Reference Guide for 2024 WIOA In School and Out of School Youth Recommendations

- A. **Organization Name:** The name of the agency listed on the grant agreement.
- B. **Service Area.** The geographic service area or targeted population.
- C. **Total Served:** The total number of registered participants with an active service provided by the agency during July 1, 2023 through March 31, 2024
- D. **Percent Actual Total Served to Planned:** The percent of youth with an open service recorded in Career Connect from July 1, 2023, to March 31, 2024, to the planned number. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- E. **Percent of Actual to Planned New Enrollments:** The percent of actual new registrants to planned as recorded in Career Connect through March 31, 2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- F. **Percent Actual to Planned Placements:** The percent of actual job placements or post-secondary placements to planned placements recorded in Career Connect by March 31, 2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- G. **Percent of Cases with Current Case Notes:** The percent of active participant files with a current case note (within 30 days) entered into Career Connect. (A snapshot in time of case notes). **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, below 55% = 0**
- H. **Program Compliance Score:** The overall rating score of a program compliance instrument assessing files and compliance with WIOA regulations. **Scoring: 90%- 100% = 10 points, 80%-89% = 7 points, 70%-79% = 5 points, below 70% = 0 points**
- I. **Fiscal Strength:** The overall assessment rating of the organization's fiscal procedures, vouchering practices, and fiscal monitoring. **Scoring: Strong = 10 points, Medium = 7 points, Weak = 5 points.**
- J. **Percent of Positive Exits:** The percent of participants exiting with a positive outcome compared to the total exits. **Scoring: 70% and above = 10 points, 65%-70% = 7 points, 50%-65% = 5 points, below 50% = 0 points, N/A = less than 10 people in the measure = 8 points**
- K. **2nd Quarter Employment/Post-Secondary Rate:** A mandated WIOA performance measure that identifies people who completed the program during the previous year and were tracked as employed or in post-secondary education during the 2nd quarter after exit. The rate is the number of people showing earnings in the second quarter after exit compared to the potential possible in the exit cohort group.
- L. **2nd Quarter Employment/Post-Secondary Rate Scoring:** **71% and above Exceed = 10 points, 63.9%-71% Meet = 7 points, below 63.9% Fail = 4 points. N/A = less than 10 people in the measure and 8 points**
- M. **4th Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during the previous year and a half and were tracked as employed during the 4th quarter after exit. The rate is the number of people showing earnings in the fourth quarter after exit compared to the potential possible in the exit cohort group.

N. 4th Quarter Employment Rate Scoring: 68.5% and above Exceed =10 points, 61.65%-68.5% Meet= 7 points below 61.65% Fail=4 points. N/A = less than 10 people in the measure and 8 points

O. 2nd Quarter Median Earnings Rate: (Out of School Youth Only) A mandated WIOA performance measure that calculates the median quarterly earnings among people in the second quarter after exit. The rate is the middle earnings of all the people who have recorded earnings in the 2nd quarter after exit.

Measurable Skills Gain Rate: (In-School Only): A mandated WIOA performance measures that calculates the ratio of youth who participated in academic or training services and have documented gains in skills during the program year.

P. 2nd Quarter Median Earnings Rate: (Out of School Youth Only) Scoring: \$4500 and above Exceed =10 points, \$4050-\$4500 Meet=7 points below \$4050=Fail=4 points. NA = 8 points.

Measurable Skills Gains Scoring: 49% and above = Exceeds 10 Points, 44.1%-49% = Meet 7 points, below 44.1% =Fail 4 points, N/A = 8 points (less than 10 people in the measure)

Q. Total Score: Total point value earned on each benchmark. **Maximum amount is 100 points.**

R. Funding PY 23 Amount: The total amount contractor was funded in PY 2023.

S. Recommended Funding PY 24 Amount: The recommended funding level for PY 2024

T. Justification: Rational for funding recommendation and any program improvement plans.

Reference Guide for 2024 WIOA American Job Centers

- A. **Organization Name:** The name of the agency listed on the grant agreement.
- B. **Service Location:** Address of the American Job Center.
- C. **Total Served:** The total number of registered participants with an active service provided by the AJC during the program year through March 31, 2024.
- D. **Percent of Actual to Planned New Enrollments:** The percent of actual new registrants to planned as recorded in Career Connect through March 31,2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%- 70% = 5 points, below 55% =0**
- E. **Percent Actual to Planned Placements:** The percent of actual job placements to planned placements recorded in Career Connect through March 31,2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%- 70% = 5 points, below 55% =0**
- F. **Percent of Cases with Current Case Notes:** The percent of active participant files with a current case note (within 30 days) entered into Career Connect. (A snapshot in time of case notes). **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%-70% = 5 points, Below 55% =0**
- G. **Percent of Businesses Served:** The ratio of actual business served to the planned number as reported into Career Connect through March 31, 2024. **Scoring: 85% and above = 10 points, 70%-85% = 7 points, 55%- 70% = 5 points, below 55% =0**
- H. **Program Compliance Score:** The overall rating score of a program compliance instrument assessing files and compliance with WIOA regulations. **Scoring: 90%- 100% = 10 points, 80%-89% = 7 points, 70%-79% = 5 points, below 70% = 0 points**
- I. **Fiscal Capacity:** The overall assessment rating of the organization's fiscal procedures, vouchering practices, and fiscal monitoring. **Scoring: Strong = 10 points, Medium= 7 points, Weak= 5 points.**
- J. **Percent of Positive Exits:** The percent of participants exiting with a positive outcome to the total exits. **Adult Scoring: 70% and above= 10 points, 60%-69% = 7 points, 50%- 59% = 5 points, below 50% = 0 points. Dislocated Worker Scoring: 80% and above= 10 points, 73%-80% = 7 points, 60%-73% = 5 points, below 60% = 0**
- K. **2nd Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during previous year and were verified as employed during the 2nd quarter after exit. The rate is the number of people showing earnings in the second quarter after exit compared to the potential possible in the exit cohort group.
- L. **2nd Quarter Employment Rate Scoring: Adult Scoring: 71% and above Exceed =10 points, 63.9%-71% Meet=7 points below 63.9% =Fail=4 points. DW Scoring: 78.5% and above Exceed =10 points, 70.65%-78.5% Meet=7 points below 70.65% =Fail=4 points N/A = 8 points.**
- M. **2nd Quarter Median Earnings Rate:** A mandated WIOA performance measure that calculates the median quarterly earnings among people in the second quarter after exit. The rate is the middle earnings of all the people who have recorded earning in the 2nd quarter after exit.
- N. **2nd Quarter Median Earnings Rate Scoring: Adult Scoring: \$7500 and above Exceed =10 points, \$6750-\$7500 Meet=7 points below \$6750 =Fail=4 points. DW Scoring: \$11,000 and above = Exceed =10 points, \$9,900-\$11,000= Meet=7 points below \$9,900 =Fail=4 points NA = 8 points.**

- O. 4th Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during previous year and were verified as employed during the 4th quarter after exit. The rate is the number of people showing earnings in the fourth quarter after exit compared to the potential people possible in the exit cohort group.
- P. 4th Quarter Employment Rate Scoring: Adult Scoring: 69% and above Exceed =10 points, 62.1%-69% Meet=7 points below 62.1% =Fail=4 points. DW Scoring: 77% and above Exceed =10 points, 69.3%-77% Meet=7 points below 69.3% =Fail=4 points N/A = 8 points.**
- Q. Total Score:** Total point value earned on each benchmark. **Maximum amount is 100 points.**
- R. Funding PY 23 Amount:** The total amount contractor was funded in PY 2023.
- S. Recommended Funding PY 24 Amount:** The recommended funding level for PY 2024.
- T. Justification:** An explanation of the reason and method used to determine funding level. American Job Centers failing key measures will be placed on a Program Improvement Plan. The Partnership recommends extending all American Job Center grant agreements at current funding levels through June 30, 2025.

Reference Guide for PY 2024 WIOA Sector Centers

- A. **Organization Name:** The name of the agency listed on the grant agreement.
- B. **Industry:** The agency's targeted industry and/or specialization.
- C. **Percent Actual to Planned Placements:** The percent of actual job placements (includes shared placements of all titles and universal participants) to planned placements recorded through March 31, 2024. **Scoring: 90% and above = 15 points, 75%-90 = 10 points, 60%-75% = 5 points, below 60% = 0**
- D. **Percent of Actual Job Orders to Planned:** The number of job orders entered into the Career connect system to planned through March 31, 2024. **Scoring: 90% and above = 10 points, 80%-90% = 7 points, 70%- 80% = 5 points, below 70% = 0**
- E. **Percent of Services Provided to Businesses:** The ratio of services provided to businesses to the planned number as reported into Career Connect through March 31, 2024. **Scoring: 90% and above = 10 points, 80%-90% = 7 points, 70%- 80% = 5 points, below 70% = 0**
- F. **Percent of Businesses Served:** The ratio of actual business served to the planned number as reported into Career Connect through March 31, 2024. **Scoring: 90% and above = 10 points, 80%-90% = 7 points, 70%- 80% = 5 points, below 70% = 0**
- G. **Percent of Planned System Events:** The ratio of actual system events (educational events, hiring events, workshops) to the planned number as reported through March 31, 2024. **Scoring: 90% and above = 10 points, 80%-90% = 7 points, 70%- 80% = 5 points, below 70% = 0**
- H. **Fiscal Strength:** The overall assessment rating of the organization's fiscal procedures, vouchering practices, and fiscal monitoring. **Scoring: Strong = 10 points, Medium= 7 points, Weak= 5 points.**
- I. **2nd Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during previous year and were verified as employed during the 2nd quarter after exit. The rate is the number of people showing earnings in the second quarter after exit compared to the potential possible in the exit cohort group.
- J. **2nd Quarter Employment Rate Scoring: Adult and Youth Scoring: 71% and above Exceed =10 points, 63.9%-71% Meet=8 points below 63.9% =Fail=4 points. DW Scoring: 78.5% and above Exceed =10 points, 70.65%-78.5% Meet=7 points below 70.65% =Fail=4 points. N/A (less than 10 people in denominator) = 8 points.**
- K. **2nd Quarter Median Earnings Rate:** A mandated WIOA performance measure that calculates the median quarterly earnings among people in the second quarter after exit. The rate is the middle earnings of all the people who have recorded earning in the 2nd quarter after exit.
- L. **2nd Quarter Median Earnings Rate Scoring: Adult Scoring: \$7500 and above Exceed =10 points, \$6750-\$7500 Meet=7 points below \$6750 =Fail=4 points. DW Scoring: \$11,000 and above = Exceed =10 points, \$9,900-\$11,000= Meet=7 points below \$9,900 =Fail=4 points. Youth Scoring: \$4,500 and above Exceed = 10 points, \$4050-\$4500 Meet = 7 points, below \$4050 =Fail=4 points. NA (less than 10 people in total group) = 8 points.**
- M. **4th Quarter Employment Rate:** A mandated WIOA performance measure that identifies people who completed the program during previous year and were verified as employed during the 4th quarter after exit. The rate is the number of people showing earnings in the fourth quarter after exit compared to the potential people possible in the exit cohort group.
- N. **4th Quarter Employment Rate Scoring: Adult Scoring: 69% and above Exceed =10 points, 62.1%-69% = Meet=7 points, below 62.1% =Fail=4 points. DW Scoring: 77% and above Exceed =10 points, 69.3%-77% =Meet=7 points, below 69.3% =Fail=4 points. Youth Scoring: 68.5% and above Exceed= 10 points, 61.65%-68.5% = Meet =7 points, below 61.65% = Fail= 4 points. N/A = 8 points.**
- O. **Total Score:** Total point value earned on each benchmark. **Maximum amount is 100 points.**
- P. **Funding PY 23 Amount:** The total amount contractor was funded in PY 2023.
- Q. **Recommended Funding PY 24 Amount:** The recommended funding level for PY 2024.
- R. **Justification:** An explanation of the reason and method used to determine funding level. The Partnership recommends extending all Sector Center grant agreements at current funding levels through June 30, 2025.

*LOCAL WORKFORCE
INNOVATION AREA (LWIA) 7*

ONE-STOP OPERATOR

SYSTEMWIDE UPDATE



JUNE 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).

We are excited to share information, direct links, and helpful tips for our tools and projects. A new Systemwide Update is sent quarterly (March, June, September, and December). Our new learning management system, Disco, hosts both the digital and accessible versions of the systemwide update and the partner directory.

This quarter, OSO convened several groups to complete the Application for Certification of One-Stop Centers for all four comprehensive AJCs. We used Disco to compile all required documentation and facilitated walk-throughs with certification teams. Certification teams were developed with support from the Chicago Cook Workforce Partnership (the Partnership), and teams consist of Partnership staff and board members. Certification teams will submit their recommendations to the Local Workforce Innovation Board (LWIB) by mid-June, and the LWIB will notify the Illinois Workforce Innovation Board of their certification decision by June 30.

This quarter's Systemwide Update features additional updates to the OSO Meetings, Facilities, Referrals, and Cross-Training projects.

Please contact the OSO team at oso@scalelit.org with questions.



One-Stop Operator
OSO Team

oso@scalelit.org

1016 W. Jackson Blvd., Chicago IL 60607
www.scalelit.org

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](#).

OSO schedules partner meetings at the beginning of each year and follows a consistent meeting framework:

1. Center-level hybrid meetings
 - a. Agenda items include Airtable Data and Customer Survey Dashboard Review, Outstanding Items for each center, Upcoming Events, and *Requested* Partner Updates.
 - b. If you would like to request time to share a significant update, discussion topic, etc., or are interested in participating in a meeting:
 - i. Contact Ema Mailhot-Beutal at ema@scalelit.org for Chicago AJC meetings.
 - ii. Contact Nidia Mejia at nidia@scalelit.org for suburban Cook County AJC meetings.
 - iii. Contact Camilla Benjamin at camilla@scalelit.org to confirm in-person attendance.
2. Virtual, Systemwide meetings:
 - a. Agenda items vary based on relevant campaigns, funding opportunities, or significant OSO project developments.
 - b. Visit Disco to access Systemwide meeting details. [Click this link to visit the upcoming events calendar in Disco](#).
 - c. If you want to learn more about Systemwide meetings or propose topics:
 - i. Contact the OSO team directly at oso@scalelit.org or your respective OSO Manager via email.

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.

2024 Partner Meeting Schedule	
June	Systemwide Virtual Meeting: June 13 at 10 am
July - Aug	10 Center-level Hybrid Meetings
September	Systemwide Virtual Meeting: September 18 at 10 am
Oct - Nov	10 Center-level Hybrid Meetings
December	Systemwide Virtual Meeting: December 12 at 10 am

Partner Meeting Metrics



106 Organizations
participated since 2020



58 Organizations
participated in 2024

FACILITIES



The Facilities Manager, Camilla Benjamin, provides:

- Indoor and outdoor signage at all centers (window decals, pop-ups, posters, etc.)
- 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.)

Every month:

- 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 OSO when appropriate

All Owl Ambassadors have completed the multi-part training; relevant resources are available on [Disco](#). During Center-Level Partner Meetings, partners shared their current usage and future plans for their Owl Camera. Partners are using Owls for the following activities:

- Hybrid Partner Meetings
- All Staff Meetings for onsite organizations
- Job Seeker Events (i.e., orientations and information sessions)

In March, Camilla coordinated with AJC staff to bring tablets onsite for partner and job seeker use. OSO will ensure partners feel comfortable using the tablets, Owl, and additional onsite technology.

If you have technology or general Facilities-related questions, concerns, or requests, please email Camilla Benjamin at camilla@scaleit.org.



FACILITIES



AJC Signage and Technology Installation Timeline:

- **November 2023:** Owls land at AJCs.
- **December 2023:** Signage Installation began, and The Partnership released the Digital Toolkit.
- **January 2024:** AJC Name Change finalized, and Interior Signage Installation completed.
- **February 2024:** Exterior Signage Installation continued.
- **March 2024:** Exterior Signage Installation continued; additional branding materials were delivered: Retractable Banners and A-frame boards. *Four AJCs (AJC at the King Center, AJC at Prairie State College, AJC at Truman College, and AJC in Wheeling) still need updated external signage; OSO continues to liaise with leaseholders, public buildings, etc.*
- **April 2024:** The Partnership developed Window Graphics and Tablecloths to display each AJC's Business Hours after receiving requests from AJC staff. Materials were ordered, delivered, and installed for 9/10 AJCs.
- **May 2024:** Per the Application for Certification of One-Stop Centers, OSO ordered AJC-branded lanyards. Upon delivery, the Facilities Manager provided templates and guidance for creating staff name badges. The lanyards have been delivered to AJC in Pilsen.
- **June 2024:** Lanyards will be delivered to the remaining AJCs. All 10 AJCs will have tablets onsite for partner and job seeker use.
- **June 4, 2024:** The Partnership organized a Grand Re-Opening of the American Job Center in Wheeling on June 5, 2024, with Business and Career Services (BCS), Illinois Department of Employment Security (IDES), Harper College, and additional partners.

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. AJC staff were invited to the Disco platform after the March 2024 Systemwide Meeting.

89 partners have accessed the LWIA 7 Systemwide Partner Space in the past quarter (March 15 - May 31, 2024).

OSO identified several topics of interest, and we are identifying subject-matter experts for future training. We plan to develop training on the following topics: New Arrivals, Career Pathways, Accessibility, ADA Equipment, and Clean Energy.

Upcoming Cross-Training Schedule	
July 2024	WIOA Title III - Wagner Peyser Employment Services, Unemployment Insurance (UI), and Veterans - Illinois Department of Employment Security (IDES) Spotlight
August 2024	<u>August 8 Learning Circle: Welcome to Illinois - New Arrivals</u>
September 2024	<u>September 13 Systemwide Meeting: Career Pathways Navigation Spotlight</u>



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. OSO Managers 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. Your OSO Manager will provide appropriate details after receiving the request.](#)

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. OSO Managers will send raw survey data to the appropriate partners quarterly or by request.



Contact the OSO team directly at oso@scalelit.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

12 Onsite Surveys
26 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...?

8,200+

Total Onsite Survey Responses

4.8

Average Satisfaction for Onsite Services

9.5

Average Net Promoter Score for Onsite Services

3,000+

Total Workshop Survey Responses

4.5

Average Satisfaction for Workshops

9.3

Average Net Promoter Score for Workshops

600+

Quarter 2 Onsite Survey Responses

4.7

Quarter 2 Satisfaction for Onsite Services

8.6

Quarter 2 Net Promoter Score for Onsite Services

475+

Quarter 2 Workshop Survey Responses

4.5

Quarter 2 Satisfaction for Workshops

7.5

Quarter 2 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 **10 AJCs** and **63 partner organizations** in LWIA 7. All Title I service providers are using Airtable. 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 are onboarded at least once every quarter.

The following partners are using Airtable for referrals:

- LWIA 7 WIOA Title I AJC Service Providers
- Illinois Department of Employment Security (IDES) Local Offices
- Division of Rehabilitation Services (DRS)
- Illinois Department of Human Services (IDHS) North Suburban*
- scaleLIT Career Pathways Navigators
- WIOA Title II Adult Education Providers*
- Chicago Job Corps
- Senior Community Service Employment Program (SCSEP) Providers
- 2nd Chance Reentry Providers*
- WIOA Title IB Delegate Agencies*
- Additional Partners*

**Partners that had organizations onboarded this quarter.*

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

With the launch of the Partnership's LevelUP AJC 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 June 4, 2024, there had more than 18,000 views of the [LevelUpAJC.org](#) website. The site launched on October 2, 2023.

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.

Airtable Office Hours

Do you have Airtable questions or need help with referrals?

Join the One-Stop Operator team on Zoom on Tuesdays at 12:30 p.m.

[CLICK HERE TO JOIN](#)

Email: oso@scalelit.org

UNIVERSAL REFERRAL SYSTEM



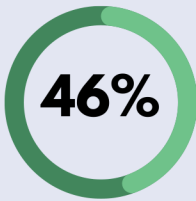
Airtable Referral Metrics

5300+

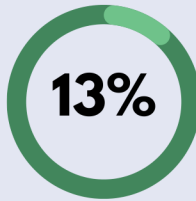
Total Airtable Referrals
(October 2023 - June 2024)

2000+

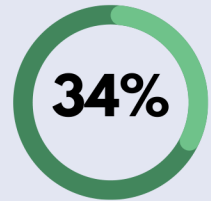
Referrals This Quarter
(March 15 - June 4, 2024)



Referrals
in Progress



Referrals
Completed*



Referrals
Closed**

Referrals
Completed ~265

57% Increase
from last quarter



Referrals
Closed ~675

27% Decrease
from last quarter

*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, 25 new employer partners have connected with Business Services staff through the Business Services Interest Form.

In 2024, the OSO plans on reconvening a working group to continue the next steps of 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:
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LEARN MORE:
scalelit.org/oso

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



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LWIA #7 ITA Programs Recommended for Continued Eligibility June 2024

Provider Name	Program Name	Credential	Industry	Initial or Continued	#Exited	Average Wage	SC	CAR	TREE
Chicago Professional Center	Residential / Commercial HVAC Technician / Electrician	Environmental Protection Agency Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Chicago State University	Clinical Dental Assistant	AMP Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
First Step to Excellence Health Care	Basic Nurse Assistant Training	Illinois Department of Public Health Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
First Step to Excellence Health Care	Phlebotomy Certification	National Healthcare Association Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
First Step to Excellence Health Care	Practical Nurse Training Program	Illinois Department of Financial and Professional Regulation	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
Grand Circus	Full Time/After Hours Full Stack JavaScript	Industry Recognized Portfolio	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Grand Circus	Full Time/After Hours Full Stack C#.NET	Industry Recognized Portfolio	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harold Washington College	Human Resources-Basic Certificate	Accreditation Council for Business Schools and Programs Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	A.A.S. Refrigeration and Air Conditioning Technology Degree	Illinois Community College Board Associates Degree in Arts	Manufacturing	C	1	\$38.46	N/A	N/A	N/A
Harper College	A.A.S. Surgical Technology Degree	Illinois Community College Board Associates Degree in Science	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Air Conditioning and Refrigeration Service Certificate	Harper College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	AWS SysOps Administrator + Network Support Technician	CompTIA, Amazon Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Business Management Certificate	Harper College Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Business Management Certificate-Fast Track	Harper College Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	CISSP + PMP Certification Prep	Project Management Institute Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	CISSP, Network+, and Security+	CompTIA Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Harper Heating Service Certificate	Harper College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Human Resource Management Certificate Fast Track	Harper College Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
Harper College	Maintenance Mechanic I Certificate	NIMS Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Maintenance Mechanic II Certificate	NIMS Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Microsoft Office Admin + MOS Exam + Elect Bookkeeping	Microsoft Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Network+ Security+ and Cybersecurity Analyst+	CompTIA Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Python + Big Data + R Programming + MOS Excel	Harper College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Python Programming + Interactive Website Design	Harper College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Refrigeration Service Certificate (Harper College)	Harper College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Residential Comfort Systems Certificate	Harper College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Harper College	Residential Heating, Air Conditioning and Refrigeration	Harper College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Harper College	Graphic Arts Design Certificate	Harper College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
HVACC Tech	HVAC/R Training	EPA Universal License and R-401A Safety Certification	Manufacturing	I	N/A	N/A	N/A	N/A	N/A
HVACC Tech	Electrical Technician	NCCER Certification	Manufacturing	I	N/A	N/A	N/A	N/A	N/A
IT Expert System, Inc	Big Data & Database Management	Oracle, Amazon, Agile Certification	Information Technology	C	5	\$42.95	N/A	N/A	N/A
IT Expert System, Inc	E-Commerce Program	Javan, Amazon, Oracle Certification	Information Technology	C	N/A	N/A	N/A	N/A	N/A
IT Expert System, Inc	Management Program	Agile, Institute for Project Management Certification	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
IT Expert System, Inc	Office Administration	Microsoft, Oracle Certification	Business & Professional Services	C	1	\$47.50	N/A	N/A	N/A
IT Expert System, Inc	Quality Analysis Program	Agile, Oracle Certification	Information Technology	C	1	\$30.87	N/A	N/A	N/A
IT Expert System, Inc	System Engineering Program	Agile, Amazon Certification	Information Technology	C	1	\$49.52	N/A	N/A	N/A
Kennedy King	Cybersecurity-BC	Kennedy King Basic Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Cybersecurity-AC	Kennedy King Advanced Certificate	Industry	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Cybersecurity-AAS	Kennedy King Associate of Arts	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Game Design and Development	Associate in Applied Science	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Software Development	Associate in Applied Science	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Software Development	Kennedy King Advanced Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Kennedy King	Software Development	Kennedy King Basic Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Lincoln College of Technology	Welding and Metal Fabrication Technology	Lincoln College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Lincoln College of Technology	Welding Technology	Lincoln College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
Morton College	Heating, Ventilation and Air Conditioning	Morton College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
National College of Health	Magnetic Resonance Imaging (MRI) Technologist	AMRMRIT Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
National College of Health, Inc	Dental Assistant	DNAB Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
National College of Health, Inc	Dialysis Technologist	NCCT, BONENT Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A
New Horizons Computer Learning Center	Business Office Associate	Microsoft Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A
Prairie State College	Web Developer Technician Certificate	Prairie State College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Prairie State College	Web Junior Technician Certificate	HTML, CIW Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Prairie State College	Web Master Technician Certificate	HTML, CIW Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A
Springboard Dental Institute	Dental Assisting Training Program	Registered Dental Assistant (RDA) though AMT	Healthcare & Human Services	I	1	\$18.50	N/A	N/A	N/A
The Chicago Center for Arts & Technology	Food Quality Control/Assurance Lab Technician	Hazard Analysis Critical Control Points Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
The Chicago Center for Arts & Technology	Advanced Manufacturing Maintenance Mechanics Program	Manufacturing Service Skills Council Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A
The Chicago Center for Arts & Technology	Health Information Technology	American Academy of Professional Coders Certificate	Health & Human Services	C	N/A	N/A	N/A	N/A	N/A
Measure	Goal	Meeting Rate							
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								

LWIA #7 ITA Programs Recommend for Initial Certification June 2024

Provider Name	Program Name	Certification	Industry
Blue Horizon Driving Academy	CDL Class A Brush-up 80 Hours Course	Illinois Secretary of State Class A License	TDL
Clutch Performance Truck Driving Academy	Class A CDL	Illinois Secretary of State Class A License	TDL
Crocus Institute	Clinical Medical Assistant	National Health Association -CMA	HHS
DePaul University	Human Resource Competencies Certificate Program SHRM-CP and SHRM-SCP Exam Preparation	SHRM and DePaul Certificate	BPS
DePaul University	Educating Adults/Human Resources	DePaul Certificate	BPS
Harold Washington	Digital Marketing and Social Media (AC)	Advance Certificate	BPS
Headrest Barber Academy	Barber Program	IDPFR Certification	BPS
Moraine Valley College	Addiction Studies AAS	Associate of Applied Science	HHS
Northeastern Illinois University	Dental Assistant	NHA Certified Phlebotomy Technician (CPT)	HHS
Northeastern Illinois University	Patient Care Technician	Need Part II	HHS
Northeastern Illinois University	Physical Therapy Aide	Physical Therapy Technician/Aide certification AMCA	HHS
Northeastern Illinois University	AI Engineer	Microsoft AI-900, Azure AI Fundamentals, IT Specialist Python	IT
Northeastern Illinois University	Back End Developer	Java, HTML, SQL, Bootstap Certifications W3 Schools	IT
Northeastern Illinois University	Data Engineer	Python, SQL, Data Science Certifications W3 Schools	IT
Northeastern Illinois University	Digital Marketing	Google Analytics 4	IT
Northeastern Illinois University	Front End Developer	Java, HTML, SQL, React.js Certifications W3 Schools	IT
Northeastern Illinois University	Software Engineering Bootcamp	CompTIA ITF+ Certification	IT
South Suburban College	Cosmotology Technician Traing Certificate	Illinois Board of Financial & Professional Regulations	BPS
South Suburban College	Barber Technician Training Certificate	Illinois Board of Financial & Professional Regulations	BPS
Taylor Business Institute	Cisco MA+ Program Package Training Track	Cisco CCNA, CompTIA A+ Certifications	IT
Truman College	Barber Program	Illinois Board of Financial & Professional Regulations	BPS
Your School of Beauty Culture	Cosmetology, Barber, Natural Hair Care & Braiding	Illinois Board of Financial & Professional Regulations	BPS

LWIA #7 ITA Programs not Recommended for Certification June 2024

Provider	Program	Reason
Reflective Realty Inc	Licensed Real Estate Instructor	Not a part of the 40 Occupations

Benchmark Results are based on actual to planned activity through March 31st.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Organization Name	Service Location	Actual Total Served thru 3rd qtr.	% actual to Planned total served	% Actual to Planned New Enrollments	% Actual to Planned Placements thru 3rd Qtr.	% of Active Cases with current Case Notes (within 30 days)	Program Compliance Score	Fiscal Capacity	% Positive Exits	2nd Qtr. employment rate	2nd Qtr. Employment t Rate thru 3rd Qtr.	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employeme nt rate	4th Qtr. Employmen t Rate thru 3rd Qtr.	Total Score
	Scoring Range			85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	90% = 10 80% = 7 70% = 5	Strong = 10 Medium = 7 Weak= 5	70% =10 60%= 7 50% = 5 N/A =8		(71.0%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9%< Fail = 4) N/A = 8	(\$4500+ Exceed= 10) (\$4050-\$4500 Meet = 7) (\$4050< Fail = 4) N/A = 8		(68.5%+ Exceed= 10) (61.65%-68.5% Meet = 7) (61.65%< Fail = 4) N/A = 8		
	Maximum Point Value			10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.		10 pts.		10 pts.		10 pts.	100
1	Business & Career Services Arlington Heights	1400 S. Wolf Rd., Wheeling	89	101%	98%	112%	98%	98%	Strong	82%	66.67%	MEET	\$6,417	EXCEED	75.00%	EXCEED	97
2	Equus North Side @ Truman College	Truman College 1145 W. Wilson Ave., Chicago	51	98%	103%	68%	98%	70%	Strong	58%	94.29%	EXCEED	\$5,659	EXCEED	81.40%	EXCEED	85

Benchmark Results are based on actual to planned activity through March 31st.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Organization Name	Service Location	Actual Total Served thru 3rd qtr.	% actual to Planned total served	% Actual to Planned New Enrollments	% Actual to Planned Placements thru 3rd Qtr.	% of Active Cases with current Case Notes (within 30 days)	Program Compliance Score	Fiscal Capacity	% Positive Exits	2nd Qtr. employment rate	2nd Qtr. Employment t Rate thru 3rd Qtr.	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employeme nt rate	4th Qtr. Employmen t Rate thru 3rd Qtr.	Total Score
	Scoring Range			85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	90% = 10 80% = 7 70% = 5	Strong = 10 Medium = 7 Weak= 5	70% =10 60%= 7 50% = 5 N/A =8		(71.0%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9%< Fail = 4) N/A = 8		(\$4500+ Exceed= 10) (\$4050-\$4500 Meet = 7) (\$4050< Fail = 4) N/A = 8		(68.5%+ Exceed= 10) (61.65%-68.5% Meet = 7) (61.65%< Fail = 4) N/A = 8	
	Maximum Point Value			10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.		10 pts.		10 pts.		10 pts.	100
3	E&ES Maywood	1701 S. 1st Ave., Maywood	53	104%	92%	84%	94%	91%	Strong	96%	86.36%	EXCEED	\$8,241	EXCEED	66.67%	MEET	94
4	E&ES Midsouth	4314 S. Cottage Grove, Chicago	65	130%	128%	83%	72%	84%	Medium	58%	65.22%	MEET	\$10,138	EXCEED	53.85%	FAIL	74
5	E&ES Harvey	16845 South Halsted, Harvey	41	89%	100%	144%	100%	100%	Medium	80%	81.82%	EXCEED	\$6,842	EXCEED	76.92%	EXCEED	97

Benchmark Results are based on actual to planned activity through March 31st.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Organization Name	Service Location	Actual Total Served thru 3rd qtr.	% actual to Planned total served	% Actual to Planned New Enrollments	% Actual to Planned Placements thru 3rd Qtr.	% of Active Cases with current Case Notes (within 30 days)	Program Compliance Score	Fiscal Capacity	% Positive Exits	2nd Qtr. employment rate	2nd Qtr. Employment t Rate thru 3rd Qtr.	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employeme nt rate	4th Qtr. Employmen t Rate thru 3rd Qtr.	Total Score
	Scoring Range			85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	90% = 10 80% = 7 70% = 5	Strong = 10 Medium = 7 Weak= 5	70% =10 60%= 7 50% = 5 N/A =8		(71.0%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9%< Fail = 4) N/A = 8	(\$4500+ Exceed= 10) (\$4050-\$4500 Meet = 7) (\$4050< Fail = 4) N/A = 8		(68.5%+ Exceed= 10) (61.65%-68.5% Meet = 7) (61.65%< Fail = 4) N/A = 8		
	Maximum Point Value			10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.		10 pts.		10 pts.		10 pts.	100
6	E&ES Southwest Daley College	7500 S. Pulaski Rd., Bldg. 100, Chicago	50	93%	79%	174%	95%	98%	Medium	80%	84.38%	EXCEED	\$9,528	EXCEED	68.18%	MEET	91
7	National Able Network Chicago Heights	202 S. Halsted, Chicago Heights	72	133%	211%	89%	86%	92%	Strong	64%	85.71%	EXCEED	6154	EXCEED	89.47%	EXCEED	97
8	National Able Network Pilsen	1700 W. 18th Street, Chicago	93	166%	126%	159%	87%	86%	Strong	31%	83.33%	EXCEED	\$ 6,603.21	EXCEED	85.71%	EXCEED	82

Benchmark Results are based on actual to planned activity through March 31st.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Organization Name	Service Location	Actual Total Served thru 3rd qtr.	% actual to Planned total served	% Actual to Planned New Enrollments	% Actual to Planned Placements thru 3rd Qtr.	% of Active Cases with current Case Notes (within 30 days)	Program Compliance Score	Fiscal Capacity	% Positive Exits	2nd Qtr. employment rate	2nd Qtr. Employment t Rate thru 3rd Qtr.	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employeme nt rate	4th Qtr. Employmen t Rate thru 3rd Qtr.	Total Score
	Scoring Range			85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	85% =10 70% = 7 55% = 5	90% = 10 80% = 7 70% = 5	Strong = 10 Medium = 7 Weak= 5	70% =10 60%= 7 50% = 5 N/A =8		(71.0%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9%< Fail = 4) N/A = 8	(\$4500+ Exceed= 10) (\$4050-\$4500 Meet = 7) (\$4050< Fail = 4) N/A = 8		(68.5%+ Exceed= 10) (61.65%-68.5% Meet = 7) (61.65%< Fail = 4) N/A = 8		
	Maximum Point Value			10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.	10 pts.		10 pts.		10 pts.		10 pts.	100
9	KRA West Side	605 S. Albany Ave., Chicago	17	68%	59%	100%	100%	97%	Strong	63%	71.43%	EXCEED	\$6,612	EXCEED	71.88%	EXCEED	87
10	SERCO, Inc. South West Suburban	7222 W. Cermak Ave., North Riverside	67	108%	126%	148%	92%	89%	Strong	94%	96.88%	EXCEED	\$4,732	EXCEED	80.56%	EXCEED	97
	TOTAL																

s are based on actual to planned activity through March 31st.

R	S	T
PY 23 Funding	PY 24 Proposed Funding	Justification and Allocation Method
\$620,000	\$620,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024
\$240,000	\$240,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024

s are based on actual to planned activity through March 31st.

R	S	T
PY 23 Funding	PY 24 Proposed Funding	Justification and Allocation Method
\$240,000	\$240,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024
\$240,000	\$240,000	Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024
\$240,000	\$240,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024

s are based on actual to planned activity through March 31st.

R	S	T
PY 23 Funding	PY 24 Proposed Funding	Justification and Allocation Method
\$240,000	\$232,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024
\$240,000	\$240,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024
\$240,000	\$240,000	Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024

s are based on actual to planned activity through March 31st.

R	S	T
PY 23 Funding	PY 24 Proposed Funding	Justification and Allocation Method
\$130,000	\$0	AJC site is moving to smaller facility and can no longer house staff. Recommend eliminating youth programming as other youth providers on the West side of Chicago.
\$550,000	\$550,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024
\$2,980,000	\$2,842,000	

THE CHICAGO COOK WORKFORCE PARTNERSHIP
PRELIMINARY FUNDING RECOMMENDATIONS AND OVERVIEW
WIOA YOUTH PROGRAM YEAR (PY) 2024

WIOA Formula Funding Background: The Partnership received an allocation of \$19,183,379 in WIOA Youth funds for PY 2024. This represents an increase of \$1,832,016 or approximately 10.56% from last program year. Under WIOA a minimum of 75% of total youth funds must be expended on out-of-school youth services. Additionally, a minimum of 20% of WIOA youth program funds must be spent on work experience activities. Given local imperatives, The Partnership’s practice has been to expend at least 80% on out-of-school youth services.

	PY 24	PY 23	Difference
WIOA Youth Funding	\$19,183,379	\$17,351,363	\$1,832,016

Funding Summary: The following is a summary of the WIOA Formula Youth 2024 Budget Plan:

WIOA Youth Budget Plan	Amount
2024 Total Allocation	\$19,183,379
Deduct 10% Administrative funds	(\$1,918,338)
Repurpose Administrative dollars	\$646,734
PY 23 Program Carry In funds	\$1,571,609
Total WIOA Youth Program Funds Available	\$19,483,384
Partnership expenses	(\$2,057,538)
Balance for Delegates	\$17,425,846
Out-of-School Programs at Delegate agencies	(\$8,785,000)
Out of School Youth at American Job Centers	(\$2,842,000)
In-School Programs	(\$2,100,000)
Sector Centers	(\$226,300)
ITA Reserve Funds	(\$3,322,546)
OJT Reserve	(\$150,000)
Balance	(\$0)

WIOA Youth PY 2024 Recommendations: The Partnership conducted an assessment of the Youth Programs on achievement of key benchmarks. The benchmarks are listed in their scope of services and included in a negotiated month by month forecast or “loading plan” for the year. Agency outcomes and job seeker service activity must be recorded properly within the Career Connect system. Agencies were rated on achievement of actual outcomes in comparison to planned activity through March 31, 2023, the last completed quarter. When rating the three WIOA

performance rates, the Partnership reviewed the completed 3rd quarter results and the preliminary 4th quarter results and selected whichever rate was higher.

Each benchmark was assigned a maximum point value and scoring range. The highest possible total points an agency can achieve is 100 points. Agencies scoring below 70 points will have a meeting with their Regional Manager to review final outcomes. Those agencies still failing benchmarks at the completions of the program year will be placed on a program improvement plan (PIP). The PIP will identify corrective actions needed to improve performance. Progress on outcomes will be reviewed at mid-year. Agencies still failing key measures are subject to de-funding.

The following is a listing of the key performance benchmarks: The following is a listing of the key performance benchmarks.

Out of School Performance Benchmarks	In-School Performance Benchmarks
<ul style="list-style-type: none"> • Percentage of total served to plan. • Percentage of actual to planned new enrollments. • Percentage of actual to planned placements in employment or post-secondary education • Percentage of active cases with up-to date case notes • Program Compliance • Fiscal Capacity score • Percentage of positive exits • WIOA 2nd Quarter Employment/Post-secondary Education Rate • WIOA Median Earnings Rate • WIOA 4th Quarter Employment/Post-secondary Education Rate 	<ul style="list-style-type: none"> • Percentage of total served to plan. • Percentage of actual to planned new enrollments. • Percentage of actual to planned placements in employment or post-secondary education • Percentage of active cases with up-to date case notes • Program Compliance • Fiscal Capacity score • Percentage of positive exits • WIOA 2nd Quarter Employment/Post-secondary Education Rate • WIOA Measurable Skills Gain • WIOA 4th Quarter Employment/Post-secondary Education Rate

Out of School Youth: The Partnership recommends continued funding for 23 of the 24 Out of School Youth programs totaling \$8,785,000. KRA Inc.’s program located at the Partnership’s Chatham location is not recommended for funded due to low enrollments. The program only served four youth during the time period. The following organizations scored below 70 points and will be placed on a PIP: Bethel Community Center, Boys and Girls club, Bridges to Work, and the YWCA.

In-School Youth: The Partnership recommends continued funding for 6 of the 7 In-School youth programs totaling \$2,100,000. Manufacturing Renaissance failed five benchmarks and is not recommended for funding due to repeated poor performance and low enrollments. AERO Special Education will be placed on a PIP.

American Job Centers: The Partnership recommends extending 9 of the AJC youth programs at level funding for another program year totaling \$2,842,000. The AJC in East Garfield Park operated by KRA, Inc. is moving to the City College of Chicago ’s West Side Learning Center in the Austin community to reduce occupancy costs. The new space is significantly smaller. Due to the lost capacity, the out of school youth program will be eliminated. Youth 18 years or older can be served as an Adult at this center.

Sector Centers: The Partnership recommends extending the four Sector Centers at level funding for another program year totaling \$226,300. The Sector Centers provide business services, job leads and placement services to the network of delegate agencies.

ITAs and OJTs: The Partnership proposes reserving a total of \$3,322,546 for youth Individual Training Accounts (ITAs) and \$150,000 for On-the-Job Training (OJT). The Partnership anticipates serving approximately 475-525 youth with ITAs during the next program year.

Customer Impact and Estimated Youth Served: Through May of PY 24, The Partnership served 2537 youth. This reflects a decrease of 176 youth from the previous time period. Approximately 52% were female and 48% were male. Eighty-five percent (83%) were out-of-school youth and 17% were in-school youth. Approximately 62% of youth served tested below 9th grade in reading or math. Of the 2537 served, 477 youth exited the program with employment. The Partnership anticipates serving 2600-2900 at risk youth with WIOA services throughout Cook County in PY 25.

WIOA ADULT FUNDS

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Organization Name	Industry	% Actual to Planned Placements thru 3rd Qtr.	% Actual Job Orders to planned thru 3rd Qtr.	% of Actual Businesses Served to Planned	% of Actual New Businesses Served to Planned	% of Actual to Planned System Educational Events	Fiscal Strength	2nd Qtr. employment rate	2nd Qtr. Employment Rate (thru 3rd Qtr.)	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employment rate	4th Qtr. Employment Rate (thru 3rd Qtr.)	Total Score	Adult Funding PY23	Recommended Adult Funding PY 24	Justification and Allocation Method	
Scoring Range		90% = 15 75% = 10 60% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	Strong = 15 Medium = 10 Weak = 5		(71%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9% < Fail = 4) N/A = 8		(\$7500+ Exceed= 10) (\$6750-\$7500 Meet = 7) (\$6750 < Fail = 4) N/A = 8		(69%+ Exceed= 10) (62.1%-69% Meet = 7) (62.1% < Fail = 4) N/A = 8					
Max Point Value		15	10	10		10	15		10		10		10	100				
1 National Able Network	Technology	61%	91%	125%	150%	92%	Strong	81.82%	EXCEED	\$11,302	EXCEED	91.67%	EXCEED	90	\$145,800	\$145,800	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
2 Pyramid Partnership	Hospitality + Tourism	107%	122%	173%	212%	115%	Strong	62.50%	N/A	\$6,821	N/A	91.67%	EXCEED	96	\$334,200	\$334,320	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
3 Equus	Healthcare	116%	96%	142%	132%	105%	Strong	79.31%	EXCEED	\$8,864	EXCEED	84.21%	EXCEED	100	\$335,194	\$335,194	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
4 YWCA	TDL	60%	258%	315%	210%	150%	Strong	80.00%	EXCEED	\$13,542	EXCEED	100.00%	N/A	88	\$150,000	\$150,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
Total Sector Adult															\$965,194	\$965,314		

WIOA DISLOCATED WORKER FUNDS

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Organization Name	Industry	% Actual to Planned Placements thru 3rd Qtr.	% Actual Job Orders to planned thru 3rd Qtr.	% of Actual Businesses Served to Planned	% of Actual New Businesses Served to Planned	% of Actual to Planned System Educational Events	Fiscal Strength	2nd Qtr. employment rate	2nd Qtr. Employment Rate (thru 3rd Qtr.)	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employment rate	4th Qtr. Employment Rate (thru 3rd Qtr.)	Total Score	Dislocated Worker Funding PY23	Recommended DW Funding PY 24	Justification and Allocation Method	
Scoring Range		87%	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	Strong = 15 Medium = 10 Weak = 5		(78.5%+ Exceed= 10) (70.65%-78.5% Meet = 7) (70.65% < Fail = 4) N/A = 8		(\$11,000+ Exceed= 10) (\$9,900-\$11,000 Meet = 7) (\$9,900 < Fail = 4) N/A = 8		(77%+ Exceed= 10) (69.3%-77% Meet = 7) (69.3% < Fail = 4) N/A = 8					
Max Point Value		15	10	10		10	15		10		10		10	100				
1 National Able Network	Technology	61%	91%	125%	150%	92%	Strong	78.38%	EXCEED	\$14,216	EXCEED	75.00%	EXCEED	90	\$259,200	\$259,200	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
2 Pyramid Partnership	Hospitality + Tourism	107%	122%	173%	162%	113%	Strong	73.33%	MEET	\$7,143	FAIL	75.00%	MEET	88	\$234,475	\$234,475	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
3 Equus	Healthcare	116%	96%	142%	132%	105%	Strong	86.21%	EXCEED	\$11,862	EXCEED	86.21%	EXCEED	100	\$335,994	\$335,994	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
4 YWCA	TDL	60%	258%	315%	210%	150%	Strong	N/A	N/A	\$10,550	N/A	N/A	N/A	84	\$150,000	\$150,000	Average Performer Agency scored above 70 points. Recommend continued funding at same level for PY 2024	
Total Sector D.W.																\$979,669		

WIOA Youth

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Organization Name	Industry	% Actual to Planned Placements thru 3rd Qtr.	% Actual Job Orders to planned thru 3rd Qtr.	% of Actual Businesses Served to Planned	% of Actual New Businesses Served to Planned	% of Actual to Planned System Educational Events	Fiscal Strength	2nd Qtr. employment rate	2nd Qtr. Employment Rate (thru 3rd Qtr.)	2nd qtr. Median Earnings	2nd Quarter Median Earnings Rate	4th Qtr. employment rate	4th Qtr. Employment Rate (thru 3rd Qtr.)	Total Score	Youth Funding PY23	Recommended Youth Funding PY 24	Justification and Allocation Method	
Scoring Range		90% = 15 75% = 10 60% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	90% = 10 80% = 7 70% = 5	Strong = 15 Medium = 10 Weak = 5		(71%+ Exceed= 10) (63.9%-71% Meet = 7) (63.9% < Fail = 4) N/A = 8		(\$4500+ Exceed= 10) (\$4050-\$4500 Meet = 7) (\$4050 < Fail = 4) N/A = 8		(68.5%+ Exceed= 10) (61.65%-68.5% Meet = 7) (61.65% < Fail = 4) N/A = 8					
Max Point Value		15	10	10		10	15		10		10		10	100				
1 National Able Network	Technology	61%	91%	125%	150%	92.31%	Strong	92.00%	EXCEED	\$6,379	EXCEED	84.21%	EXCEED	90	\$50,000	\$50,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
2 Pyramid Partnership Hospitality	Hospitality + Tourism	107%	122%	173%	212%	114.81%	Strong	85.71%	EXCEED	\$6,280	EXCEED	81.48%	EXCEED	100	\$76,300	\$76,300	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
3 Equus	Healthcare	116%	96%	142%	132%	105.41%	Strong	97.73%	EXCEED	\$6,357	EXCEED	86.96%	EXCEED	100	\$50,000	\$50,000	Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024	
4 YWCA	TDL	60%	258%	315%	210%	375.00%	Strong	70.59%	MEET	\$5,244	EXCEED	58.33%	FAIL	81	\$50,000	\$50,000	Average Performer Agency scored above 70 points. Recommend continued funding at same level for PY 2024	
TOTAL YOUTH								#DIV/0!							\$226,300	\$226,300		