



## Agenda

### Workforce Innovation Board: Service Delivery Committee Meeting

Monday, June 17; 9:30 am – 10:30 am

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

Quorum: 4 Board Members (in person)

**9:30 – 9:31**

#### **Welcome**

Amelia Fulgham, Board Liaison

**9:31 – 9:35**

#### **Attendance; Approval of March Minutes\***

Greg Polman and Pam McDonough, Co-Chairs

**9:35 – 10:05**

#### **WIOA Updates & Outcomes**

Amy Santacaterina, Director of WIOA Programs

- WIOA Updates and Funding
  - PY '24 Funding Overview
  - AJC's and Chatham recommendations\*
  - Sector Center funding recommendations\*
  - Transfer of funds from Dislocated to Adult\*
- Training provider recommendations\*

**10:05 – 10:20**

#### **Service Integration Update**

Marisa Lewis, Director of Development

- One Stop Operator procurement update and funding recommendation\*
- One Stop certification

**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

Tuesday, March 12, 2024; 9:30 am – 10:30 am

In Person Meeting 69 W Washington St, Chicago, IL, 60602 – 22<sup>nd</sup> Floor, Conference Room G.

Quorum? Yes

**In Attendance:** Greg Polman, Carrie Thomas, Lorne C. Green, Jocelyn Romasanta, Mark SandersII, Rahnee Patrick, Angela Morrison, Antoinette “Toni” Golden, Amelia Fulgham, Nicole Peace, Susan Massel, George Wright, Amy Santacaterina, Kit White, Marisa Lewis, Becky Raymond, Robert Guzman

At 9:31 am the meeting was called to action with attendance taken by Amelia Fulgham.

#### **Approval of December Minutes\***

Greg Polman and Pam McDonough, Co-Chairs

At 9:35 am Greg Polman called for a motion to approve the December 2023 minutes. The motion was moved by Mark Sanders and seconded by Angela Morrison. Motion moved with one abstention from Rahnee Patrick due to absence from the December 2023 meeting.

#### **WIOA Updates & Outcomes**

Amy Santacaterina, Director of WIOA Programs

Amy states that as there has been an influx of immigrants, or new arrivals, arriving to Chicago. The Partnership is assisting with DCO and The City of Chicago to assist in new arrivals obtaining temporary protective status and work authorization. We are attending large scale events at the federal Metcalf building to introduce workforce development to the new arrivals. Amy reviewed an extensive list of partner agencies with whom we are collaborating. Amy advised that we are building a database of information collected from the new arrivals so we may evaluate trends, outcomes, and impacts. We have collected data from 1737 people who



have completed our survey. She states that 50% of new arrivals surveyed are within the 25-35 age bracket. We are also collecting data on previous work history. Based on our data, there is interest in the construction and labor industries, and smaller percentages of people interviewed have work history in the manufacturing or hospitality industries. The data shows that 47% of the surveyed population have a high school education level.

Amy continues to review the employer outreach program for the new arrivals' initiative. We are educating employers, dispelling myths, and providing resources around hiring new arrivals. On the 14<sup>th</sup> of February we hosted a resource fair and connected over 200 people with programs and resources available to them as new arrivals. We are reaching out to direct the attendees of this event to the AJCs and additional community resources so they may build job ready skills and become connected to work opportunities. This March, we will be hosting a hiring event at Malcolm X college. There will be employers on site working with the new arrivals to acquire employment.

Greg Polman asked if there is a large volume of new arrivals with language barriers?

Amy responded yes. There are several people receiving services with limited English. We are connecting these people with ESOL and Title 2 services.

Greg asked if people from Venezuela are getting priority?

Amy advised Yes. There are some other people who are also getting priority such as immigrants from Ukraine, Haiti and Afghanistan. People who arrive before July 31<sup>st</sup> can qualify for temporary protective status. For the most part, the migrants from Afghanistan and Ukraine have already taken advantage of this opportunity.

Amy states that this initiative has been a huge lift for the network and our partners. Every day we have been staffed at the Metcalf building, connecting people to our network of agencies and



services. The team The Partnership has coordinated services and effort to put together hiring fairs and resource fairs, like the event next week.

Amy reviewed the statistics of the WIOA adult and dislocated worker programs. Adult programs have a breakdown of 58% male, 42% female service users. This upward trend in male users has been noted since the pandemic. Pre-pandemic showed a higher usage in females, if not a closer 50/50 split. Amy advised she believes this is due to the pandemic causing more women staying at home to be caretakers.

Amy continues to review the Quest grant, a national dislocated worker grant. This is a specialty grant ending in September 2024 that is for traditionally underserved populations. Currently, we have 3231 people who are part of a paid disaster relief work crew. This under community health sector, this crew is working in community groups educating people about Covid-19 and public health. As the new arrivals acquire their work authorizations, they will be able to enroll in this grant working in the disaster relief program.

Robert Guzman asked, on the adult WIOA program statistics we are reporting 20% Hispanics served. Will this increase as more Hispanic people are attending hiring events, and a higher volume of Spanish speaking coordinators at the AJC's?

Amy responded yes; we can expect the percentage of Hispanics served to increase.

Amy continued on to discuss the vote for transferring WIOA 1E Funds. We received \$2M in 1E funding from DCO for dislocated worker training. This is new money coming in. The vote we are recommending is to move \$2M of formula funding from 1D to the adult worker programs. The specialty Quest grant we received is targeted for dislocated workers. We have a huge need on the adult side. A large amount of adults receiving services are basic skills deficient or low

income. The new migrant population would fall under the adult side and dislocated workers with prior employment who have been laid off. We are recommending transferring from dislocated to adult as we have this 1E money that is otherwise going to dislocated workers.





Greg called for a motion to move this request to transfer funds to the WIB for final voting. This motion was moved by Mark SandersII, seconded by Lorne C. Green. Motion moved.

Amy continued to state that there is a temporary suspension on adult ITA's as we were spending through the ITA budget quickly. We will resume ITA services in mid-April so that these services can be issued through the rest of the program year. Please reference the graphic pie chart in the slide deck to see a breakout of where the ITAs are going to. You will find that the majority are going to transportation and logistics, this is mainly the CDL program. Amy states that we are holding a meeting with the CDL program CEO to ensure we are getting a proper return on investment. We understand that people are getting credentials, but we want to measure impacts and understand if service users are getting jobs after credentials.

Amy states that DCO just released a notice of funding opportunity. We are submitting a proposal to DCO for separate funding to support the new arrivals as this is not WIOA money, but state funded. The money is only through June 30<sup>th</sup> of 2024. Amy states that although this is a short turnaround, this will allow us to re-coop pre-award costs for work we have done since January. Amy advised we have a team putting together programs to re-coop some of the other costs.

Amy called for questions.

Susan Massel added that we have 180 people registered for the March 19<sup>th</sup> hiring event. She asks that members of this committee please come to promote it. We are using level up AJC as a portal and have had over 1000 new visitors within the last week. Susan advised she can bring materials to support on request.

Greg Polman asked the question, For the ITA money being spent, do we have any statistics on dollars to successful placements?

Amy advised she does not have this data handy, but she can do some analysis on this.

Greg advised we should know the return on the investment.



Amy advised this is part of why the ITAs are halted as we are analyzing this data. We want to really look into the CDL program as they make up so much of our ITAs.

Amy advised we will move into the local and regional plans led by Pilar Trejo.

Pilar began the discussion by summarizing the composition of the regional and local plans. She states that these are both 4-year plans to integrate the workforce system. We are currently in the middle of renewing the local plan. The local plan encompasses Cook County and all the collar counties, WIOA 7 focuses on chapters 4-6. Pilar states that both plans are out for public commentary. She also advises that to follow the States vision we need to meet employers, job seekers and communities where they are. Creating these plans is all about the customer service experience. These chapters use principal as an overarching theme.

Pilar reviewed the WIOA local plan process and planning guide. She states that the final plan is out on November 23rd.

Regional and local stakeholders review and add public comments to both plans. Last year we reviewed what needed to be updated in the local plan. The plan was posted for a 30-day review starting Jan 16<sup>th</sup>. The last day for public comment and review is March 17<sup>th</sup>, afterwards the questions and suggestions will be submitted to the state.

The LWIOA will approve the local plan by March 19<sup>th</sup>. Until the 31<sup>st</sup> of the month, we will include public comments. After the State has completed their review period, we will receive final feedback on June 30<sup>th</sup> with an effective date of July 31<sup>st</sup>. Within 2 years modifications can be made based on the labor market or financial reasons. In 2028 we will be creating a new local and regional plan.

Pilar called for questions.

Greg complimented Pilar's presentation.

Pilar welcomed more input and stated that the plans are posted to our website. Pilar advised to feel free to review the sections that are most relevant to your sector for comments.



Greg called for a motion to approve the local and regional plans. The motion was moved by Mark SandersII, and seconded by Rahnee Patrick. Motion moved with no opposition.

Amy came back to the podium to review new WIOA policy letters.

The career planning policy letter outlines key items needed for the basic requirements of career planning. These key items cover an expectation for a customer service centered approach and a collaborative process between the participant and career planner. Outlining these key items will help develop individualized plans for participants to end with a job and career. The policy letter outlines more requirements that will aid in assessing barriers and providing services to the people we serve.

Greg called for questions about the career planning policy letters. There were no questions at this time.

Greg called for a motion to move the career planning policy, Rahnee Patrick moved the motion, Mark SandersII seconded. Motion moved.

Amy Santacaterina moved on to the One Stop Operator Procurement policy letter. Amy explains the selection process for determining One Stop Operator (OSO), the role of OSO along with who can apply to be an OSO provider. She states that we will be issuing another procurement for the OSO. Amy called for questions.

Greg Polman asked how this affects the partnership? Which category is this, is Rebecca apart of this organization?

Amy responds that we issued an RFP and acquired OSO, this is ScaleLit. They are not employees of The Partnership as they are subcontractors for OSO.

Greg called for a motion to move the One Stop Operator procurement policy letter. Mark SandersII moved the motion, Rahnee Patrick seconded the motion. Motion moved.



Amy moved on to the training providers list. Every quarter we receive requests and applications for training providers to enter the eligible training provider list. Organizations must recertify every 2 years. There is an initial certification, and recertification. Non-recommended training providers are usually due to program or school changes that no longer align with what we are doing within The Partnership. Amy advised that the board needs to approve these recommendations. Greg called for questions. Mark SandersII asked why Harper College is no longer recommended? Amy advised that Harper College may not have resigned their contract.

Lorne C. Green noted that there is not a lot of outcome data. Amy advised that we compare current data to the historical years of data to compare training program attendance. Without large sample sizes, we only have data from 2 years of exiting service users. The truck driver programs have outcomes we can analyze. Greg Polman asked what's the justification for keeping programs that only host 1 - 2 training courses a year? Amy advised these programs are just on the list, these programs applied as they want to be approved for ITAs if someone chooses them. Greg asked if there was any additional marketing for these programs?. Amy advised they may not have WIOA funding, all we have data on is the WIOA customer.

Greg called for motion on the March ITA. Motion moved by Lorne C. Green and seconded by Mark SandersII. Motion moved.

Amy stated she petitioned the state to allow barber training to be on the state list of approved ITA's. Barber colleges were removed as an approved training type that can receive ITAs. Amy advised that barber colleges work well for the adult populations as these programs allow for some entrepreneurial growth.

Angela noted that the state removed the barbers' colleges, however the state allows cosmetology courses. Amy advised there is a distinction. Because we added cosmetology, we want to add the barber track so that we are offering both. Barbering is not included in cosmetology.

## **One Stop Operator Quarterly Report**



Becky Raymond, ScaleLIT

Becky advised the OSO packet is in the materials. The highlights are that the systemwide virtual meeting will be next week. This meeting will be focusing on Title II so that all partners may be aware of what services Title II offers.

OSO has collaborated with The Partnership to update the signage at the AJCs. This is so the public can see consistent naming of AJCs within the city and county. Becky advised they have been cross training and establishing learning programs for adults. There has been training and information released on the different titles and services with the AJCS. Metrics from the customer service survey data collected can be found on page 6. Staff members hold a center level orienting meeting to review what's going well and what can be used for improvement based on the customer service survey results.

The team continues to have weekly office hours for Airtable referrals. Becky advises that on page 8 we can see that there is an increase of Airtable usage as we are getting everyone on the same page. We can determine when referrals are closed and pending. The team will continue to work on business services, staffing and configuration using the work group to align the efforts.

Becky called for questions.

Rahnee asked about the universal referral system. She states that she is curious about the format, if its WGAC, has trans accessibility for users, including staff that are low vision or blind?

Rahnee advised that there are state laws requiring accessibility. However, sometimes there is software that slips through not meeting these requirements.

Becky advised she would find out and share with everyone. She states she and Robert have been working with a work group to help design this software.

Carrie Thomas asked Becky if she provides referral summaries or reports to partners. Carrie is interested in how many referrals they made and who creates these reports.

Robert Guzman advises that the administrators who can see the reports are Jeffery from the city and Tina Salgado for the county. They have an executive Airtable account to pull reports, they each have about 4 staff members each who receive referrals.

Carrie clarified to ask if individual partners can gather their own reports if needed?

Becky advised that we use Airtable as it is customizable. When partner meetings occur, we review how many referrals are closed, what referrals are stuck in the system, what's un-responded to for 3-4 days, and continue conversations at partner level meetings.

There were no additional questions.



## **Public Comments & Adjournment**

George Wright stated his gratitude to everyone in this subcommittee for their support. He stated that everyone in this room dives into the material much deeper than the full workforce innovation board. The full board relies on this subcommittee. George gives his thanks to the service delivery committee for their participation and dedication.

Amelia Fulgham advised that the full slide deck will be distributed to attendees.

There was no public comment.

At 10:32 pm Greg called for a motion to adjourn the meeting. Motion moved by Mark SandersII, and seconded by all. Meeting adjourned at 10:33 pm.

**THE CHICAGO COOK WORKFORCE PARTNERSHIP FUNDING OVERVIEW**

**PRELIMINARY RECOMMENDATIONS**

**WIOA ADULT AND DISLOCATED WORKER PROGRAM YEAR (PY) 2024**

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

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

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

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



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

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

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

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

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

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

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



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

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

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

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

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

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

## Reference Guide for PY 2024 WIOA Sector Centers

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

LWIA #7 ITA Programs Recommended for Continued Eligibility June 2024

| Provider Name                                   | Program Name  | Credential  | Industry                         | Initial or Continued | #Exited | Average Wage | SC  | CAR | TREE |
|---|---|---|----------------------------------|----------------------|---------|--------------|-----|-----|------|
| Chicago Professional Center                     | Residential / Commercial HVAC Technician / Electrician      | Environmental Protection Agency Certificate                         | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Chicago State University                        | Clinical Dental Assistant                                   | AMP Certification   | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| First Step to Excellence Health Care            | Basic Nurse Assistant Training                              | Illinois Department of Public Health Certificate                    | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| First Step to Excellence Health Care            | Phlebotomy Certification                                    | National Healthcare Association Certificate                         | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| First Step to Excellence Health Care            | Practical Nurse Training Program                            | Illinois Department of Financial and Professional Regulation        | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Grand Circus                                    | Full Time/After Hours Full Stack JavaScript                 | Industry Recognized Portfolio                                       | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Grand Circus                                    | Full Time/After Hours Full Stack C#.NET                     | Industry Recognized Portfolio                                       | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harold Washington College                       | Human Resources-Basic Certificate                           | Accreditation Council for Business Schools and Programs Certificate | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | A.A.S. Refrigeration and Air Conditioning Technology Degree | Illinois Community College Board Associates Degree in Arts          | Manufacturing                    | C                    | 1       | \$38.46      | N/A | N/A | N/A  |
| Harper College                                  | A.A.S. Surgical Technology Degree                           | Illinois Community College Board Associates Degree in Science       | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Air Conditioning and Refrigeration Service Certificate      | Harper College Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | AWS SysOps Administrator + Network Support Technician       | CompTIA, Amazon Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Business Management Certificate                             | Harper College Certificate  | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Business Management Certificate-Fast Track                  | Harper College Certificate  | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | CISSP + PMP Certification Prep                              | Project Management Institute Certificate                            | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | CISSP, Network+, and Security+                              | CompTIA Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Harper Heating Service Certificate                          | Harper College Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Human Resource Management Certificate Fast Track            | Harper College Certificate  | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Maintenance Mechanic I Certificate                          | NIMS Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Maintenance Mechanic II Certificate                         | NIMS Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Microsoft Office Admin + MOS Exam + Elect Bookkeeping       | Microsoft Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Network+ Security+ and Cybersecurity Analyst+               | CompTIA Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Python + Big Data + R Programming + MOS Excel               | Harper College Certificate  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Python Programming + Interactive Website Design             | Harper College Certificate  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Refrigeration Service Certificate (Harper College)          | Harper College Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Residential Comfort Systems Certificate                     | Harper College Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Residential Heating, Air Conditioning and Refrigeration     | Harper College Certificate  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Harper College                                  | Graphic Arts Design Certificate                             | Harper College Certificate  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| HVACC Tech                                      | HVAC/R Training   | EPA Universal License and R-401A Safety Certification               | Manufacturing                    | I                    | N/A     | N/A          | N/A | N/A | N/A  |
| HVACC Tech                                      | Electrical Technician                                       | NCCER Certification   | Manufacturing                    | I                    | N/A     | N/A          | N/A | N/A | N/A  |
| IT Expert System, Inc                           | Big Data & Database Management                              | Oracle, Amazon, Agile Certification                                 | Information Technology           | C                    | 5       | \$42.95      | N/A | N/A | N/A  |
| IT Expert System, Inc                           | E-Commerce Program  | Javan, Amazon, Oracle Certification                                 | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| IT Expert System, Inc                           | Management Program  | Agile, Institute for Project Management Certification               | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| IT Expert System, Inc                           | Office Administration                                       | Microsoft, Oracle Certification                                     | Business & Professional Services | C                    | 1       | \$47.50      | N/A | N/A | N/A  |
| IT Expert System, Inc                           | Quality Analysis Program                                    | Agile, Oracle Certification   | Information Technology           | C                    | 1       | \$30.87      | N/A | N/A | N/A  |
| IT Expert System, Inc                           | System Engineering Program                                  | Agile, Amazon Certification   | Information Technology           | C                    | 1       | \$49.52      | N/A | N/A | N/A  |
| Kennedy King                                    | Cybersecurity-BC  | Kennedy King Basic Certificate                                      | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Cybersecurity-AC  | Kennedy King Advanced Certificate                                   | Industry                         | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Cybersecurity-AAS   | Kennedy King Associate of Arts                                      | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Game Design and Development                                 | Associate in Applied Science  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Software Development  | Associate in Applied Science  | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Software Development  | Kennedy King Advanced Certificate                                   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Kennedy King                                    | Software Development  | Kennedy King Basic Certificate                                      | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Lincoln College of Technology                   | Welding and Metal Fabrication Technology                    | Lincoln College Certificate   | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Lincoln College of Technology                   | Welding Technology  | Lincoln College Certificate   | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Morton College                                  | Heating, Ventilation and Air Conditioning                   | Morton College Certificate  | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| National College of Health                      | Magnetic Resonance Imaging (MRI) Technologist               | AMRMRI Certificate  | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| National College of Health, Inc                 | Dental Assistant  | DNAB Certificate  | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| National College of Health, Inc                 | Dialysis Technologist                                       | NCCT, BONENT Certificate  | Healthcare & Social Services     | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| New Horizons Computer Learning Center           | Business Office Associate                                   | Microsoft Certificate   | Business & Professional Services | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Prairie State College                           | Web Developer Technician Certificate                        | Prairie State College Certificate                                   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Prairie State College                           | Web Junior Technician Certificate                           | HTML, CIW Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Prairie State College                           | Web Master Technician Certificate                           | HTML, CIW Certificate   | Information Technology           | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| Springboard Dental Institute                    | Dental Assisting Training Program                           | Registered Dental Assistant (RDA) though AMT                        | Healthcare & Human Services      | I                    | 1       | \$18.50      | N/A | N/A | N/A  |
| The Chicago Center for Arts & Technology        | Food Quality Control/Assurance Lab Technician               | Hazard Analysis Critical Control Points Certificate                 | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| The Chicago Center for Arts & Technology        | Advanced Manufacturing Maintenance Mechanics Program        | Manufacturing Service Skills Council Certificate                    | Manufacturing                    | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| The Chicago Center for Arts & Technology        | Health Information Technology                               | American Academy of Professional Coders Certificate                 | Health & Human Services          | C                    | N/A     | N/A          | N/A | N/A | N/A  |
| <b>Measure</b>                                  | <b>Goal</b>   | <b>Meeting Rate</b>   |                                  |                      |         |              |     |     |      |
| Successful Training Completion Rate (SC)        | 70%   | 63%-70%   |                                  |                      |         |              |     |     |      |
| Credential Attainment Rate (CAR)                | 60%   | 54%-60%   |                                  |                      |         |              |     |     |      |
| Training-Related Entered Employment Rate (TREE) | 70%   | 63%-70%   |                                  |                      |         |              |     |     |      |
| Met Measure                                     | SC=Successful Completion                                    | I=Initial (Certified 1 year ago)                                    |                                  |                      |         |              |     |     |      |
| Exceeded Measure                                | CAR=Credential Attainment Rate                              | C=Continued (Certified for 2 or more years)                         |                                  |                      |         |              |     |     |      |
| Failed Measure                                  | TREE=Training Related Entered Employment                    |   |                                  |                      |         |              |     |     |      |

LWIA #7 ITA Programs Recommend for Initial Certification June 2024

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

LWIA #7 ITA Programs not Recommended for Certification June 2024

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



|          | Organizational<br>Experience and Staffing<br>Plan (30 pts) | Program Design<br>(40 pts) | Fiscal Score (30 Pts) | Total (100pts) |
|----------|--|----------------------------|-----------------------|----------------|
| ScaleLit | 25.64  | 34.47                      | 27.6                  | 87.71          |
| Equus    | 24.65  | 26.33                      | 28.28                 | 79.26          |

Funding Recommendation

225,000 1A

225,000 1D

**450,000 Total Award**

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

|   | A   | B   | C                             | D                                   | E  | F  | G                             | H                              | I                                     | J                             | K                        | L  | M                        | N  | O                        | P  | Q           | R            | S                         | T   |  |
|---|---|---|-------------------------------|-------------------------------------|--|--|-------------------------------|--------------------------------|---------------------------------------|-------------------------------|--------------------------|--|--------------------------|--|--------------------------|--|-------------|--------------|---------------------------|---|--|
|   | Organization Name                                       | Service Location                            | Total Served thru 3rd quarter | % Actual to Planned New Enrollments | % Actual to Planned Placements thru 3rd Qtr. | % of Active Cases with current Case Notes (within 30 days) | Percent of Businesses Served  | Program Compliance Score       | Fiscal Capacity                       | % Positive Exits              | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate thru 3rd Qtr.                         | 2nd qtr. Median Earnings | 2nd Quarter Median Earnings Rate   | 4th Qtr. employment rate | 4th Qtr. Employment Rate thru 3rd Qtr.                                 | Total Score | PY 23 Amount | Recommended PY 24 Funding | Justification   |  |
|   | Scoring Range   |   |                               | 85% =10<br>70% = 7 55%<br>= 5       | 85% =10<br>70% = 7 55%<br>= 5                | 85% =10<br>70% = 7 55%<br>= 5                              | 85% =10<br>70% = 7 55%<br>= 5 | 90% = 10<br>80% = 7 70%<br>= 5 | Strong = 10<br>Medium = 7<br>Weak = 5 | 70% =10<br>60% = 7<br>50% = 5 |                          | (71%+ Exceed= 10)<br>(63.9%-71% Meet = 7)<br>Fail = 4) N/A = 8 |                          | (\$7500+ Exceed= 10)<br>(\$6750-\$7500 Meet = 7)<br>(\$6750< Fail = 4) N/A = 8 |                          | (69%+ Exceed= 10)<br>(62.1%-69% Meet = 7)<br>(62.1%< Fail = 4) N/A = 8 |             |              |                           |   |  |
|   | Maximum Point Value                                     |   |                               | 10                                  | 10   |  | 10                            | 10                             | 10                                    | 10                            |                          | 10   |                          | 10   |                          | 10   | 100         |              |                           |   |  |
| 1 | <b>Business &amp; Career Services Arlington Heights</b> | 1400 S. Wolf Rd., Wheeling                  | 419                           | 208%                                | 229%   | 96%  | 126%                          | 98%                            | Strong                                | 94%                           | 77.53%                   | EXCEED   | \$13,607                 | EXCEED   | 74.23%                   | EXCEED   | <b>100</b>  | \$480,000    | <b>\$480,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |  |
| 2 | <b>EQUUS North Side @ Truman College</b>                | Truman College 1145 W. Wilson Ave., Chicago | 170                           | 167%                                | 86%  | 98%  | 153%                          | 92%                            | Strong                                | 75%                           | 68.33%                   | MEET   | \$11,418                 | EXCEED   | 69.66%                   | EXCEED   | <b>97</b>   | \$450,000    | <b>\$450,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |  |
| 3 | <b>E&amp;ES Maywood</b>                                 | 1701 S. 1st Ave., Maywood                   | 176                           | 107%                                | 104%   | 70%  | 173%                          | 94%                            | Strong                                | 85%                           | 82.46%                   | EXCEED   | \$10,630                 | EXCEED   | 70.00%                   | EXCEED   | <b>97</b>   | \$400,000    | <b>\$400,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |  |
| 4 | <b>E&amp;ES @ The King Center</b>                       | 4314 S. Cottage Grove, Chicago              | 226                           | 106%                                | 89%  | 93%  | 180%                          | 97%                            | Medium                                | 59%                           | 78.41%                   | EXCEED   | \$10,881                 | EXCEED   | 61.07%                   | FAIL   | <b>86</b>   | \$670,000    | <b>\$670,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |  |



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

|   | A   | B                                       | C                             | D                                   | E  | F  | G                            | H                           | I                                     | J                             | K                        | L  | M                        | N  | O                        | P  | Q           | R            | S                         | T   |
|---|---|---|-------------------------------|-------------------------------------|--|--|------------------------------|-----------------------------|---------------------------------------|-------------------------------|--------------------------|--|--------------------------|--|--------------------------|--|-------------|--------------|---------------------------|---|
|   | Organization Name                           | Service Location                        | Total Served thru 3rd quarter | % Actual to Planned New Enrollments | % Actual to Planned Placements thru 3rd Qtr. | % of Active Cases with current Case Notes (within 30 days) | Percent of Businesses Served | Program Compliance Score    | Fiscal Capacity                       | % Positive Exits              | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate thru 3rd Qtr.                         | 2nd qtr. Median Earnings | 2nd Quarter Median Earnings Rate   | 4th Qtr. employment rate | 4th Qtr. Employment Rate thru 3rd Qtr.                                 | Total Score | PY 23 Amount | Recommended PY 24 Funding | Justification   |
|   | Scoring Range                               |   |                               | 85% =10<br>70% = 7 55% = 5          | 85% =10<br>70% = 7 55% = 5                   | 85% =10<br>70% = 7 55% = 5                                 | 85% =10<br>70% = 7 55% = 5   | 90% = 10<br>80% = 7 70% = 5 | Strong = 10<br>Medium = 7<br>Weak = 5 | 70% =10<br>60% = 7<br>50% = 5 |                          | (71%+ Exceed= 10)<br>(63.9%-71% Meet = 7)<br>Fail = 4) N/A = 8 |                          | (\$7500+ Exceed= 10)<br>(\$6750-\$7500 Meet = 7)<br>(\$6750< Fail = 4) N/A = 8 |                          | (69%+ Exceed= 10)<br>(62.1%-69% Meet = 7)<br>(62.1%< Fail = 4) N/A = 8 |             |              |                           |   |
|   | Maximum Point Value                         |   |                               | 10                                  | 10   |  | 10                           | 10                          | 10                                    | 10                            |                          | 10   |                          | 10   |                          | 10   | 100         |              |                           |   |
| 5 | E&ES Harvey                                 | 16845 South Halsted, Harvey             | 300                           | 193%                                | 111%   | 100%   | 60%                          | 90%                         | Medium                                | 75%                           | 68.70%                   | MEET   | \$12,112                 | EXCEED   | 72.50%                   | EXCEED   | <b>89</b>   | \$345,000    | <b>\$345,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 6 | E&ES Southwest Daley College                | 7500 S. Pulaski Rd., Bldg. 100, Chicago | 256                           | 251%                                | 131%   | 85%  | 150%                         | 94%                         | Medium                                | 78%                           | 74.24%                   | EXCEED   | \$9,652                  | EXCEED   | 70.56%                   | EXCEED   | <b>97</b>   | \$510,000    | <b>\$490,000</b>          | Strong Performer Agency scored above 85 points. Recommend continued funding at slightly reduced level to remove security costs in new space for PY 2024 |
| 7 | National Able Network Prairie State College | 202 S. Halsted, Chicago Heights         | 145                           | 268%                                | 138%   | 96%  | 37%                          | 95%                         | Strong                                | 54%                           | 67.54%                   | MEET   | \$10,402                 | EXCEED   | 69.81%                   | EXCEED   | <b>82</b>   | \$325,000    | <b>\$325,000</b>          | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024   |

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

|    | A                               | B                                    | C                             | D                                   | E  | F  | G                             | H                              | I                                     | J                            | K                        | L  | M                        | N  | O                        | P  | Q           | R            | S                         | T   |  |
|----|---------------------------------|--------------------------------------|-------------------------------|-------------------------------------|--|--|-------------------------------|--------------------------------|---------------------------------------|------------------------------|--------------------------|--|--------------------------|--|--------------------------|--|-------------|--------------|---------------------------|---|--|
|    | Organization Name               | Service Location                     | Total Served thru 3rd quarter | % Actual to Planned New Enrollments | % Actual to Planned Placements thru 3rd Qtr. | % of Active Cases with current Case Notes (within 30 days) | Percent of Businesses Served  | Program Compliance Score       | Fiscal Capacity                       | % Positive Exits             | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate thru 3rd Qtr.                         | 2nd qtr. Median Earnings | 2nd Quarter Median Earnings Rate   | 4th Qtr. employment rate | 4th Qtr. Employment Rate thru 3rd Qtr.                                 | Total Score | PY 23 Amount | Recommended PY 24 Funding | Justification   |  |
|    | Scoring Range                   |                                      |                               | 85% =10<br>70% = 7 55%<br>= 5       | 85% =10<br>70% = 7 55%<br>= 5                | 85% =10<br>70% = 7 55%<br>= 5                              | 85% =10<br>70% = 7 55%<br>= 5 | 90% = 10<br>80% = 7 70%<br>= 5 | Strong = 10<br>Medium = 7<br>Weak = 5 | 70% =10<br>60%= 7<br>50% = 5 |                          | (71%+ Exceed= 10)<br>(63.9%-71% Meet = 7)<br>Fail = 4) N/A = 8 |                          | (\$7500+ Exceed= 10)<br>(\$6750-\$7500 Meet = 7)<br>(\$6750< Fail = 4) N/A = 8 |                          | (69%+ Exceed= 10)<br>(62.1%-69% Meet = 7)<br>(62.1%< Fail = 4) N/A = 8 |             |              |                           |   |  |
|    | Maximum Point Value             |                                      |                               | 10                                  | 10   |  | 10                            | 10                             | 10                                    | 10                           |                          | 10   |                          | 10   |                          | 10   | 100         |              |                           |   |  |
| 8  | National Able Network Pilsen    | 1700 W. 18th Street, Chicago         | 125                           | 123%                                | 79%  | 97%  | 50%                           | 95%                            | Strong                                | 63%                          | 70.42%                   | MEET   | \$11,820                 | EXCEED   | 59.72%                   | FAIL   | 75          | \$400,000    | \$400,000                 | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024 |  |
| 9  | KRA West Side                   | 605 S. Albany Ave., Chicago          | 108                           | 98%                                 | 68%  | 82%  | 65%                           | 93%                            | Strong                                | 74%                          | 70.97%                   | MEET   | \$11,275                 | EXCEED   | 75.73%                   | EXCEED   | 84          | \$525,000    | \$335,000                 | Average Performer. Reducing funding as moving to smaller space with lower capacity.                     |  |
| 10 | SERCO, Inc. South West Suburban | 7222 W. Cermak Ave., North Riverside |                               | 240%                                | 276%   | 95%  | 162%                          | 91%                            | Strong                                | 82%                          | 71.26%                   | EXCEED   | \$8,188                  | EXCEED   | 76.56%                   | EXCEED   | 100         | \$355,000    | \$355,000                 | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |  |
|    | TOTAL                           |                                      | 1925                          |                                     |  |  |                               |                                |                                       |                              |                          |  |                          |  |                          |  |             | \$4,460,000  | \$4,250,000               |   |  |

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

|  | A   | B   | C            | D                                   | E  | F   | G                             | H                           | I                                     | J                             | K                        | L  | M  | N                                | O  | P                                      | Q           | R                              | S   | T   |
|--|---|---|--------------|-------------------------------------|--|---|-------------------------------|-----------------------------|---------------------------------------|-------------------------------|--------------------------|--|--|----------------------------------|--|--|-------------|--------------------------------|---|---|
|  | Organization Name                                       | Service Location                            | Total Served | % Actual to Planned New Enrollments | % Actual to Planned Placements thru 3rd Qtr. | % of Active Cases with current Case Notes (within 30) | Percent of Business es Served | Program Compliance Score    | Fiscal Capacity                       | % Positive Exits              | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate thru 3rd Qtr.                                       | 2nd qtr. Median Earnings   | 2nd Quarter Median Earnings Rate | 4th Qtr. employment rate   | 4th Qtr. Employment Rate thru 3rd Qtr. | Total Score | PY 23 Dislocated Worker Amount | Recommended Dislocated Worker PY 24 Funding | Justification   |
| <b>Dislocated Worker Scoring Range</b> |   |   |              | 85% =10<br>70% = 7 55% = 5          | 85% =10<br>70% = 7 55% = 5                   | 85% =10<br>70% = 7 55% = 5                            | 85% =10<br>70% = 7 55% = 5    | 90% = 10<br>80% = 7 70% = 5 | Strong = 10<br>Medium = 7<br>Weak = 5 | 80% =10<br>73% = 7<br>60% = 5 |                          | (78.5%+ Exceed= 10)<br>(70.65%-78.5% Meet = 7)<br>(70.65%< Fail = 4) N/A = 8 | (\$11,000+ Exceed= 10)<br>(\$9,900-\$11,000 Meet = 7)<br>(\$9,900< Fail = 4) N/A = 8 |                                  | (77%+ Exceed= 10)<br>(69.3%-77% Meet = 7)<br>(69.3%< Fail = 4) N/A = 8 |  |             |                                |   |   |
| <b>Maximum Point Value</b>             |   |   |              | 10                                  | 10   | 10  | 10                            | 10                          | 10                                    | 10                            |                          | 10   |  | 10                               |  | 10                                     | 100         |                                |   |   |
| 1                                      | <b>Business &amp; Career Services Arlington Heights</b> | 1400 S. Wolf Rd., Wheeling                  | 227          | 94%                                 | 60%  | 95%   | 126%                          | 98%                         | Strong                                | 100%                          | 81.55%                   | EXCEED   | \$15,511   | EXCEED                           | 80.69%   | EXCEED                                 | <b>95</b>   | \$765,000                      | <b>\$765,000</b>                            | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 2                                      | <b>Equus North Side @ Truman College</b>                | Truman College 1145 W. Wilson Ave., Chicago | 100          | 133%                                | 42%  | 94%   | 153%                          | 92%                         | Strong                                | 71%                           | 77.78%                   | MEET   | \$11,950   | EXCEED                           | 72.46%   | MEET                                   | <b>79</b>   | \$400,000                      | <b>\$400,000</b>                            | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024   |
| 3                                      | <b>E&amp;ES Maywood</b>                                 | 1701 S. 1st Ave., Maywood                   | 156          | 109%                                | 79%  | 74%   | 173%                          | 94%                         | Strong                                | 77%                           | 74.00%                   | MEET   | \$13,467   | EXCEED                           | 71.95%   | MEET                                   | <b>85</b>   | \$425,000                      | <b>\$425,000</b>                            | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 4                                      | <b>E&amp;ES @ King Center</b>                           | 4314 S. Cottage Grove, Chicago              | 178          | 95%                                 | 56%  | 93%   | 180%                          | 97%                         | Medium                                | 67%                           | 76.54%                   | MEET   | \$15,092   | EXCEED                           | 66.35%   | FAIL                                   | <b>78</b>   | \$400,000                      | <b>\$400,000</b>                            | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024   |
| 5                                      | <b>E&amp;ES Harvey</b>                                  | 16845 South Halsted, Harvey                 | 70           | 108%                                | 98%  | 100%  | 60%                           | 90%                         | Medium                                | 89%                           | 78.82%                   | EXCEED   | \$12,790   | EXCEED                           | 75.90%   | MEET                                   | <b>89</b>   | \$400,000                      | <b>\$400,000</b>                            | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 6                                      | <b>E&amp;ES Southwest Daley College</b>                 | 7500 S. Pulaski Rd., Bldg. 100, Chicago     | 192          | 144%                                | 76%  | 79%   | 150%                          | 94%                         | Medium                                | 90%                           | 76.29%                   | MEET   | \$11,326   | EXCEED                           | 75.81%   | MEET                                   | <b>85</b>   | \$510,000                      | <b>\$490,000</b>                            | Strong Performer Agency scored above 85 points. Recommend continued funding at slightly reduced level to remove security costs in new space for PY 2024 |



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

|  | A                                     | B   | C            | D                                   | E  | F   | G                             | H                        | I                                     | J                             | K                        | L  | M  | N                                | O  | P                                      | Q           | R                              | S   | T   |
|--|---------------------------------------|---|--------------|-------------------------------------|--|---|-------------------------------|--------------------------|---------------------------------------|-------------------------------|--------------------------|--|--|----------------------------------|--|--|-------------|--------------------------------|---|---|
|  | Organization Name                     | Service Location                            | Total Served | % Actual to Planned New Enrollments | % Actual to Planned Placements thru 3rd Qtr. | % of Active Cases with current Case Notes (within 30) | Percent of Business es Served | Program Compliance Score | Fiscal Capacity                       | % Positive Exits              | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate thru 3rd Qtr.                                       | 2nd qtr. Median Earnings   | 2nd Quarter Median Earnings Rate | 4th Qtr. employment rate   | 4th Qtr. Employment Rate thru 3rd Qtr. | Total Score | PY 23 Dislocated Worker Amount | Recommended Dislocated Worker PY 24 Funding | Justification   |
| <b>Dislocated Worker Scoring Range</b> |                                       |   |              | 85% =10<br>70% = 7 55% = 5          | 85% =10<br>70% = 7 55% = 5                   | 85% =10<br>70% = 7 55% = 5                            | 85% =10<br>70% = 7 55% = 5    | 90% = 10 80% = 7 70% = 5 | Strong = 10<br>Medium = 7<br>Weak = 5 | 80% =10<br>73% = 7<br>60% = 5 |                          | (78.5%+ Exceed= 10)<br>(70.65%-78.5% Meet = 7)<br>(70.65%< Fail = 4) N/A = 8 | (\$11,000+ Exceed= 10)<br>(\$9,900-\$11,000 Meet = 7)<br>(\$9,900< Fail = 4) N/A = 8 |                                  | (77%+ Exceed= 10)<br>(69.3%-77% Meet = 7)<br>(69.3%< Fail = 4) N/A = 8 |  |             |                                |   |   |
| <b>Maximum Point Value</b>             |                                       |   |              | 10                                  | 10   | 10  | 10                            | 10                       | 10                                    | 10                            |                          | 10   |  | 10                               |  | 10                                     | 100         |                                |   |   |
| 7                                      | National Able Network @ Prairie State | 202 S. Halsted, Chicago Heights             | 155          | 138%                                | 118%   | 93%   | 50%                           | 95%                      | Strong                                | 71%                           | 79.49%                   | EXCEED   | \$12,118   | EXCEED                           | 77.64%   | EXCEED                                 | <b>85</b>   | \$455,000                      | \$455,000                                   | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 8                                      | National Able Network Pilsen          | 1700 W. 18th Street, Chicago                | 126          | 98%                                 | 37%  | 97%   | 50%                           | 95%                      | Strong                                | 85%                           | 70.87%                   | MEET   | \$13,834   | EXCEED                           | 75.29%   | MEET                                   | <b>74</b>   | \$500,000                      | \$500,000                                   | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024 |
| 9                                      | KRA West Side                         | 605 S. Albany Ave., Chicago                 | 37           | 113%                                | 45%  | 86%   | 65%                           | 93%                      | Strong                                | 67%                           | 80.77%                   | EXCEED   | \$12,091   | EXCEED                           | 79.49%   | EXCEED                                 | <b>80</b>   | \$195,000                      | \$125,000                                   | Average Performer. Reducing funding as moving to smaller space with lower capacity.                     |
| 10                                     | SERCO, Inc. South West Suburban       | 7222 W. Cermak Ave., North Riverside        |              | 198%                                | 88%  | 99%   | 162%                          | 91%                      | Strong                                | 95%                           | 75.82%                   | MEET   | \$12,810   | EXCEED                           | 81.74%   | EXCEED                                 | <b>97</b>   | \$475,000                      | \$475,000                                   | Strong Performer Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
|  |                                       |   |              |                                     |  |   |                               |                          |                                       |                               |                          |  |  |                                  |  |  | 0           |                                |   |   |
| <b>Chatham-KRA</b>                     |                                       |   |              |                                     |  |   |                               |                          |                                       |                               |                          |  |  |                                  |  |  | 0           |                                |   |   |
| 1                                      | KRA                                   | 640 E. 79th Street, 2nd Floor   Chicago, IL |              | 61%                                 | 25%  | 76%   | 122%                          | 82%                      | Strong                                | N/A                           | 90.00%                   | EXCEED   | \$11,865   | EXCEED                           | 83.33%   | EXCEED                                 | 77          | \$230,000                      | \$230,000                                   | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024 |



WIOA PY 2024 Funding Sector Center Recommendations

WIOA ADULT FUNDS

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

WIOA DISLOCATED WORKER FUNDS

|  | A                 | B        | C  | D  | E  | F  | G  | H                                     | I                        | J  | K                        | L  | M                        | N  | O           | P                              | Q                            | R                                   |
|--|-------------------|----------|--|--|--|--|--|---------------------------------------|--------------------------|--|--------------------------|--|--------------------------|--|-------------|--------------------------------|------------------------------|-------------------------------------|
|  | Organization Name | Industry | % Actual to Planned Placements thru 3rd Qtr. | % Actual Job Orders to planned thru 3rd Qtr. | % of Actual Businesses Served to Planned | % of Actual New Businesses Served to Planned | % of Actual to Planned System Educational Events | Fiscal Strength                       | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate (thru 3rd Qtr.)                                       | 2nd qtr. Median Earnings | 2nd Quarter Median Earnings Rate   | 4th Qtr. employment rate | 4th Qtr. Employment Rate (thru 3rd Qtr.)                               | Total Score | Dislocated Worker Funding PY23 | Recommended DW Funding PY 24 | Justification and Allocation Method |
|  | Scoring Range     |          | 87%  | 90% =10<br>80%=7<br>70%= 5                   | 90% =10<br>80%=7<br>70%= 5               | 90% =10<br>80%=7<br>70%= 5                   | 90% =10<br>80%=7<br>70%= 5                       | Strong = 15<br>Medium = 10<br>Weak= 5 |                          | (78.5%+ Exceed= 10)<br>(70.65% -78.5% Meet = 7)<br>(70.65% < Fail = 4) N/A = 8 |                          | (\$11,000+ Exceed= 10)<br>(\$9,900-\$11,000 Meet = 7)<br>(\$9,900< Fail = 4) N/A = 8 |                          | (77%+ Exceed= 10)<br>(69.3%-77% Meet = 7)<br>(69.3%< Fail = 4) N/A = 8 |             |                                |                              |                                     |
|  | Max Point Value   |          | 15   | 10   | 10                                       |  | 10   | 15                                    |                          | 10   |                          | 10   |                          | 10   | 100         |                                |                              |                                     |

WIOA PY 2024 Funding Sector Center Recommendations

|                          |                       |                       |      |      |      |      |      |        |        |        |          |        |        |        |            |           |                  |  |
|--------------------------|-----------------------|-----------------------|------|------|------|------|------|--------|--------|--------|----------|--------|--------|--------|------------|-----------|------------------|--|
| 1                        | National Able Network | Technology            | 61%  | 91%  | 125% | 150% | 92%  | Strong | 78.38% | EXCEED | \$14,216 | EXCEED | 75.00% | EXCEED | <b>90</b>  | \$259,200 | <b>\$259,200</b> | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 2                        | Pyramid Partnership   | Hospitality + Tourism | 107% | 122% | 173% | 162% | 113% | Strong | 73.33% | MEET   | \$7,143  | FAIL   | 75.00% | MEET   | <b>88</b>  | \$234,475 | <b>\$234,475</b> | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 3                        | Equus                 | Healthcare            | 116% | 96%  | 142% | 132% | 105% | Strong | 86.21% | EXCEED | \$11,862 | EXCEED | 86.21% | EXCEED | <b>100</b> | \$335,994 | <b>\$335,994</b> | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at same level for PY 2024   |
| 4                        | YWCA                  | TDL                   | 60%  | 258% | 315% | 210% | 150% | Strong | N/A    | N/A    | \$10,550 | N/A    | N/A    | N/A    | <b>84</b>  | \$150,000 | <b>\$150,000</b> | Average Performer.<br>Agency scored above 70 points. Recommend continued funding at same level for PY 2024 |
| <b>Total Sector D.W.</b> |                       |                       |      |      |      |      |      |        |        |        |          |        |        |        |            |           | <b>\$979,669</b> |  |

WIOA Youth

|   | Organization Name               | Industry              | % Actual to Planned Placements thru 3rd Qtr. | % Actual Job Orders to planned thru 3rd Qtr. | % of Actual Businesses Served to Planned | % of Actual New Businesses Served to Planned | % of Actual to Planned System Educational Events | Fiscal Strength                       | 2nd Qtr. employment rate | 2nd Qtr. Employment Rate (thru 3rd Qtr.)                                   | 2nd qtr. Median Earnings | 2nd Quarter Median Earnings Rate   | 4th Qtr. employment rate | 4th Qtr. Employment Rate (thru 3rd Qtr.)  | Total Score | Youth Funding PY23 | Recommended Youth Funding PY 24 | Justification and Allocation Method  |
|---|---------------------------------|-----------------------|--|--|--|--|--|---------------------------------------|--------------------------|--|--------------------------|--|--------------------------|---|-------------|--------------------|---------------------------------|--|
|   | Scoring Range                   |                       | 90% = 15<br>75% = 10<br>60%=5                | 90%=10<br>80%=7<br>70%= 5                    | 90%=10<br>80%=7<br>70%= 5                | 90%=10<br>80%=7<br>70%= 5                    | 90%=10<br>80%=7<br>70%= 5                        | Strong = 15<br>Medium = 10<br>Weak= 5 |                          | (71%+ Exceed= 10)<br>(63.9% -71% Meet = 7)<br>(63.9%< Fail = 4)<br>N/A = 8 |                          | (\$4500+ Exceed= 10)<br>(\$4050-\$4500 Meet = 7)<br>(\$40500< Fail = 4)<br>N/A = 8 |                          | (68.5%+ Exceed= 10)<br>(61.65%-68.5% Meet = 7)<br>(61.65%< Fail = 4)<br>N/A = 8 |             |                    |                                 |  |
|   | Max Point Value                 |                       | <b>15</b>                                    | <b>10</b>                                    | <b>10</b>                                | <b>10</b>                                    | <b>10</b>  | <b>15</b>                             |                          | <b>10</b>  |                          | <b>10</b>  |                          | <b>10</b>   | <b>100</b>  |                    |                                 |  |
| 1 | National Able Network           | Technology            | 61%  | 91%  | 125%                                     | 150%   | 92.31%   | Strong                                | 92.00%                   | EXCEED   | \$6,379                  | EXCEED   | 84.21%                   | EXCEED  | <b>90</b>   | \$50,000           | <b>\$50,000</b>                 | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |
| 2 | Pyramid Partnership Hospitality | Hospitality + Tourism | 107%   | 122%   | 173%                                     | 212%   | 114.81%  | Strong                                | 85.71%                   | EXCEED   | \$6,280                  | EXCEED   | 81.48%                   | EXCEED  | <b>100</b>  | \$76,300           | <b>\$76,300</b>                 | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at same level for PY 2024 |
| 3 | Equus                           | Healthcare            | 116%   | 96%  | 142%                                     | 132%   | 105.41%  | Strong                                | 97.73%                   | EXCEED   | \$6,357                  | EXCEED   | 86.96%                   | EXCEED  | <b>100</b>  | \$50,000           | <b>\$50,000</b>                 | Strong Performer<br>Agency scored above 85 points. Recommend continued funding at                        |

WIOA PY 2024 Funding Sector Center Recommendations

|   |             |     |     |      |      |      |         |        |         |      |         |        |        |      |           |           |                  |   |
|---|-------------|-----|-----|------|------|------|---------|--------|---------|------|---------|--------|--------|------|-----------|-----------|------------------|---|
| 4 | YWCA        | TDL | 60% | 258% | 315% | 210% | 375.00% | Strong | 70.59%  | MEET | \$5,244 | EXCEED | 58.33% | FAIL | <b>81</b> | \$50,000  | <b>\$50,000</b>  | Average Performer. Agency scored above 70 points. Recommend continued funding at same level for PY 2024 |
|   | TOTAL YOUTH |     |     |      |      |      |         |        | #DIV/0! |      |         |        |        |      |           | \$226,300 | <b>\$226,300</b> |   |



## Reference Guide for 2024 WIOA American Job Centers

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



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

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

# ONE-STOP OPERATOR

# SYSTEMWIDE UPDATE



**JUNE 2024**

Dear Partners,

We appreciate your continued collaboration and dedication to enhancing service delivery and integration. We are grateful to work alongside staff across the Chicago and suburban Cook County American Job Center (AJC) Network as your LWIA 7 One-Stop Operator (OSO).

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

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

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

Please contact the OSO team at [oso@scalelit.org](mailto:oso@scalelit.org) with questions.



**One-Stop Operator**  
OSO Team

[oso@scalelit.org](mailto:oso@scalelit.org)

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[www.scalelit.org](http://www.scalelit.org)

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## UPDATES:

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# REGULAR OSO MEETINGS AND COMMUNICATIONS



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

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

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

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

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

**Partner Meeting Metrics**



**106 Organizations**  
participated since 2020



**58 Organizations**  
participated in 2024

# FACILITIES



The Facilities Manager, Camilla Benjamin, provides:

- Indoor and outdoor signage at all centers (window decals, pop-ups, posters, etc.)
- Technology inventory, solutions, and training (Owl camera, tablets, accessibility, etc.)
- Assistance with the physical space in the AJCs (e.g., scheduling temporary hoteling space for offsite partners, coordinating the use of shared meeting spaces, etc.)

Every month:

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

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

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

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

*If you have technology or general Facilities-related questions, concerns, or requests, please email Camilla Benjamin at [camilla@scaleit.org](mailto:camilla@scaleit.org).*



# FACILITIES



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## AJC Signage and Technology Installation Timeline:

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

# CROSS TRAINING



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

As we develop additional cross-training sessions, OSO uploads recordings and materials to [Disco](#). This platform enables us to compile a collection of cross-training resources and monitor staff engagement. AJC staff were invited to the Disco platform after the March 2024 Systemwide Meeting.

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

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

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



# DISCO



# CUSTOMER SATISFACTION SURVEY



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

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

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

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

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

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

- [Click this link to request a customized Workshop Survey link and QR Code. Your OSO Manager will provide appropriate details after receiving the request.](#)

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



Contact the OSO team directly at [oso@scalelit.org](mailto:oso@scalelit.org) or your respective OSO Manager via email with any questions regarding Customer Satisfaction Surveys, data, posters, etc.

## Customer Satisfaction Survey Metrics



### Survey Responses Collected

12 Onsite Surveys  
26 Workshop Surveys



### Customer Satisfaction (Scale 1-5)

Overall, how would you rate your experience?



### Net Promoter Score (Scale 1-10)

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

**8,200+**

Total Onsite Survey Responses

**4.8**

Average Satisfaction for Onsite Services

**9.5**

Average Net Promoter Score for Onsite Services

**3,000+**

Total Workshop Survey Responses

**4.5**

Average Satisfaction for Workshops

**9.3**

Average Net Promoter Score for Workshops

**600+**

Quarter 2 Onsite Survey Responses

**4.7**

Quarter 2 Satisfaction for Onsite Services

**8.6**

Quarter 2 Net Promoter Score for Onsite Services

**475+**

Quarter 2 Workshop Survey Responses

**4.5**

Quarter 2 Satisfaction for Workshops

**7.5**

Quarter 2 Net Promoter Score for Workshops



# UNIVERSAL REFERRAL SYSTEM



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

Airtable coordinates referrals for all **10 AJCs** and **63 partner organizations** in LWIA 7. All Title I service providers are using Airtable. In 2024, OSO has onboarded more partner organizations while facilitating concurrent cross-training to establish clear referral pathways. Airtable Onboarding is ongoing as the team identifies Points of Contact that will receive referral submissions. Interested organizations are onboarded at least once every quarter.

## The following partners are using Airtable for referrals:

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

*\*Partners that had organizations onboarded this quarter.*

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

With the launch of the Partnership's LevelUP AJC Campaign, OSO restructured the Airtable space to include two referral forms: the Partner Referral Form and the Career Seeker Interest Form. Both forms will send referral information to the Airtable database. As of June 4, 2024, there had more than 18,000 views of the [LevelUpAJC.org](#) website. The site launched on October 2, 2023.

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

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



# UNIVERSAL REFERRAL SYSTEM



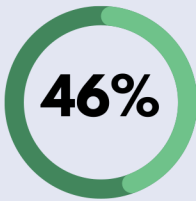
## Airtable Referral Metrics

# 5300+

Total Airtable Referrals  
(October 2023 - June 2024)

# 2000+

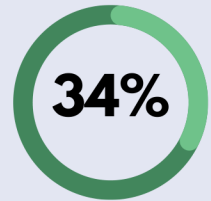
Referrals This Quarter  
(March 15 - June 4, 2024)



Referrals  
in Progress



Referrals  
Completed\*



Referrals  
Closed\*\*

Referrals  
Completed ~265

57% Increase  
from last quarter



Referrals  
Closed ~675

27% Decrease  
from last quarter

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

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

# BUSINESS SERVICES



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

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

In October 2023, the Partnership and OSO launched the Business Services Interest Form in Airtable. OSO created a space in Airtable to gather information, engage with employers outside their current network, and create new partnerships. So far, 25 new employer partners have connected with Business Services staff through the Business Services Interest Form.

In 2024, the OSO plans on reconvening a working group to continue the next steps of Inventory and Assessment.

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



# AJC ORIENTATION & MATERIALS



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

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

## AJC Orientation Video

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



[Click here for the English Video](#)

[Click here for the Spanish Video](#)





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

**EMAIL:**  
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Code to join the  
Systemwide  
Space in Disco**



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