

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

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

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

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

(Brief pause.)

MS. FULGHAM: Adam Hecktman?

(Brief pause.)

MS. FULGHAM: Carrie Thomas?

MS. THOMAS: Present.

MS. FULGHAM: Don Finn?

(Brief pause.)

MS. FULGHAM: Donovan Pepper?

MR. PEPPER: Present.

MS. FULGHAM: Haven Allen?

UNIDENTIFIED SPEAKER: Present by proxy.

MS. FULGHAM: Jacki Robinson-Ivy?

CO-CHAIRWOMAN ROBINSON-IVY: Present.

MS. FULGHAM: Jason Spigner?

MR. SPIGNER: Present.

MS. FULGHAM: Jennifer Foster?

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

MS. LICHTENSTEIN-WALTER: Sarah

Lichtenstein-Walter as proxy.

MS. FULGHAM: Liisa Stark?

MS. MORGAN: Chiquita Morgan as proxy.

MS. FULGHAM: Marc Schulman?

(Brief pause.)

MS. FULGHAM: Michael Jacobson?

(Brief pause.)

MS. FULGHAM: Pam McDonough?

MS. McDONOUGH: Here.

MS. FULGHAM: Robert Ritter -- Reiter?

Excuse me.

(Brief pause.)

MS. FULGHAM: Smita Shah?

CO-CHAIRWOMAN SHAH: Present.

MS. FULGHAM: Tracey Scott?

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

MS. FULGHAM: Thank you.

Xochitl Flores?

MS. FLORES: Present.

MS. FULGHAM: Rahnee Patrick?

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

We have a quorum.

CO-CHAIRWOMAN SHAH: Thank you, Amelia.

Next we have minutes from the June meeting.

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

MS. PATRICK: Rahnee Patrick. So moved.

CO-CHAIRWOMAN SHAH: Second?

MS. McDONOUGH: Second.

CO-CHAIRWOMAN SHAH: Second by Pam.

All in favor aye?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Motion passes.

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

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

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

MS. FULGHAM: The note taker cannot.

MS. HOWARD: We can hear.

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

THE COURT REPORTER: I can't.

Can you please speak up a little bit, George?

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

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

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

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

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

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

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

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

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

CO-CHAIRWOMAN SHAH: Any questions?

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

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

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

MR. WRIGHT: Thanks, Carrie.

I think I should pay you for that softball

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

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

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

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

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

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

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

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

So I hope that answers your question.

MS. THOMAS: Thanks. Yeah.

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

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

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

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

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

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

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

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

MS. THOMAS: Thank you.

CO-CHAIRWOMAN ROBINSON-IVY: Is that it?

Is that the only question?

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

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

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

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

got to speak up though.

MS. FULGHAM: Can you come to the --

MS. LEWIS: Sure.

MS. FULGHAM: Thank you.

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

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

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

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

And in your packets that you received for

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

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

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

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

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

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

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

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

(Brief pause.)

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

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

MS. THOMAS: Second.

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

All in favor?

("Aye" response.)

CO-CHAIRWOMAN SHAH: The motion passes.

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

Do you want to have Becky do it?

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

well.

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

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

MS. RAYMOND: Great. Thank you.

MS. McDONOUGH: Any other questions from the Board?

(Brief pause.)

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

CO-CHAIRWOMAN SHAH: Can we have a motion to

approve the comprehensive AJC Job Center?

MR. PEPPER: So moved. Donovan.

CO-CHAIRWOMAN SHAH: Moved by Donovan.

MS. THOMAS: Second.

CO-CHAIRWOMAN SHAH: Second by Carrie.

All in favor aye?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Thank you.

Motion passes.

MS. RAYMOND: Thank you.

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

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

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

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

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

programs.

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

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

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

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

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

MS. McDONOUGH: Any questions?

Go ahead.

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

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

CO-CHAIRWOMAN SHAH: Yes.

MS. FLORES: Xochitl Flores.

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

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

So the south area there's also further south

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

MS. McDONOUGH: Carrie?

MS. THOMAS: Carrie Thomas.

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

So sorry I wasn't there, Pam.

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

funding to kind of backfill their staff costs.

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

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

Any other questions?

Comments?

(Brief pause.)

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

MS. SANTACATERINA: Yes.

MS. McDONOUGH: Yeah.

(Continuing.) -- delegate agency funding recommendations.

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

MS. McDONOUGH: Thanks you, Mary.

Do I have a second?

MR. PEPPER: Second. Donovan.

MS. McDONOUGH: Donovan.

CO-CHAIRWOMAN SHAH: All in favor?

MS. McDONOUGH: All in favor?

("Aye" response.)

MS. McDONOUGH: Any opposed?

Do we have any abstentions?

(Brief pause.)

MS. McDONOUGH: Okay. Thank you.

Career Pathway training.

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

On the dislocated side we're recommending

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

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

MS. McDONOUGH: Questions?

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

MS. SANTACATERINA: That actually was in the

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

CO-CHAIRWOMAN SHAH: Thank you.

MS. SANTACATERINA: Uh-huh.

MS. McDONOUGH: Any other questions?

(Brief pause.)

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

MR. PEPPER: So moved. Donovan.

MS. McDONOUGH: Do I have a second?

MR. SPIGNER: Second.

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

MS. McDONOUGH: Jason.

Okay. All in favor aye?

("Aye" response.)

MS. McDONOUGH: Opposed?

Do we have any abstentions?

(Brief pause.)

MS. McDONOUGH: Thank you.

Next, the eligible training provider list.

MS. SANTACATERINA: Yes. We presented

recommendation for the training provider
recertification and initial certification programs.

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

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

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

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

MS. McDONOUGH: You can go ahead.

MS. SANTACATERINA: Sure.

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

MS. McDONOUGH: Application.

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

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

Yes?

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

MS. SANTACATERINA: Oh.

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

MS. McDONOUGH: Is he here?

MR. LITTLE: Yeah.

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

Okay. Any other questions on the training provider list?

MS. PATRICK: This is Rahnee.

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

MS. McDONOUGH: Thank you.

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

MS. PATRICK: So moved. Rahnee.

MS. McDONOUGH: Thanks.

Is there a second?

MR. PEPPER: Second. Donovan.

MS. McDONOUGH: Thank you.

All in favor aye?

("Aye" response.)

MS. McDONOUGH: Opposed?

Do we have any abstentions?

MS. LICHTENSTEIN-WALTER: I'll abstain.

MS. McDONOUGH: We have one abstention.

Okay. Thank you.

Do you want to do the outcomes?

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

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

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

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

MS. McDONOUGH: Okay.

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

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

MS. McDONOUGH: All right. Okay.

Who's going to --

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(Applause.)

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

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

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

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

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

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

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

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

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

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

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

our student engagement.

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

MS. SMITH-ROSS: Yeah.

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

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

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

This is amazing. When you said 300 I said

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

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

How did you do that?

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

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

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

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

collaborated on together has just really spread the word.

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

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

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

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

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

MR. SPIGNER: Jason Spigner.

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

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

MS. MESCHINO: Absolutely.

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

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

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

Do you want to add --

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

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

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

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

MS. MESCHINO: Thank you so much.

(Applause.)

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

All right. So next will be our youth committee.

Sorry, Jose, we'll get you.

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

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

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

So it was a quick meeting but very informative.

CO-CHAIRWOMAN SHAH: Thank you so much.

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

MS. SANTACATERINA: Yes.

CO-CHAIRWOMAN SHAH: -- the numbers.

All right. Perfect.

All right. Finance committee.

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

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

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

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

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

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

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

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

Any questions on the requirements?

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

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

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

MR. MOTA: Each fiscal year.

MR. PEPPER: Each fiscal year --

MR. MOTA: Yes.

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

MR. MOTA: Met in the first year.

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

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

Any questions on that?

(Brief pause.)

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

Any questions on the audit?

MS. McDONOUGH: Great.

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

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

Any questions?

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

MR. MOTA: No, no votes required.

Thank you very much.

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

MR. MOTA: The indirect rate?

CO-CHAIRWOMAN SHAH: Indirect rate.

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

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

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

MR. MOTA: Yeah.

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

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

MR. MOTA: Yes.

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

have a sense of how much that would be?

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

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

MR. MOTA: Thank you.

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

(Brief pause.)

CO-CHAIRWOMAN SHAH: All right. Great.

Susan, we have communications update, please.

MS. MASSEL: Hi, everybody.

All right. Next slide. Sorry.

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

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

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

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

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

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

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

MS. FULGHAM: Yes, ma'am.

MS. MASSEL: Thank you.

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

You can go to the next side, please.

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

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

Next slide, please.

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

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

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

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

Next slide, please.

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

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

Next slide, please.

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

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

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

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

Next slide, please.

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

Next slide, please.

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

Next slide, please.

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

Next slide, please.

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

That might be it. Next slide, please.

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

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

(Brief pause.)

MS. MASSEL: Okay. Thank you, everybody.

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

MS. MASSEL: Yes.

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

MS. MASSEL: Yeah.

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

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

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

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

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

CO-CHAIRWOMAN SHAH: I mean --

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

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

MS. MASSEL: Yep. Got it.

CO-CHAIRWOMAN SHAH: Thank you.

MS. MASSEL: Thank you.

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

Does anybody have any questions?

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

(Brief pause.)

CO-CHAIRWOMAN SHAH: Okay. Great.

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

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

Amelia, did you have a question?

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

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

Can you state your name for the record?

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

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

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

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

CO-CHAIRWOMAN SHAH: Thank you.

Nancy?

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

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

Are they expressing those same challenges?

Are there certain sectors that may be having

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

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

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

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

So it's not a one call, right?

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

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

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

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

market can go, right?

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

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

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

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

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

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

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

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

MR. WRIGHT: Absolutely.

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

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

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

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

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

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

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

So it's really doing research, right?

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

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

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

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

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

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

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

the industry itself.

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

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

MS. CATTOUSE: Right.

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

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

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

So, once again, Carrie's question around we

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

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

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

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

CO-CHAIRWOMAN SHAH: Did Donovan have a question?

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

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

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

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

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

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

MR. WRIGHT: Great idea.

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

Pam, did you have want to add something?

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

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

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

but I think it is a legitimate point.

CO-CHAIRWOMAN SHAH: Thank you.

Is there anybody else?

I can't see on this side.

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

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

And then the other one is, and we talked

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

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

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

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

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

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

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

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

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

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

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

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

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

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

MS. McDONOUGH: So moved.

CO-CHAIRWOMAN SHAH: Moved by Pam.

MS. LICHTENSTEIN-WALTER: Second.

CO-CHAIRWOMAN SHAH: Seconded by Sarah.

All in favor?

("Aye" response.)

CO-CHAIRWOMAN SHAH: Thank you so much.

Have a wonderful day.

(Meeting adjourned.)

