



Agenda: Workforce Innovation Board Service Delivery Committee

Wednesday, March 4th, 2026; 9:30 – 10:30 am

Location: 1 N. Dearborn, Rooftop Conference Room, Chicago, IL, 60602

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

- | | |
|---------------------|---|
| 9:30 – 9:31 | Welcome and roll call; Confirmation of quorum
Nicole Shaw, Board Secretary |
| 9:31 – 9:32 | Minutes of December Meeting *
Greg Polman and Pam McDonough, Co-Chairs |
| 9:32 – 9:35 | Transfer of funds from Dislocated Worker to Adult*
Jim Kobylinski, Interim Director of Finance |
| 9:35 – 9:45 | Program Guidelines & Budgets
Amy Santacaterina, Director of Program Guidelines and Budgets <ul style="list-style-type: none">• Training Provider Recommendations*• RFP Updates |
| 9:45 – 10:00 | Program Performance
Pilar Trejo, Director of Program Performance <ul style="list-style-type: none">• Recalibrating Performance Benchmarks• Local Plan Modification• MOU PY 26 Update• Performance Improvement Plan Update• Spotlight on Trends & Supporting Data PY26 |



10:00 – 10:10 **One Stop Operator Quarterly Update**
Becky Raymond, Executive Director – ScaleLit

10:10 – 10:25 **CEO Remarks**
George Wright, CEO

10:25 – 10:30 **Public Comment & Adjournment**

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



Minutes of The Service Delivery Committee of the WIB

Monday, December 01, 2025; 9:30 – 10:30 am

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

The quorum was met for this meeting.

Voting Board members in attendance in person: Greg Polman, Pam McDonough, Antionette Golden, Sybil Nash, Manny Rodriguez

Voting Board members in attendance virtually: Angela Morrison, Carrie Thomas,

Voting Board members not in attendance: Jennifer Foster, Jocelyn Romasanta, Mark Sanders II, Rahnee Patrick

Call to Order

A Service Delivery Committee meeting of The Chicago Cook Workforce Partnership's Workforce Innovation Board was held on Monday December 1st at 1 N Dearborn, Chicago, IL, 60602. It began at 9:40 am and was presided over by Co-Chairs Pam McDonough and Greg Polman with Nicole Shaw as Board Secretary. Nicole Shaw confirmed quorum was met and took attendance.

Approval of Minutes

Co-Chair Greg Polman called for a motion to approve the minutes of the September meeting. This motion was moved by Pam McDonough and seconded by Manny Rodriguez. The motion to approve the minutes of the September meeting is carried in unanimous favor by a verbal ballot vote.

Staff reports

The industry layoffs report was presented by John Holton, Government Relations & Engagement Liaison.

The Adult and Dislocated Workers program data year-over-year report was presented by Carly Bykerk, Associate Director of Program Performance.

The WIOA PY '25 Adult and Dislocated Workers outcomes report was presented by Pilar Trejo, Director of Program performance.

The Adult and Dislocated Workers emerging trends & workforce landscape report was presented by Kathleen Brannigan, Manager of Policy & Impact.



The One Stop Operator quarterly update from ScaleLit was included as read-only materials in the materials packet.

Announcements

Amy Santacaterina announced that we will be moving forward with our Request for Proposals process this year. She advised that we are working with our internal RFP committee, and utilizing feedback we gathered during our RFP focus groups earlier this year. The RFP's will be released in January of 2026. In June of 2026 we will present our recommendations to this Committee and the WIB. Programs from these RFP's will be starting effective July 1st 2026. We will continue to follow the historic American Job Center model and will to adjust for new laws under the new administration as they are released.

The WIOA Memoranda of Understanding (MOU) for PY 2026 will take effect on July 1st 2026. Pilar Trejo advised the Service Delivery Committee of the timeline we will be following in the months leading up to the new MOU launch. On December 31st 2025 we will be submitting our pre-program year planning form, MOU negotiations will begin in January 2026. Our report of outcomes will be due on April 15th 2026, with a final submission deadline of May 29th, 2026.

Pilar Trejo announced to the Service Delivery Committee that in the spring of 2026 we will be reviewing and modifying our LWIA (Local Workforce Innovation Area) 7 Local Plan as we are ending the second year of our 4-year Local Plan. This midpoint review and modification of the Local Plan is required for all LWAI's. Pilar advises that we are waiting on the Local Plan modification guidance to be released from the State.

Main Motions

Co-Chair Greg Polman called for a motion to approve the Recommended Training Providers list. This motion was moved by Pam McDonough and seconded by Antionette Golden. The motion to approve the Recommended Training Providers list is carried in unanimous favor by a verbal ballot vote.

CEO's Remarks

George Wright, CEO of The Partnership advised that increases in WARN notices are being observed nationwide. We understand that we have a network of delegate partners and we are keeping our eyes and ears close to these groups so we may be responsive to their needs. He also reaffirmed the necessity of having deeper conversations around AI in the workforce, and how we must proactively prepare for this shift with definitive strategy. George advised that he and other Partnership staff just spent a week at the National Association of Workforce Development Professionals summit. This summit was dominated by content related to AI in workforce development. George expressed that he is excited about new



possibilities with AI. George also addressed some concerns regarding our choice to reopen our RFP's during this uncertain time with the new political administration. Last year we made the choice to postpone our RFP process by a year, however we are not able to extend this again. The MOU process is mandated and must be carried out this year. George advised that if things change due to the new administration, we must pivot so we can carry on with business. George stated that when we measure performance and outcomes, they increase and get better. We have been increasing our efficiency, some of this is a result of the creation of our program performance team. Previously, we did not have a team dedicated to program performance. Pilar and her team have been working on our program performance for 11 months. This is more critical than ever as we move into funding challenges. Proving our performance and outcomes will be key in impacting our ability to secure funding and continue the work that we do.

There was no public comment at this time.

Adjournment

Co-Chair Greg Polman called for a motion to adjourn the meeting. The motion to adjourn was moved by Manny Rodriguez and seconded by Pam McDonough. This meeting was adjourned at 10:57 am.

Date of Approval:



Workforce Innovation Board Service Delivery Committee

Wednesday, March 4, 2026; 9:30 am – 10:30 am

Location: 1 N Dearborn, Rooftop Conference Room, Chicago, IL, 60602

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

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

Nicole Shaw, Board Secretary

9:31 – 9:32 Minutes of December Meeting *

Greg Polman and Pam McDonough, Co-Chairs

9:32 – 9:45 Transfer of Dislocated funds to Adult*

Jim Kobylinski, Interim Director of Finance

9:32 – 9:45 Program Guidelines & Budgets

Amy Santacaterina, Director of Program Guidelines and Budgets

- Training Provider Recommendations*
- RFP Updates

9:45 – 10:00 Program Performance

Pilar Trejo, Director of Program Performance

- Recalibrating Performance Benchmarks
- Local Plan Modification
- MOU PY 26 Update
- Performance Improvement Plan Update
- Spotlight on Trends & Supporting Data PY26

10:00 – 10:10 One Stop Operator Quarterly Update

Becky Raymond, Executive Director – ScaleLit

10:10 – 10:25 CEO Remarks

George Wright, CEO

10:25 – 10:30 Public Comment & Adjournment

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

Transfer of Dislocated funds to Adult*

Request for approval to transfer \$1.5M of funding from Dislocated Worker funding streams to Adult.

- Transferring these funds will allow us to continue offering Adult Individual Training Accounts (ITA's) through the program year.

Requires committee vote.*

Budget and Guidelines Updates



Amy Santacaterina, Director of Program Guidelines and Budgets

WIOA PY26 RFP Schedule: American Job Centers

RFP Activity	Anticipated Date
Release Date	February 9, 2026
Bidder's Conference	February 25, 2026
Proposals Due	March 23, 2026
Proposal Review Period*	March 23-May 2026
Recommendation to WIB	June 2026
Notice of Award	June 2026
Program Start	July 1, 2026



* Volunteers still needed to review proposals

WIOA PY26 RFP Schedule: Specialized American Job Center Serving Businesses

RFP Activity	Anticipated Date
Draft RFP Complete	February 2026
LWIB Input	February/March 2026
Release Date	February/March 2026
Proposals Due	April 2026
Proposal Review	April- May 2026
Recommendation to WIB	June 2026
Notice of Award	June 2026
Program Start	July 1, 2026



WIOA PY26 RFP Schedule: Affiliate and Specialized Career Pathway Training

RFP Activity	Anticipated Date
Research and Planning	January and February 2026
Draft RFP Complete	April/May 2026
LWIB Input	May 2026
Release Date	May/June 2026
Proposals Due	July 2026
Proposal Review	July/August 2026
Recommendation to WIB	September 2026
Notice of Award	September 2026
Program Start	October 1, 2026



IWDS 2.0 System-wide Training Plan

Activity	Date
Partnership Staff and AJC staff participate in system design meetings	Since October 2025
Train the Trainer Meetings	Started in fall of 2025
User Acceptance Testing	February- April
AJC and Partnership staff training	April 13 and 14
Train the Trainer Bootcamp	April 20- 21
Illinois Workforce Summit	May 2026
System-wide Training	May-June
System goes live	July 1, 2026

IWDS 2.0: New web-based Case Management tracking System

Replacing Career Connect and saving \$500K annually

Train the Trainer Model:
Partnership Lead Trainers
Staff and agencies involved in design and testing

Training over 300 system users

WIOA Eligible Training Provider

- Review of attached list of recommended new training programs*
- Review of attached list of recommended continuing training programs*
- Review of discontinued and not recommended programs

*requires a vote

Program Performance



Pilar Trejo, Director of Program Performance

Recalibrating Performance Benchmarks

Why This Matters

- Align benchmarking with PY26 strategic priorities
- Strengthen impact measurement beyond minimum WIOA compliance
- Incorporate WIB + AJC leadership input
- Embed equity and operational capacity into scoring model

Work Completed

- Reviewed current performance benchmarking structure
- Collected stakeholder survey input
- Convened Meeting #2 (January 29, 2026) to review rankings and domain weighting
- Mtg#2_Recalibrating Performance...
- Evaluated fairness, clarity, and impact of current domains

Recalibrating Performance Benchmarks

Shift in Framing From
“Did you meet benchmarks?” To “How well did you meet benchmarks?”

Pilot Structure – Talent Calibration Team:

- Program Performance – 40%
- Fiscal Performance – 40%
- Operational Capacity – 10%
- Equity & Inclusion – 10%

Next Steps

- Draft full PY26 scoring model
- Align with Local Plan Modification
- Review with WIB prior to contract execution

Local Plan Modification



Timeline

- Public Comment Posted: February 17, 2026
- Public Comment Closes: March 9, 2026
- Request WIB Approval : March 17, 2026
- DCEO Submission: March 31, 2026

Local Plan Modification

Board-Level Input Requested

We are seeking WIB guidance on:

- Policy coherence
- Equity integrity
- Systems alignment
- Performance logic & weighting
- Implementation feasibility
- Upcoming meeting



SME Engagement

Lisa Bly-Jones, Chicago Jobs Council –
Equity & Policy Integrity

Matt Johanson, Just Act Partners –
Systems & Performance Architecture

MOU PY 26 Update

Negotiation Meeting #1 – February 26, 2026

- Partners discuss MOU narrative content and proposed PY26 budget
American Job Centers: Pilsen, Prairie State College, The King Center, Wheeling

Negotiation Meeting #2 – March 19, 2026

Revised budgets based on feedback from MOU Negotiation Meeting 1

- Partners discuss proposed revisions to the MOU narrative and PY26 budget

Negotiation Meeting #3 – April 9, 2026

Partner affirmation of the MOU narrative and PY26 budget

- Partners begin the signature page and direct linkage checklist process

Report of Outcomes – April 15, 2026

Local board chairs and Chief Elected Officials submit the Report of Outcomes and draft PY26 budget to the WIOA Interagency TA Team

Final PY 26 MOU/budget Submittal – May 31, 2026

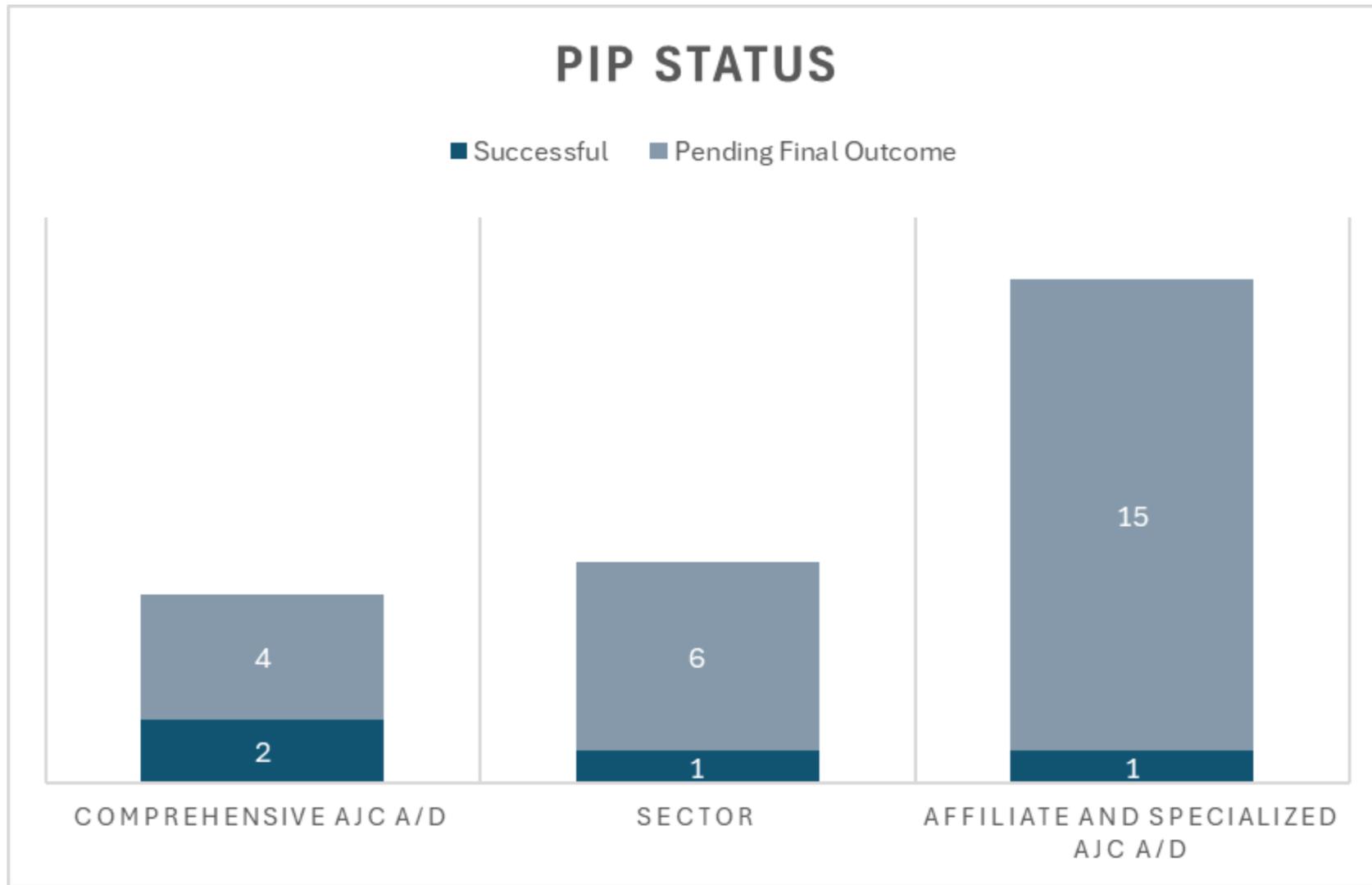


SME Engagement

Carrie Thomas-
Illinois Department of
Employment Security

Matt Johanson-
Just Act Partners

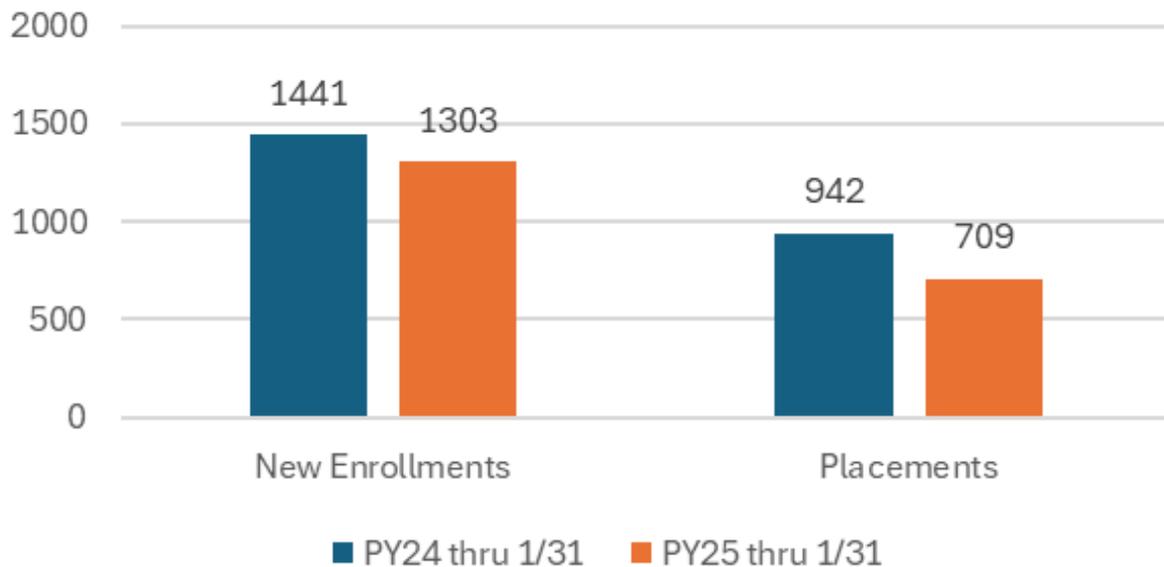
Performance Improvement Plan Update



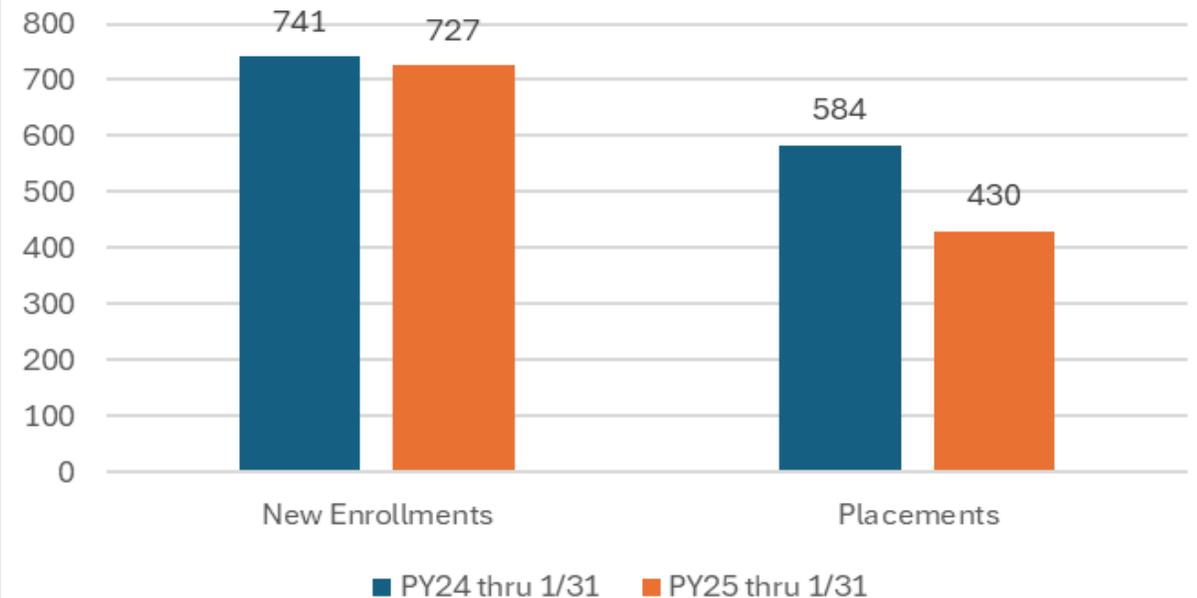
Spotlight of Trends & Supporting Data

- Over the next few slides we will review a PY24 vs. PY25 data comparison through January 31st of each year.

Adult Service Data



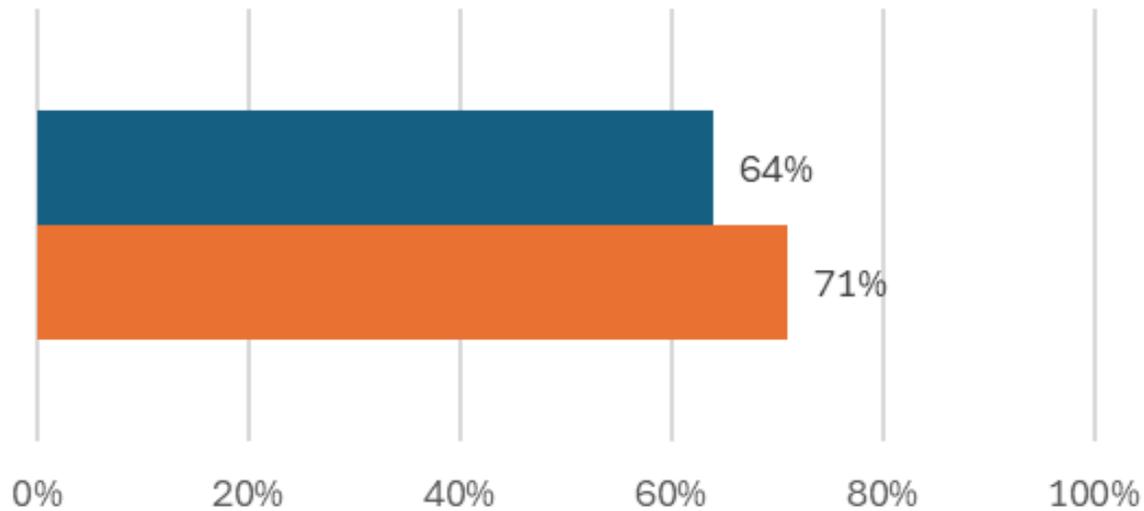
Dislocated Worker Service Data



PY24 vs. PY25-Positive Exits

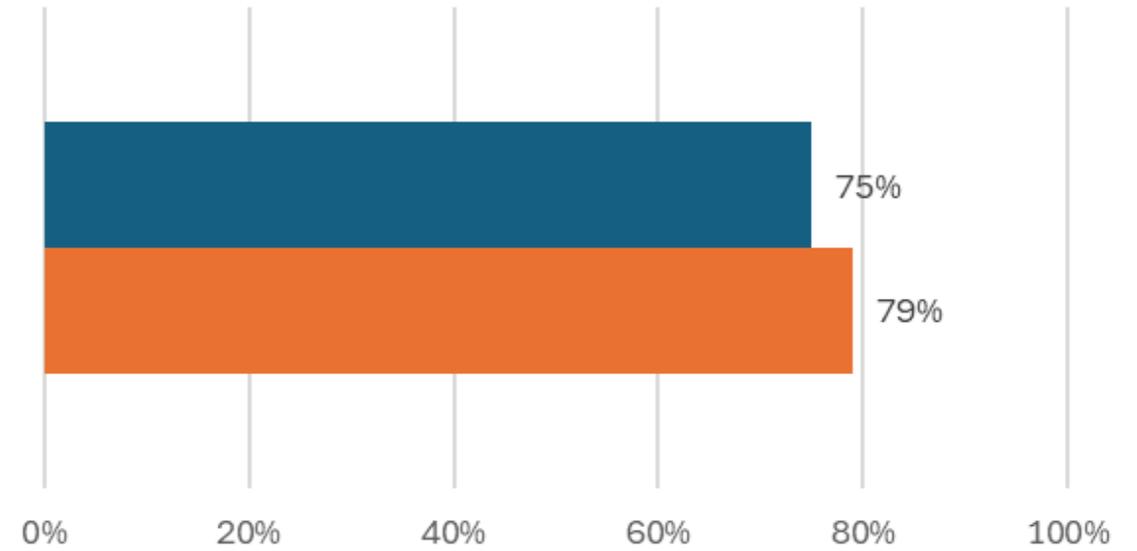
Adult % Positive Exits

■ PY24 thru 1/31 ■ PY25 thru 1/31



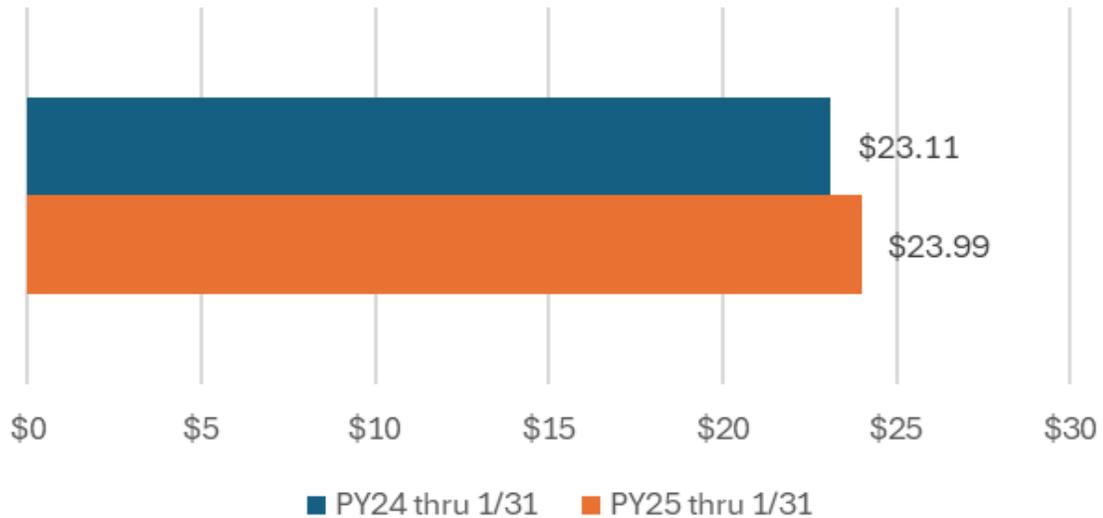
Dislocated Worker % Positive Exits

■ PY24 thru 1/31 ■ PY25 thru 1/31

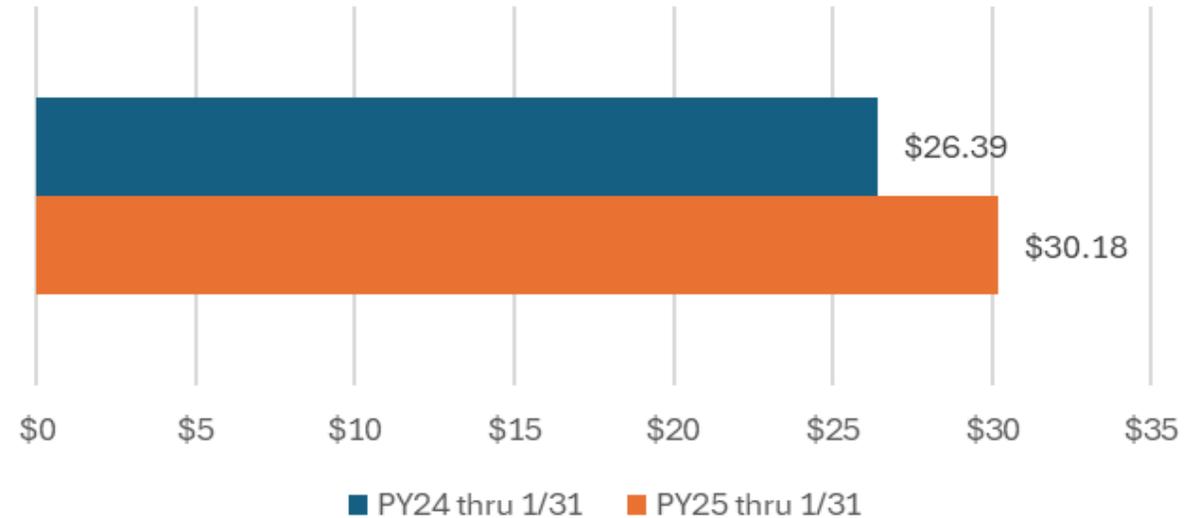


PY24 vs. PY25-Placement Wage

Adult Average Placement Wage



DW Average Placement Wage



One Stop Operator Quarterly Update



Becky Raymond, Executive Director, ScaleLit

CEO's Remarks



George Wright, CEO, The Chicago Cook Workforce Partnership



Thank You

Questions & Public Comment



@ChiCookWorks



@ChiCookWorks



@ChiCookWorks



@ChiCookWorks2012

ChiCookWorks.org



LWIA #7 Programs Recommended for Continued Eligibility March 2026

Provider Name	Program Name	Credential	Industry	Initial or Continued	#Exited	Average Wage	SC	CAR	TREE	
Avid	Patient Care Technician Program	Certified Patient Care Technician(NHA)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Able Career Institute at National Able Network	Business Intelligence/Data Analytics (Power BI)	Microsoft	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Chicago Instruction Center	Phlebotomy Technician Program	Certified Phlebotomist Technician (CPT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Chicago Professional Center	Maintenance	EPA	Manufacturing	C	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Agile/Scrum/Product/Project Management-Bundle	Chicago State University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Master's Certificate in Agile Management-Bundle	Chicago State University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Clinical Dental Assistant (Voucher Included)	NELDA, CDA	Healthcare	I	N/A	N/A	N/A	N/A	N/A	
Chicago State University	CNC Machinist w VR Training (VR Headset v2 Included)	College Certificate	Manufacturing	I	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Hemodialysis Technician	CHT, BONENT	Healthcare	I	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Community Health Worker	College Certificate	Social Services	I	N/A	N/A	N/A	N/A	N/A	
Chicago State University	Paralegal Certificate Course	NALA	Business and Professional Services	I	N/A	N/A	N/A	N/A	N/A	
Coding Clarified	Medical Coding	AAPC National Certification Exam	Healthcare & Social Services	C	3	\$ 19.00	N/A	N/A	N/A	
Coding Temple	Python + Data	Certified Assoc. in Python Programming (PCAP)	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Daley College	CNC Advance Certificate	College Certificate	Manufacturing	I	N/A	N/A	N/A	N/A	N/A	
Daley College	Advanced Certificate Mechatronics	College Certificate	Manufacturing	I	N/A	N/A	N/A	N/A	N/A	
Daley College	Advanced Certificate, Welding	College Certificate	Manufacturing	I	N/A	N/A	N/A	N/A	N/A	
Daley College	Web Development, Basic Certificate	College Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A	
Daley College	Welding Operator	College Certificate	Manufacturing	I	N/A	N/A	N/A	N/A	N/A	
Dawson Technical Institute	Combination Welder	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A	
Dawson Technical Institute	Construction Carpentry (BC)	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A	
Dawson Technical Institute	Plumbing and Fire Protection	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A	
DePaul University	American Payroll Association PayTrain Certificate	DePaul University Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A	
DePaul University	Automated Software Testing Program	DePaul University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
DePaul University	Professional in Human Resources Certificate Program	Professional in Human Resources Certificate	Business & Professional Services	C	1	\$ 27.00	N/A	N/A	N/A	
Erskine Reeves Barber Academy	Barbering	IDFPR Certification	Business and Professional Services	I	N/A	N/A	N/A	N/A	N/A	
Excelsior Healthcare Academy	Patient Care Technician 11	Illinois Department of Public Health: plus PCT Exam	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Fox College	AAS in Physical Therapy Assistant	NPTE	Healthcare	I	N/A	N/A	N/A	N/A	N/A	
Fox College	AAS in Occupational Therapy Assistant	NBCOT	Healthcare	I	N/A	N/A	N/A	N/A	N/A	
Harper College	CPE: Network Cloud Professional+ Program	AWS	Information Technology	I	N/A	N/A	N/A	N/A	N/A	
Harry S. Truman	Cosmetology, Advanced Certificate	College Certification	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A	
IT Experts	Business Analysis Combo	ECBA/CCBA/CBAP/PMP/PSM/CSM/SAFE, Tableau Desktop	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
IT Experts	Database Analytics Combo Course	Oracle/SQL Server Database,Tableau,Data Analytics (CAP)	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
IT Experts	Dev Ops Combo	Agile Scrum,AWS,Cloud/Azure,ITIL,CCKS,Linux+,Docker	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
IT Experts	Software Test Automation Combo	JAVA,ISTQB,AWS Cloud PR actioner and Solution Architect	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Magnificent Health Care & CPR	Basic Nurse Assistant Training Program	IL Department of Public Health	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Malcolm X College	Physical Therapy Assistant	NPTE Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Malcolm X College	Community Health Worker	Malcolm X College Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Management and Information Tech Solutions (MITS)	12 Weeks IT Elite: Agile SAFe, DevOps, AI Machine and AWS	ACP, Safe, AWS	Information Technology	C	18	N/A	78%	64%	33%	Not Being Recommended Due to Not Meeting Performance
Midwestern Career College	Associate of Applied Science in Noninvasive Medical Sonography	Certified Cardiographic Technician (CCT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate of Applied Science in Information Technology	ISQTB Agile Tester, Professional Scrum and Product Owner (PSPO)	Information Technology	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate of Applied Science in Medical Imaging Radiography	American Registry of Radiographic Technologists (ARRT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate of Applied Science in Diagnostic Medical Sonography	ARDMS Registered Medical Sonographer	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate of Applied Science Magnetic Resonance Imaging (MRI) Technologist	AMRIT Magnetic Resonance Imaging	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate in Applied Science in Surgical Technology	AST Certified Surgical Technologist	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Electro neurodiagnostic (END) Technologist Training Program	ABRET Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A	
Midwestern Career College	Associate of AS in Noninvasive Cardio Sonography	AAS Degree	Healthcare & Social Services	C						
Midwestern Career College	Associate in Applied Science in Business Administration	Associates Degree in Business	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A	
Moraine Valley Community College	Accounting Assistant/Clerk	Moraine Valley Community College Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A	
Moraine Valley Community College	Certified Logistics Associate Program	Manufacturing Skills Standards Council	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A	
Moraine Valley Community College	Certified Logistics Technician Program	Manufacturing Skills Standards Council	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A	
Moraine Valley Community College	Microsoft Associate Certificate	Moraine Valley Community College Certificate	Information Technology	C	N/A	N	N/A	N/A	N/A	
Moraine Valley Community College	Emergency Medical Technician Certificate	EMT License	Health & Social Services	C	N/A	N	N/A	N/A	N/A	
Morton College	Office Technology Specialist	Morton College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A	

LWIA #7 Programs Recommend for Initial Certification March 2026

Provider Name	Program Name	Certification	Industry
Able Career Institute	Cisco Certified Support Technician (CCST) - IT Support, Networking, Cybersecurity	CompTIA	Information Technology
Chicago State University	Artificial Intelligence Boot Camp + Agile for Beginners	College Certificate	Information Technology
Community Development Institute	Construction Training Program	NCCER	Construction
DePaul University	Payroll Certificate Program	College Certificate	Business and Professional Services
DePaul University	Professional in Human Resources Certificate Program	College Certificate	Business and Professional Services
National School of Healthcare Careers	Phlebotomy	Phlebotomy	Healthcare and Social Services
Paul Mitchell The School of Tinley Park	Cosmetology	Cosmetology	Business and Professional Services
Per Scholas	It Support	CompTIA	Information Technology
Per Scholas	Cybersecurity with AI Tools	CompTIA	Information Technology
Per Scholas	Data Center Technician with AI Tools	CompTIA	Information Technology
Prairie State College	Clinical Medical Assisting	CMAA, CPT & CET	Healthcare and Social Services
Scott School of Careers	Certified Medical Assistant	CMA	Healthcare and Social Services
Superior Ambulance	EMT	EMT	Healthcare and Social Services
Taylor Business School	Cisco & A+ Program Package Training Track	Cisco CCNA, CompTIA A+ Certifications	Information Technology
Triton College	Surgical Tech	NBSTSA	Healthcare and Social Services
Triton College	HVAC	HVAC Certificate	Manufacturing
Triton College	Certified Medical Assistant	CMA Certificate	Healthcare and Social Services
Triton College	Health Information Technology: Medical Billing and Coding	CCA, AHIMA	Information Technology
Triton College	Automotive Engine Performance	College Certificate	Transportation, Distribution & Logistics
Triton College	Automotive Brake and Suspension	College Certificate	Transportation, Distribution & Logistics
Triton College	Automotive Transmission Repair	College Certificate	Transportation, Distribution & Logistics
Triton College	Clinical Dental Assistant	College Certificate	Healthcare and Social Services
Triton College	Emergency Medical Technician Certificate	College Certificate	Healthcare and Social Services
Triton College	Engineering Technology Robotic Welding Certificate	College Certificate	Manufacturing
Triton College	Engineering Technology Welding Certificate	College Certificate	Manufacturing
Triton College	Triton - Pharmacy Technician	NHA	Healthcare and Social Services
BOLD Denotes New Provider			

LWIA #7 Programs not Recommended for Certification March 2026

Provider	Program	Reason
Accelerated Academy	Dental Assisting	Missing Eligibility Documents
Black Fire Brigade	Emergency Medical Technician	Missing IBHE Approval
Chicago State University	Master's Certificate in Agile Leadership (MCAL)	Occupation Not on 40 In Demand List
Chicago State University	Building Full Stack Enterprise Agents with Generative AI and MLOps	Occupation Not on 40 In Demand List
Fenelon College Healthcare Careers	Basic Nursing Assistant	Not in Good Standing
Fox College	A.A.S Veterinary Assistant	Occupation Not on 40 In Demand List
HACCP	Food Safety Certification	Missing IBHE Approval and Occupation Not on 40 In Demand List
Harper College	Mental Health Technician	Occupation Not on 40 In Demand List
In Tech Academy	Property & Casualty Pre-Licensing Certificate Program	Occupation Not on 40 In Demand List
LUV Institute	CNA	Missing IBHE Approval
Northeastern Illinois University	Mental Health Technician	Occupation Not on 40 In Demand List
Northeastern Illinois University	Behavioral Health Technician	Occupation Not on 40 In Demand List
Paramount Security Analytics Corp	Security	Occupation Not on 40 In Demand List
R City Kitchen Group	Head Chefs	Missing IBHE Approval
Safer Foundation	Certified Logistics Technician	Missing IBHE Approval
Scott School of Careers	Sterile Processing Technician	Occupation Not on 40 In Demand List
SkillTrade	Medical Assistant Hybrid Program and Medical Assistant Online Program	Missing IBHE Approval
United Evangelistic Consulting Association		Missing Eligibility Documents

Bold Denotes a New Provider

LWIA #7 Programs No Longer Being Offered March 2026

Provider Name	Program Name	Industry
Harper College	Adobe Graphics Design & E-Learning Combo	Information Technology
Harper College	Business Management Certificate-Fast Track	Business & Professional Services
Harper College	Human Resource Management Certificate Fast Track	Business & Professional Services
Harper College	Network+ Security+ and Cybersecurity Analyst+	Information Technology
IT Expert	Software Test Automation Combo	Information Technology
Midwestern Career College	Licensed Practical Nursing (LPN)	Healthcare & Professional Services
Moraine Valley Community College	Supply Chain Management and Logistical Systems	Manufacturing
Northeastern Illinois University	CompTIA Complete Cybersecurity	Information Technology
Prairie State	Physical Therapist	Healthcare & Professional Services

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

ONE-STOP OPERATOR

MARCH 2026 SYSTEMWIDE UPDATE



PY 2026 - 2nd Quarter
(October 1- December 31, 2025)

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).

In the past quarter, scaleLIT convened monthly partner meetings and technical assistance sessions at the 4 Comprehensive AJCs (in Wheeling, at Prairie State College, in Pilsen, and at the King Center). December's quarterly Systemwide meeting at South Suburban College in South Holland focused on *Making Workforce Accessible to Everyone*.

Nearly 50 individuals attended the panel presentation. Panelists included Lisa Maentz of Business and Career Services, Inc., Biswa D. Phuyal, Illinois Department of Human Services - Rehabilitation Services, and Sheena Panoor, Illinois Department of Human Services. The panel was moderated by Ema Mailhot-Beutel of scaleLIT.

We provide Systemwide Updates quarterly (March, June, September, and December) and post to our learning management system, [Disco](#), along with the partner directories.

This quarter's Systemwide Update features additional information in the OSO Meetings, Communications, and Cross-Training Sections. If you have questions, please contact the OSO Navigation team.



One-Stop Navigation Team

LWIA 7 One-Stop Operator

oso@scalelit.org

700 N. Sacramento Blvd., Suite 120, Chicago, IL
60612

www.scalelit.org

UPDATES:

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

REGULAR OSO MEETINGS AND COMMUNICATIONS



Consistent and quality communication is the foundation of service integration. OSO engages partners monthly and streamlines resource sharing in Chicago and suburban Cook County. Please visit the Disco systemwide partner space for more information. The OSO team has invited everyone in the LWIA 7 directory to the Disco, but if you have not registered as a member in Disco, please contact the appropriate navigator below. **So far, 60% of the partner directory has registered in Disco, and we look forward to that number increasing.**

Partner Meeting Schedule	
April 2026	On-site technical support at Comprehensive AJCs
May 2026	4 Center-level Hybrid Meetings
June 2026	Systemwide In-Person Meeting: June 18 at 10:00 a.m

The four comprehensive AJCs host all in-person technical assistance and hybrid Center-level meetings. OSO schedules partner meetings at the beginning of each year and follows a consistent meeting framework.

1. Technical assistance in-person meetings:
 - a. Technical assistance aims to address specific needs and find real-time solutions for partners. Activities include support with customer satisfaction surveys, Airtable referrals, Disco, Facilities, and more.
 - b. If you want to learn about the upcoming technical assistance day closest to you, please email oso@scalelit.org.
2. Center-level hybrid meetings:
 - a. Agenda items include reviewing Airtable Data and Customer Survey Dashboard, Cross Training, Upcoming Events, and Partner Updates.
 - b. If you would like to request time to share an update or are interested in participating in a meeting, contact:
 - i. Candace Gray, candace@scalelit.org, for AJC at Prairie State College
 - ii. Germania Solorzano, germania@scalelit.org, for AJC in Pilsen
 - iii. Mandeep Kaur Cuautle, mandeep@scalelit.org, for AJC in Wheeling
 - iv. Carla Mosby, carla@scalelit.org, for AJC at the King Center
3. Systemwide meetings:
 - a. Agenda items vary based on trending workforce or OSO project development topics.
 - b. If you want to learn more about Systemwide meetings, please get in touch with the OSO Navigation team at oso@scalelit.org.



The OSO team sends resource newsletters for the comprehensive centers. If you want the community partners to stay aware of your program or events, please continue sending your resources to oso@scalelit.org. Additionally, partners can view and share their upcoming events on the shared [LWIA 7 Events Calendar](#).

CROSS TRAINING



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

As we develop additional cross-training content, OSO uploads recordings and materials to [Disco](#). This platform enables the OSO team to compile a collection of partner cross-training resources, promote upcoming events, monitor staff engagement, and onboard new partners to our tools, such as the Airtable referral system. Partners will benefit from the shared feed and events calendar, and can look forward to new developments in Disco that will make Airtable referrals, onboarding, and cross-training more accessible to our partners.

The OSO team has invited everyone in the LWIA 7 directory to the Disco, but if you have not registered as a member in Disco, please contact the appropriate navigator below. So far, 60% of the partner directory has registered in Disco, and we look forward to that number increasing.



Active users per month

**305 partners have joined the Disco LWIA 7 Systemwide Partner Space
34 joined in the last quarter.**

December's quarterly systemwide meeting at South Suburban College in South Holland focused on Making Workforce Accessible to Everyone.

The conversation focused on the expiration of Illinois' work requirement waiver for Supplemental Nutrition Assistance Program (SNAP) recipients who are Able-Bodied Adults Without Dependents (ABAWDs). Ms. Panoor encouraged everyone in the network to collaborate to ensure individuals have access to food during this time.

Upcoming Cross-Training Schedule	
April	<u>Financial Wellness Learning Circle</u> - April 9 at 2pm
May	Core Partner Cross Training at Center-Level Meetings
June	AI and Emerging Industries



If you are not currently a Disco user, please reach out for an invite.

CUSTOMER SATISFACTION SURVEY



Customer Satisfaction Survey Metrics: LWIA 7 Overall May 2021 - December 2025)

12,500+ Total Onsite Survey Responses	4.83 Average Satisfaction for Onsite Services	9.54 Average Net Promoter Score for Onsite Services
7,900+ Total Workshop Survey Responses	4.72 Average Satisfaction for Workshops	9.19 Average Net Promoter Score for Workshops

Quarter Survey Metrics (October 1 - December 31, 2025)

800+ Onsite Survey Responses	4.88 Satisfaction for Onsite Services	9.74 Net Promoter Score for Onsite Services
~600 Workshop Survey Responses	4.8 Satisfaction for Workshops	9.48 Net Promoter Score for Workshops

- Total individual Onsite surveys for the Network quarter are UP by 240+ responses from the previous quarter
- The total number of individual workshop surveys is DOWN by 470+ responses from the previous quarter.
- NPS for both the quarter's On-site & Workshop surveys meet or exceed the target of 9/10.

<p>Survey Responses Collected 15 Onsite Surveys 33 Workshop Surveys</p>	<p>Customer Satisfaction (Scale 1-5) Overall, how would you rate your experience?</p>	<p>Net Promoter Score (Scale 1-10) How likely is it that you would recommend this...?</p>
--	--	--

“[The AJC Staffer] was very helpful; she sat with me and helped me do a VERY PROFESSIONAL resume, even though we speak different languages; she was able to help me despite the language difference. I've been to other offices that were happy with giving me information and sending me on my way, but she wanted to make sure I got what I needed. I am very grateful.” Customer served by AJC in Pilsen

“I am very grateful to have [this staffer] in my corner and as my career Coach supporting me in guiding me through the next steps. I was struggling to get a Laptop to begin my certifications. [The staffer] offered to procure me a laptop from a resource he had at his fingertips. I am so grateful to have his support because he genuinely wants to see me succeed. [He] is the best career coach I could ever ask for to help me navigate through all the processes.” Customer served by AJC at Prairie State College

“Everyone was very patient and easy to work with. Especially guidance in assisting me in understanding the program better, making sure I understood and filled out paperwork correctly. Made me aware of volunteer opportunities of which I'm going to apply for too. Just overall so appreciative for the assistance. Thank you.” Customer served by AJC in Wheeling

“[The staff] is knowledgeable, friendly, down-to-earth and very encouraging. I appreciate [their] honesty and willingness to provide the appropriate resources and support during my transition and efforts to improve my skill set.” Customer served by AJC at the King Center

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 Ipads.*

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 OSO team can provide customized survey links, QR Codes, and flyers unique to a particular site, organization, or event. The OSO team will provide appropriate details after receiving the request:



Click this link to request a customized Workshop Survey link and QR Code.

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



Contact the OSO team directly at oso@scalelit.org with any questions regarding Customer Satisfaction Surveys, data, posters, etc.

UNIVERSAL REFERRAL SYSTEM



Airtable Referral Metrics

4,600+

PY 2026 Airtable Referrals
(July 1, 2025 - December 31, 2025)

2,130+

2nd Quarter Referrals
(October 1, 2025 - December 31, 2025)



13%
Referrals
in Progress



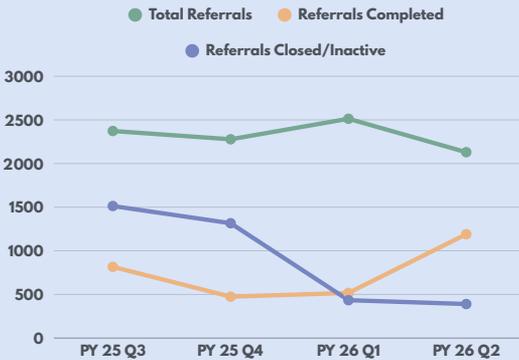
56%
Referrals
Completed*



18%
Referrals
Closed**

The percentages above are based on PY 2026 referrals data (October 1 - December 31, 2025).

Quarterly Completed and Closed Referrals January - December 2025



Over the last year, there have been steady rates of incoming referrals with an uptick in positive outcomes.

Contributions include:

- Improved partner program descriptions and streamlined outreach
- **Increased Program options with 72 partners using Airtable**
- Increased Technical Support
- Monthly Onboarding and Shared Demo Recordings

***Referral Completed** is the status option used when the Receiving Partner indicates that a customer has shown up for a scheduled appointment, was enrolled, or received 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

UNIVERSAL REFERRAL SYSTEM



The Airtable Referral System allows OSO and the AJC Network to view real-time data and referrals across 72 LWIA 7 organizations and agencies.

In 2026, the OSO team will continue to build a more cohesive referral ecosystem. Airtable onboarding will be held monthly, with the team identifying points of contact at each agency to receive referral submissions. The OSO will also facilitate concurrent cross-training to support the establishment of clear referral pathways.

Please review the most up-to-date [Airtable User Guide](#) and complete the [Airtable Interest Form](#) for more information about upcoming onboarding. Contact ema@scalelit.org with any questions.

WHAT IS AIRTABLE?
LWIA 7 UNIVERSAL REFERRAL SYSTEM

Airtable is a collaborative, form-collection database. It allows the LWIA7 AJC Network to view real-time data and referrals across organizations and agencies. Partners using Airtable can send, receive, and track referrals to/from other agencies via a single referral form and Airtable Dashboard. Additionally, partners can view and update the status of a sent referral.

2,000+ successful outcomes for PY 25
10 American Job Centers
25+ Adult Education Agencies participating
65+ Organizations currently using

WANT TO SEND REFERRALS?

- 1** Complete Interest Form
 - Scan QR Code below
 - Invite will be sent to your email upon receipt of form
- 2** Accept Disco Invite
 - Invite will come from scaleLIT via Disco.
 - Disco is the learning management system that hosts Airtable onboarding calendar
- 3** RSVP and attend Airtable Onboarding
 - RSVP in Disco
 - Onboarding will be held virtually on ZOOM
- 4** Begin sending and receiving referrals
 - Connect clients to needed services via universal referral form
 - Opportunity to track referral outcomes

SCAN QR CODE AND COMPLETE INTEREST FORM

Airtable DISCO scaleLIT

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 send referral information to the Airtable database. As of February 2026, the site had more than 95,000 views and more than 37,000 new users, with 5,700 career seekers and 72 employers using the platform to connect with an AJC.

UNIVERSAL REFERRAL SYSTEM



If you have questions about Airtable, please attend the Airtable Office Hours on the 2nd and 4th Tuesdays between 12:30 pm and 1:30 pm. *Click the image below to join the Zoom.*

If you need technical assistance outside of Airtable Office Hours, [click here to request a 15-min meeting here.](#)



The Universal Partner Referral Form is ADA-compliant.

The form allows more access to partners who utilize text-to-talk and tabbing or need higher contrast. Additionally, the form can now seamlessly be completed in English or Spanish.

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

The OSO is committed to incorporating all four Sector Centers into the Airtable referral system to connect universal clients to sector employer partners. As of December 2025, the Healthcare, Hospitality, and Tourism, TDL, and IT Sectors can receive universal clients via Airtable referrals.

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



AJC ORIENTATION & MATERIALS



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

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

AJC Orientation Video

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



[Click here for the English Video](#)

[Click here for the Spanish Video](#)





ABOUT US:

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

EMAIL:
oso@scalelit.org

LEARN MORE:
scalelit.org/oso

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



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

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