Agenda

Workforce Innovation Board: Service Delivery Committee Meeting

Monday, December 16; 9:30 am – 10:30 am

Location: 69 W Washington St, Chicago, IL, 60602. Floor 22, Conference Room C

Quorum: 33% or 4 out of 11 committee members must be physically present in the room. Once quorum is met, additional members or proxies can vote or participate virtually.

(Must be in person/proxies allowed)

9:30 – 9:31   **Welcome and Roll Call; Confirmation of Quorum**

     Amelia Fulgham, Board Liaison

9:31 – 9:35   **Attendance; Approval of September Minutes***

     Greg Polman and Pam McDonough, Co-Chairs

9:35 – 10:05   **Adult & Dislocated Program Updates**

     Claudia Cattouse, Director of Program Relationship Management

- Business Relationship
- One Stop Operator Quarterly Update (Becky Raymond, ScaleLit)

     Amy Santacaterina, Director of Program Guidelines and Budgets

- Training Provider Recommendations*
  - Voting on training provider applications for continued eligibility, initial eligibility, non-recommended providers, and removed providers.
- Upcoming 2025 RFP Planning

10:05 – 10:20   **Program Performance Update**

     Marisa Lewis, Director of Program Performance

- WIOA PY '23 Outcomes (Adults and Dislocated)

10:20 – 10:30   **Public Comments & Adjournment**

*Denotes items requiring a committee vote to recommend action to the WIB

Minutes

Workforce Innovation Board: Service Delivery Committee Meeting

Monday, September 16; 9:30 am – 10:30 am

Location: 69 W Washington St, Chicago, IL, 60602. Floor 22, Conference Room G

Quorum: 33% or 4 of 11 board members, Yes

(Must be in person/proxies allowed)

In Attendance: Angela Morrison, Greg Polman, Jennifer Foster (Zoom), Pam McDonough, Rahnee Patrick.

Co-Chair Greg Polman called the meeting to order at 9:33 am. Greg Polman called for a motion to approve the minutes from the June meeting. This motion was moved by Rahnee Patrick and seconded by Angela Morrison. This motion was moved with no opposition.

Pam McDonough stated that there was a change to the agenda. Marisa Lewis will be reviewing the program performance updates before the adult and dislocated program updates.

Marisa Lewis began discussing revised language in the local plan that needs approval from the board. Marisa Lewis stated that we submitted the local plan to DCEO in the spring and they wrote back with suggested edits. She advises that we have gone through and amended the local plan based on the edits suggested by DCEO. Marisa advised that upon this board approval of the revised local plan, the next steps include obtaining signatures on the local plan's cover letter from President Preckwinkle, Mayor Johnson, and the WIB.

Some of the suggested edits included DCEO wanting us to include our PII policy, we have since added it to the local plan. We were asked for information on how we will avoid duplication of services we added a section outlining ScaleLit and the navigator model stationed throughout the One Stop Operator network. We also outlined how we are targeting special populations. We answered questions about how the local board supports state strategies by sending a full plan and table that outlines these local strategies. We detailed our local response team and other activities we are a part of including employee services for layoff tools. The plan also includes details on how we are going to meet the minimum expenditure rate for Youth programs. We go

above the minimum for out of school youth, we are at 80% instead of 70%. Marisa states that our local plan outlines how we will ensure customer choice in our training programs, along with what strategies we will employ for return on investment. The plan also outlines the different strategies we are employing for return on investment.

Pam McDonough asked if we have shared the responses from their request?
Marisa Lewis responded that we have conditionally sent in our responses. There is a rule that we must send our responses back to the state by a certain due date, the WIB is being asked to approve the amended local plan. If there are additional edits that the WIB requests, we can send another draft into the state as this is not yet considered final.

Greg called for a motion to move the approval of the local plan with revised language to the WIB for approval. This motion was moved by Pam McDonough and seconded by Rahnee Patrick. The motion was carried.

At 9:43 am, committee member Antionette Golden entered the room.

Claudia Cattouse introduced Becky Raymond from ScaleLit, who is conducting the One Stop Operator (OSO) quarterly update report.

Becky advised that the largest project from the past quarter was the recertification of the four comprehensive American Job Center's (AJC's) in WIOA 7. These four AJC's include Pilsen, King Center, Wheeling, and Prairie State. She states that page 7 of the report highlights the WIB Board members who reviewed the centers for three main areas: effectiveness, accessibility, and continuous improvement. All four AJC recertification applications are up for approval today. Becky advises that co-chair Pam McDonough was on one of the committees, and opens the floor asking if Pam has anything she would like to share with this committee?

Pam McDonough stated that she thinks it was a worthwhile process to understand the customer experience, and make sure that the people we serve have a path through the process. I think we made good recommendations. WIB Board member Haven Allen was on two different tours. We got to see some of the people receiving services. It was interesting to see that some people had jobs, they were trying to better themselves while still employed.

Becky Raymond expresses her thanks to all the people who were a part of the review committees. She advises that all four AJC recertification applications are in the materials packet. Are we moving forward with a vote?

Greg Polman stated, for program accessibility JAWS and freedom scientific were mentioned. Freedom scientific are a part of JAWS, however speech and large print are moving away from JAWS. Can we investigate this?

Becky Raymond responded thank you, we are taking notes on this, and we will be looking into it.

Greg called for a motion to approve the AJC recertifications at Pilsen, King Center, Wheeling, and the Prairie State AJC's. This motion was moved by Angela Morrison and seconded by Pam McDonough. This motion is moved.

Becky Raymond advised that the West Side AJC has moved to the Westside Learning Center at Malcom X College. The new location is in a higher foot traffic area and more accessible to the community. She states that this occurred in the last quarter. In addition, the Daley College AJC has moved from a temporary mobile trailer unit, into the main building of Daley College.

There was a New Arrivals training last month for members and the AJC network. The first systemwide meeting will be at the King Center on Friday. Committee member Angela Morrison will be moderating a panel on CEJA. We want to welcome this committee to attend.

Amy Santacaterina began reviewing the funding recommendations for Adult and Dislocated delegate agencies as well as the Carrer Pathway training programs. She reviewed the series of benchmarks that each agency and program is graded on.

The question was asked, where does additional funding come from?
Amy Santacaterina advised that we are projecting additional funding to come from the close out of a few agencies.

Angela Morrison asked what is the plan for transitioning the South Suburban AJC?
Amy Santacaterina advised that we are transitioning them out and closing as of Dec 30th, our team will go in and help with this.
Greg Polman asked if there are other agencies near them?
Amy Santacaterina responded yes; we will help transition them.

Amy Santacaterina stated that we are looking at overall funding levels, the actual chart and full details are included in the materials that were sent to you.

Pam McDonough asked if we should vote for the Adult and Dislocated delegate agency fundings individually?

Amy Santacaterina confirmed, yes.

Amy Santacaterina states that some of the benchmarks for evaluating the delegate agencies include looking at actual to planned placements, the percent of active cases, compliance score, positive exits, and WIOA performance measures. The WIOA performance measures follows program participants who have exited in the previous year for up to four quarters out.

Amy Santacaterina advised this committee of the following reccomendations being made for Adult Delegate agencies. We are recommending continued funding for 12 delegate agencies for $2,260,957. We are recommending increases based on low cost per placement for four agencies: Calumet Area Industrial Commission, Central States Ser, Dynamic Workforce Solutions and Chicago Federation of Labor Workforce and Community Initiative.
We are also recommending a slight decrease to Moraine Valley Community College for excessive costs per placement and not recommending funding for South Suburban College due to low program compliance and repeat Program Improvement Plans. We are recommending transitional funds to close out the program through December 31st of 2024.

Amy Santacaterina advised of the following recommendations being made for Dislocated Worker Delegate agencies. We are recommending continued funding for 8 delegate agencies for $1,870,000. We are recommending increases based on their low cost per placement for three agencies: Calumet Area Industrial Commission, Dynamic Workforce Solutions and Metropolitan Family Services. We also recommend placing YWCA Metropolitan Chicago for a Program Improvement Plan to address customer flow and low enrollments. We are not recommending funding for South Suburban College due to low program compliance and repeat Program Improvement Plans. Recommend transitional funds to close out the program through December 31st of 2024.

Greg Polman called for a motion to move the Adult delegate agency funding recommendations to the WIB for final vote. This motion was moved by Pam McDonough and seconded by Angela Morrison. This motion was moved.

Greg Polman called for a motion to move the Dislocated Worker delegate agency funding recommendations to the WIB for final vote. This motion was moved by Pam McDonough and seconded by Angela Morrison. This motion was moved.

Amy Santacaterina advised of the following funding recommendations being made for the Adult Career Pathway Training agencies. We are recommending continued funding for 11 delegate agencies for $2,245,000. We are also recommending increases based on their low cost per placement for two agencies: Association House and OAI, Inc. We are recommending a slight decrease to three agencies for excessive costs per placement: National Able Network, Jane Addams Resource Center and Food Hero.

Amy Santacaterina advised of the following funding recommendations being made for the Dislocated Worker Career Pathway Training agencies. We are recommending continued funding for 6 delegate agencies for $785,000. We are recommending increasing the Greater West Town Community Development Projects manufacturing program due to low cost per placement but decreasing their shipping and receiving program. We are recommending Greater West Town's shipping and receiving program for a Program Improvement Plan to address compliance issues.

Amy Santacaterina began her review of the Bridge programs. She advised that as these programs follow a different model, the benchmarks are a little different. When evaluating these programs, we are looking at case notes and measurable skills. We are recommending slight increases to the Calumet Area Industrial Commission in both adult and dislocated worker funds. We are also recommending a shift in funding decreasing dislocated worker funds and increasing funds for the adult population as adults are more in need of basic skills remediation.

Greg Polman asked if the Bridge Program is receiving less funding than usual?

Amy Santacaterina advised no; this level of funding is spot on. In the previous meeting in June, we evaluated the AJCs that have a larger budget. Today we are evaluating just two models for Adult and Dislocated Workers.

Greg Polman called for a motion to pass the Career Pathway training and Bridge program funding recommendations to the WIB for final vote. This motion was moved by Pam McDonough and seconded by Angela Morrison. This motion was moved.

Amy Santacaterina began her review of the eligible training provider list. Amy stated that each quarter all the different training providers are up for recertification and continued eligibility. She advised that the division truck driving program will not be continuing due to poor performance. She stated that 29 programs applied for initial approval. There were 7 programs not approved due to no national credentialing or accrediting body, incomplete application, or their occupation was not on the approved list, and19 programs are no longer offered by the training program.

Rahnee Patrick asked why no one noticed that some of these programs had no accrediting body?

Amy Santacaterina advised that these are programs who are submitting an initial application to be added to the list. This is their first review; this isn't a change on our end. Because these are programs applying for initial certification, they may not have read our qualifications. They may have been applying as a CNA program, and not a part of a qualifying body.

Rahnee Patrick asked what is the length of time that these programs are active for?
Amy Santacaterina advised that there are new programs who want to be on our list, and programs who are applying for recertification. We evaluate if the existing programs are able to stay, the programs who have no credentials are programs we are declining.

Greg Polman called for a motion to move the eligible training provider list to the WIB for final vote. This motion was moved by Pam McDonough and seconded by Antionette Golden. This motion was moved.

Amy Santacaterina announced that we have exceeded all of our PY23 Adult, Dislocated Worker, and Youth WIOA performance measures. She advised that we will be providing detailed reports on these outcomes in the December meeting as we are still finalizing all the data. We are going to be negotiating our performance measures with the state. Amy stated that she feels that we are fully recovered from the effects of the pandemic and are back on track.

At 10:15 am the meeting opened for public comments.

Eric Little is a member of the public, he represents the provider UR Chicago Alliance and their program CompTIA. He wanted to receive clarification regarding why the provider and program he represents were not recommended as an eligible training provider program.

Amy Santacaterina advised that this program was not recommended as the registered apprenticeship status is still pending. There was a discussion regarding the requirements of the application and registered apprenticeship status. Amy Santacaterina advised that The Partnership is happy to go back and review this application.

Nancy Cao from the mayor's office asked if the local plan includes details on how The Partnership looks at ROI and adjusts training programs accordingly? Primarily on the delegate level for cost replacement, or other levels for return of cost on training programs?

Amy Santacaterina responded, when we are evaluating training programs we are looking at cost. When we set up program models we are looking into the next program year, what models are effective, how we expanded in the previous year, expanded data, benefits, and the request for proposal (RFP). After evaluating, we may put more money into the Career Pathway program, and into On The Job (OTJ) training where we may get better return on investment. We asses delegate agencies to look at program models when we set the initial budgets.

Greg Polman asked if we track participant salaries?

Pam McDonough advised that the medium earning wage of participant salary is a benchmark we evaluate.

Nancy Cao asked if cost replacement is the primary ROI?

Amy Santacaterina advised that we look at WIOA measures in the 1st, 2nd and 4th quarters. In the 3rd quarter we are looking at analyzing larger models, we look at training related placements, and investment in training.

George Wright gave his thanks to everyone for participating. He stated his appreciation to everyone who participated in our WIOA AJC recert, as it is not a part of their day jobs. He stated his appreciation for the public comments, he gave his thanks to everyone for coming, and his thanks to the co-chairs of this committee.

Greg Polman called for a motion to adjourn this meeting. The motion was moved by Pam McDonough and seconded by Angela Morrison.

Workforce Innovation Board:
Service Delivery Committee Meeting
Monday, December 16

Quorum: 33% or 4 out of 11 committee members must be physically present in the room. Once quorum is met, additional members or proxies can vote or participate virtually. ***(Must be in person/proxies allowed)***

9:30 – 9:31   **Welcome and Roll Call; Confirmation of Quorum**

Amelia Fulgham, Board Liaison

9:31 – 9:35   **Attendance; Approval of September Minutes***

Greg Polman and Pam McDonough, Co-Chairs

9:35 – 10:05   **Adult & Dislocated Program Updates**

Claudia Cattouse, Director of Program Relationship Management

- o Business Relationship
- o One Stop Operator Quarterly Update (Becky Raymond, ScaleLit)

Amy Santacaterina, Director of Program Guidelines and Budgets

- o Training Provider Recommendations*
- o Voting on training provider applications for continued eligibility, initial eligibility, non-recommended providers, and removed providers.
- o Upcoming 2025 RFP Planning

10:05 – 10:20   **Program Performance Update**

Marisa Lewis, Director of Program Performance

- o WIOA PY '23 Outcomes (Adults and Dislocated)

10:20 – 10:30   **Public Comments & Adjournment**

*Denotes items requiring a committee vote to recommend action to the WIB

Workforce Innovation Board: One-Stop Operator

scaleLIT
December 2024

September In-Person Systemwide Gathering

Adult Education and Family Literacy (AEFL) Week Blog Post

Cross-Training: Disability Awareness

Disability Awareness Training uploaded to Disco

December In-Person

Systemwide Gathering

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

SAVE THE DATE

SYSTEMWIDE MEETING 2024

RSVP IN DISCO

IN-PERSON GATHERING

DECEMBER 12 2024 @ 10 AM

PRAIRIE STATE COLLEGE

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

PY 25 RFP Schedule

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

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

PY 25 RFP Schedule

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

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

WIOA PY 2023 Adult Snapshot

July 2023 – June 2024

3947 Registrants Served
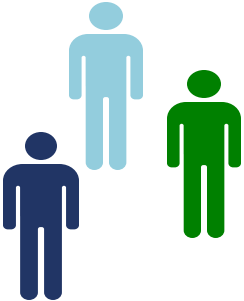
3947 Registrants
2030 New Enrollments
2003 Exiters
3257 Training

42.4% female ● 57.2% male

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

People may select more than 1 race

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

47.8% living in low poverty area

56.2% basic skills deficient

15% report prior offenses

7% report long term unemployment

6.5% single parents

6% did not graduate from high school
55% high school graduate
7.6% post high school
15.7% college graduate

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

WIOA 2023 Adult Outcomes

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

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

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

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

WIOA PY 2023 D.W. Snapshot

July 2023 – June 2024

2278 Registrants Served
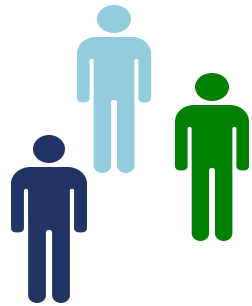
2278 Registrants
1145 New Enrollments
1072 Exiters
1826 Training

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

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

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

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

WIOA 2023 DW Outcomes

WIOA Performance Measure	Target	Meeting Range	Actual
Employment in 2nd Qtr. after Exit*	78.5%	70.65%-78.5%	79.05% (1113/1408) Exceed
Median Qtr. 2 Earnings*	$11,000	$9.900-$11,000	$11,875 /1113 Exceed
Employment in 4th Qtr. after Exit**	77%	69.3%-77%	77.2% (1178/1526) Exceed
Credential Rate**	73%	65.7%-73%	73.18% (742/1014) Exceed
Measurable Skills Gain***	56.0%	50.4%-56%	68.08% (1128/1633) Exceed

*Outcomes based on exit cohort from 7/1/22-6/30/23
**Outcomes based on exit cohort from 1/1/22-12/31/22
***Outcomes based on enrollment anniversaries from 7/1/2023-6/30/2024

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

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

Programs Recommended for Continued Eligibility December 2024

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

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

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

*Performance Update from Report

Programs Recommended for Initial Eligibility December 2024

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

Bold denotes new provider

Programs Not Recommeded December 2024

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

Programs No Longer Offered December 2024

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

LOCAL WORKFORCE INNOVATION AREA (LWIA) 7

ONE-STOP OPERATOR

SYSTEMWIDE UPDATE

DECEMBER 2024
(AUGUST 15-NOVEMBER 15, 2024)

Dear Partners,

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

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

- We send Systemwide Updates quarterly (March, June, September, and December). Our learning management system, Disco, hosts the systemwide update and the partner directory.

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

scaleLIT

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.

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

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

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

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

FACILITIES

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

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

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

In October, all 10 AJCs received portable translation devices and training on how to utilize them at their sites. Reported usage:
- Live translation in multiple languages during WIOA Orientations
- Client support in resource rooms on-site
- Event translation

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

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

CROSS TRAINING

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

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

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

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

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

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

DISCO

CUSTOMER SATISFACTION SURVEY

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

Onsite Survey collects feedback from job seekers who walk into an American Job Center or related site.
- *Methods of Survey Collection: QR Codes on Flyers, Resource Room Computers, and Kiosks.*

Workshop Survey collects feedback from job seekers who attend a workshop or event hosted by a partner.
- *Methods of Survey Collection: QR Codes and Survey links in follow-up emails.*

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

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

Contact the OSO team directly at oso@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	**Customer Satisfaction (Scale 1-5)**	**Net Promoter Score (Scale 1-10)**
13 Onsite Surveys 32 Workshop Surveys	**Overall, how would you rate your experience?**	**How likely is it that you would recommend this...?**
9,800+ Total Onsite Survey Responses	**4.8** Average Satisfaction for Onsite Services	**9.5** Average Net Promoter Score for Onsite Services
4,700+ Total Workshop Survey Responses	**4.6** Average Satisfaction for Workshops	**9.1** Average Net Promoter Score for Workshops

August - October 31, 2024 Survey Metrics

~800 Onsite Survey Responses	**4.9** Satisfaction for Onsite Services	**9.6** Net Promoter Score for Onsite Services
1,000+ Workshop Survey Responses	**4.5** Satisfaction for Workshops	**9.1** Net Promoter Score for Workshops

UNIVERSAL REFERRAL SYSTEM

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

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

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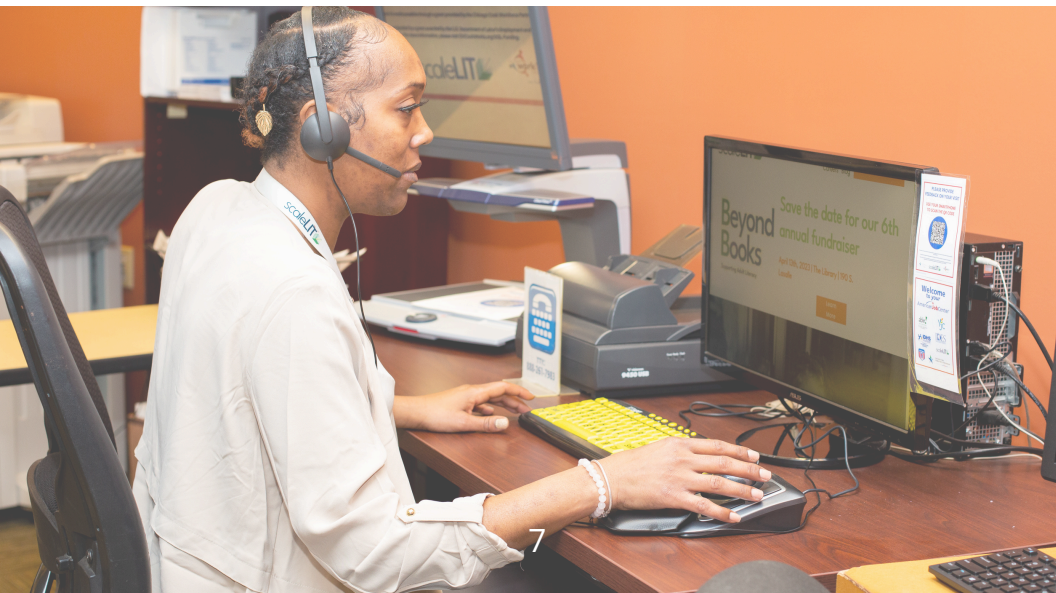
UNIVERSAL REFERRAL SYSTEM

Please review the most up-to-date Airtable User Guide and the Airtable Training Video Playlist for more information.

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

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

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

UNIVERSAL REFERRAL SYSTEM

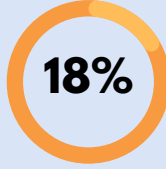## Airtable Referral Metrics

9300+
Total Airtable Referrals
(October 2, 2023 - November 15, 2024)

2100+
Referrals This Quarter
(August 15 - November 15, 2024)
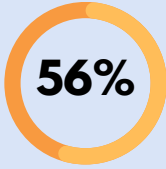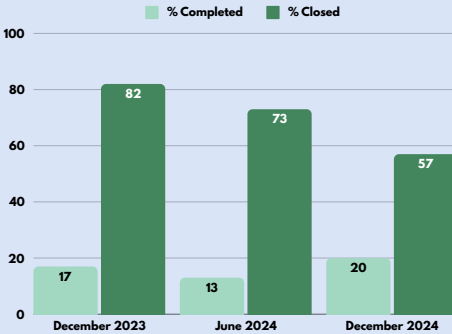
56%
**Referrals
in Progress**

18%
**Referrals
Completed***

25%
**Referrals
Closed****

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

■ % Completed ■ % Closed

	December 2023	June 2024	December 2024
% Completed	17	13	20
% Closed	82	73	57

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

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

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

BUSINESS SERVICES

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

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

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

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

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

AJC ORIENTATION & MATERIALS

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

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

AJC Orientation Video

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

Welcome to the
American Job Center Network
Learn more about resources to support you in
your career, life, and more!

American Job Centers are an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

Click here for the English Video   **Click here for the Spanish Video**

ABOUT US:

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

EMAIL:
oso@scalelit.org

LEARN MORE:
scalelit.org/oso

Scan the QR Code to join the Systemwide Space in Disco