

Central Economic Development Region 1

Local Workforce Innovation Area 19

Workforce Innovation and Opportunity Act

Local Plan

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CHAPTER 4: OPERATING SYSTEMS AND POLICIES – LOCAL COMPONENT

WIOA Sec. 121 (c)(2)(i), Governors Guidelines Section I, 2, MOU

Part V-VII, IX, XI TIMELINE: FEBRUARY - APRIL

The Workforce Investment Board for Macon and DeWitt Counties plays a key role in the economic development of our area. There are 29 business and public sector executives that make up the Workforce Investment Board. We work throughout our two county area to find solutions to the workforce needs of employers and job seekers. The Local Plan provides strategic direction to WIOA partners from workforce, education and economic development. Through our planning process, the Board intends to forge a better understanding of partner programs and the customers that they serve. We will build on that understanding to properly identify common activities and services that benefit all customer of the workforce system. The goal is to align and co-enroll customers to provide a more holistic approach to positive employment outcomes and self-sufficiency.

- A. Provide a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners (see MOU Part V-VII);
- Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:

Title 1 (Adult, Dislocated Worker and Youth) --The Illinois **work**Net center offers employment and training services to Macon and DeWitt counties as a One-Stop service center designed to link Illinois employers with qualified job seekers. We are committed to developing the workforce in our community by helping employers meet their human resource needs. We provide an array of career guidance services tailored to job seekers' needs including additional training or education. Our state-of-the-art Resource Room gives access to the latest labor market information, employment listings, career development publications and professional career advice. The Comprehensive One-Stop Center is located at 757 West Pershing Road – Decatur Illinois 62526. There are no affiliate or specialized Workforce Centers in the local area.

Service provision for job seekers is as follows:

After an initial assessment, of skills and interests, the Title I program staff identify and refer clients as needed for additional services. Staff assists customers in identifying and applying current skills, or learning new skills to achieve greater success in an ever-changing economy. Using career and labor market information an individual identifies skills needed for the jobs they desire to transition or re-enter the workforce. Individuals eligible for Title 1 services may receive tuition, books and fee reimbursement to upgrade their skills. Supportive services such as childcare, transportation and employment related supplies are also available to individuals in need. Performance information will be available and individuals who desire training will be guided in to high growth occupations in healthcare, manufacturing, transportation and logistics industry sectors. Career counseling will be provided and development on an Individual Employment Plan (IEP) will be an ongoing document. Job search activities will be accessed as needed including resume writing, interviewing, skills gap analysis, etc. Follow up services will be provided.

Title II (Adult Education): Adult Education works extensively with all partners in the One-Stop system by providing referrals via telephone and will work diligently to help streamline the process of referring clients through a more formal process. This process is currently being developed through the partners in the One-Stop Center and will use technology to help reach the client in “real-time” (24-hour turn-around). It is Adult Education's commitment to the community to help build a stronger workforce in our area. Decatur Public Schools and Richland Community College are the two Adult Education Providers in the Local Area.

Decatur Public Schools - Adult Education assesses each adult learner when they enter the program (Intake/Orientation). The assessment involves: TABE testing (Initial Skills Assessment) and one-on-one interviews. The program has developed an assessment form with questions that will help identify needs of the adult learner. Once a need is identified, the Adult Education program contacts (via phone) the appropriate partner from the One-Stop and makes a referral. Follow-up is on-going with the adult learner ensuring the needs are being met. Documentation is placed in the client's file. At time of orientation, clients are given information regarding services available in our community.

Adult Education offers vocational courses which incorporates developing an individual employment plan and career planning. The courses incorporate the partners in the One-Stop Center. For example, the Career Services at Richland Community College is invited to speak to each class to share information to the students regarding the next step in their educational goals. Social Service agencies are invited in to let the students know what services are available. The Division of Rehabilitation is contacted if services are needed to help any and all students. A local credit union provides a financial workshop in each class.

Richland Community College conducts orientation session for adult education classes and conducts an initial skills assessment. Based upon need, referrals are made to other programs and information provided on supportive services. Richland conducts special assessments as needed and assists the student in developing an individual employment plan. One-on-one counseling is provided in regard to career planning. Often, short term pre-vocational services are provided or a referral is made. Students are involved in workforce preparation activities and provided with or referred to partner agencies for financial literacy services. Richland provides an English language learners program for those students in need of that service.

Richland's objective is to provide educational opportunities to community members to help them reach an educational goal, improve literacy, attain a High School Equivalency, and develop consumer skills and financial planning. We provide training and education to help our students enter transfer classes, career/technical classes, or to find or improve employment opportunities. The local one-stop has direct linkage to RCC.

Title III (Employment Services under Wagner-Peyser) - IDES' Employment Services and outreach is a program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individual's unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois Job Link in order for the claimant to immediately begin

searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

Title IV (Rehabilitation Services) - The Vocational Rehabilitation Program under the Division of Rehabilitation Services strives to provide customized employment solutions to people with disabilities in Macon, Moultrie, and Dewitt counties. We provide anything a customer needs from orientation to the program to financial assistance with education, training, and evaluation. The customer has the right to choose their path and DRS-VR can assist with career counseling, information and referral, and labor market information to help guide customers through their chosen path. DRS maintains a variety of contacts in the Community and surrounding areas, including Richland Community College, FCRC, Social Security, Workforce Investment Solutions, Millikin University to ensure comprehensive services can be provided across population and providers.

Perkins/Post-Secondary Career and Technical Education - The Carl D. Perkins Technical Education Improvement Act of 2006 (Perkins IV) focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students by: 1) Strengthening the connections between secondary and postsecondary education; 2) Restructuring the way stakeholders – high schools, community colleges, universities, business and parents – work together; 3) Increasing state and local accountability standards.

The RCC Perkins grant will support 1) Referral and Coordination with Other Programs; 2) Workforce and Labor Market Information Statistics; 3) Performance and Cost Information on providers of education, training and workforce services; 4) Information on the Availability of Supportive Services; 5) Comprehensive and specialized assessments; 6) Assistance establishing eligibility for financial aid for non-WIOA training and education; 7) Individualized Counseling; 8) Career Planning; 9) Internships and Work Experience; 10) Workforce Preparation Activities; 11) Financial Literacy Services; 12) Out-of-Area job search assistance

Perkins supported activities will be made available to clients and students via phone, email and on-campus direct services.

IDES/Unemployment Insurance (UI) - The Unemployment Insurance program, administered by IDES, is designated to contribute to the state's overall economic stability by partially protecting eligible workers against loss of income during periods of unemployment. Eligible workers who become unemployed and meet all requirements set forth in the UI Act may receive benefits for the maximum number of weeks payable under the law or until the worker finds employment or becomes otherwise ineligible. UI staff will assess the needs of incoming clients and assist with the online filing of UI claims, if needed. Staff will also answer questions regarding UI claims or payment, and make referrals to partner agencies if needed.

IDES/Job Counseling, Training and Placement Services for Veterans - DES provides veterans priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Veteran's Representatives work in conjunction with Wagner-Peyser staff to assess the needs of our Veteran population. Assistance is then provided to insure that the Veteran is job-ready. If significant barriers to employment (SBEs) are identified, the veteran receives intensive service from a Veteran's Representative. Those with SBEs work one-on-one with a Veteran's Representative to overcome their barriers in order to become job-ready. Priority is given to Veterans when referring candidates to open

employment positions and dedicated staff continually do outreach with local employers to find current employment opportunities in the community that are suitable for job-ready veterans. Current individualized labor market information is provided to veterans to help determine if additional training is needed to obtain employment that provides sufficient earnings. Referrals to supportive and/or partner services will be made as needed.

IDES/Trade Readjustment Assistance - IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports.

IDES/Migrant & Seasonal Farmworkers (MSFW) - DES provides staff assisted services including job development, career guidance, referral to training and supportive services. MSFW staff meets informally pre-season to prepare for the arrival and locations of migrant farmworkers; prepare outreach activities for the duration of the migration and agricultural season, review expected employment and supportive needs of migrant and seasonal farmworkers, and identify available resources to meet their needs. Staff may schedule tentative dates to coordinate outreach activities. Program staff also coordinates with staff of other local entities that provide a range of services for farmworkers in need. Each office provides a full range of employment services. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois Job Link in order for the claimant to immediately begin searching for work. Offices designated as "Significant MSFW Offices" provide bilingual Outreach Worker staff trained to provide specific USDOL Employment and Training Administration (ETA) MSFW-mandated program services. The Illinois "Significant Offices" also provides or arranges for field outreach and service to MSFW's in coordination with our partner, the Illinois Department of Human Services (DHS). All IDES offices coordinate with partner organizations, public and private groups providing similar services, for MSFW program support.

Community Service Block Grant (CSBG) - The Decatur Macon County Opportunities Corporation DMCOC provides a variety of Community and Social Services to meet the needs of area low income families and assists them in attaining the skills, knowledge and motivation necessary to achieve self-sufficiency. They provide for information/referral services; counseling and advocacy; basic computer and job search skills; on-the-job training; training in high job demand areas; employment support assistance, scholarships, case management, and transitional housing.

Senior Community Services Employment Program (SCSEP) - The Senior Community Service Employment Program (SCSEP) is a federally funded program administered through the U.S. Department of Labor based on the Older Americans Act. The SCSEP program promotes useful part-time (at minimum wage) training opportunities in community service activities for unemployed low-income persons who are 55 years old or older who are actively looking for employment. An SCSEP participant must meet the age and income criteria, which is 125% of the current poverty rate, to qualify for the program.

The SCSEP program provides on-site job training to transition the participant into an unsubsidized position of employment in conjunction with the participant's job goals. This is not only a job training program it also serves as a viable community service resource based on the requirements of the Older Americans Act. Thus, SCSEP is both a training and community service program.

DHS/TANF - The Temporary Assistance for Needy Families (TANF) under the Department of Human Services strives to provide customized services to people living in Macon and DeWitt Counties. The TANF program provides temporary financial assistance for pregnant women and

families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical.

Cross trained staff will direct clients to the services that best fit their needs, either by in-person or direct linkage contact. Local partners that will have staff at the center include Department of Rehabilitation Services, Workforce Investment Solutions and the Department of Employment Security. Other partner's services include; RCC and DPS Adult Education, RCC Perkins/Post Secondary Career and Tech Education, DMCOC / CSGB, National ABLE / SCSEP, and DHS / TANF, will be available through direct linkages. The Partners will develop coordinated delivery of service via specific contact information provided by representatives with each partner agency. Partners have indicated on the service matrix what services will be provided physically on-site as well as services to be provided on-demand through technology linkage. Partners will work together with the community to provide efficient and comprehensive employment-driven services to each customer who expresses need for assistance.

Local partners that will have staff at the center include Department of Rehabilitation Services, Workforce Investment Solutions and the Department of Employment Security. Richland Community College is pursuing funding to put a staff at the center as well. Other partner's services will be available through direct linkages.

- Explain how the comprehensive one-stop center provides on demand access to the required career services in the most inclusive and appropriate setting and accommodations.

Customers of the One-Stop center can access service on demand by either coming to the One-Stop Center or via electronic means such as Illinois Joblink and Illinois workNet. The One-Stop center is also home to Department of Rehabilitation Services. The center is structured to meet Federal and State accessibility requirements for those with disabilities.

Those choosing to access service at the One-Stop Center are assisted by Center staff located in our resource room. Staff is trained to determine the needs of the individual and connect them with the appropriate career services. The center has over 20 computers for use by the public which are equipped with state of the art technology to assist with job search, resume development and on-line applications. The Center has an on-line job board as well as a physical job board. In addition, individuals can attend workshops for orientation to our career services. The facility has large conference rooms for workshops and private offices to provide individuals with confidential assessment.

Per the Act, while some job seekers may only need self-service or other basic career services like job listings, labor market information, labor exchange services or information about other services, some job seekers will need services that are more comprehensive and tailored to their individual needs. Our team of professionals are a resource for job-seekers, assisting them is using the tools and services available to further their knowledge and reach their goal of successful employment.

Available Career Services include:

- Outreach, Intake and Orientation

- Initial Assessment
 - Labor Exchange Services
 - Eligibility for Services
 - Referrals to Programs
 - Job Search and Placement Assistance
 - Performance and Cost Information
 - Financial Aid Information
 - Follow-up Services
- Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between operator and partners.
 - Name of the procured one-stop operator
 - Describe the functions and scope of work of the one-stop operator
 - Describe how the one-stop operator was procured

The current One-Stop operation is consortium of partner that includes; Workforce Investment Solutions, Illinois Department of Rehabilitation Services and Richland Community College. The One-Stop operator oversees center reception and customer greeting functions. They coordinate the partner's activities in referrals and customer satisfaction (client and employer) data collection, etc. In addition, they are responsible for reports to the LWIB and they provide leadership and support necessary to ensure that the performance measures pertaining to Title 1 of WIOA are met. The One-Stop operator will be procured at a time and in a manner that is prescribed by the state. The Board is in the process of finalizing the procurement tool for the One-Stop operator and hopes to go out for bid in the fall of 2016. LWIA 19 plans to meet the July 2017 requirement for designation of the One-Stop Operator.

- Describe the local operator's role and responsibility for coordinating referrals among required partners.

The local operator's role and responsibility in coordinating referrals among required partners is to facilitate cross training of staff on partner programs. It is also to oversee a method of tracking referrals among partners. This is accomplished through the IWDS system which is used by center staff to provide quarterly updates to partners on referrals.

The partners have met and agreed to develop a more robust referral process. This will include methods to track the results of the referral including next steps and outcomes.

Title I (Adult, Dislocated Worker and Youth) -- The Title I program staff can make referrals at any point after their first contact with the customer. Often the need for additional (non-Title 1) services are identified after the initial assessment with the customer or during the creation of the Individual Employment Plan. Customers may be referred directly, in-person, to a partner that is located in the One-Stop. Referrals to programs provided outside of the physical One-Stop Center utilize Email and/or phone calls. Once created, any individuals needing assistance that is not provided by Workforce Investment Solutions will be referred to the appropriate partner using the online referral system that is being created. Staff at the One-Stop will be cross-trained to understand partner services and eligibility to better coordinate the referral process.

Comprehensive One-Stop Centers Basic Career Services – Matrix (Attachment 1)
Individualized and follow up career services – Matrix (Attachment 1)
Other Programs & Activities Available – Matrix (Attachment 1)

- Describe how the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.

The Title 1 program partner has a technology-enabled intake and case management information system, as does the Department of Rehabilitative services. These partners are co-located in the one-stop and use the tracking and referral capability within IWDS to share information on customer career service.

- Describe how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

The Board has completed value stream mapping for all workforce partner programs in the area. This mapping provided a customer focused process of evaluation that delivers key metrics by reducing waste and inefficiencies. Based on the results of the mapping all partners will provide access to web enabled portals that support workforce development activities such as job search, career exploration and skills training for high demand occupations.

Community partners such as libraries, faith-based organizations, and community organizations offer access to the web-based portals as well. The local area maintains a social media presence through Facebook, which they utilize to announce workforce preparation workshops, hiring events, job fairs and job openings.

- Describe how the Local Board will work with entities carrying out core programs to:
 - Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;

As noted in the regional plan, the local board will continue to work with partner programs to identify persons who might benefit from our services. Customers with significant barriers to employment have a range of issues that have to be addressed. These include; basic needs, education barriers, perceptions of work and peer pressure. Career services need to include support and counseling services from grass roots people who work with persons facing multiple barriers on an ongoing basis.

The partners will work to expand career services and opportunities while placing emphasis on working with nontraditional employers who are willing to work with persons facing barriers, such as job-seekers with arrest records, past drug usage and possible relapse, or with limited skills, lack of work history, lack of education, or lack of computer literacy skills. It will be important to expose these persons to positive work ethics, in a manner understandable to them.

Through the areas work with local employers, lack of essential skills needed to obtain and retain employment, was identified as a significant barrier to employment. The Workforce Investment Board, Economic Development Corporation for Decatur and Macon County and the Society for Human Resource Management recently partnered on a survey of local employment training needs. The survey revealed that qualifications such as reliability and communication tied as the most important factors with personal responsibility and attendance. Based on the survey results the area will incorporate essential skills development within each step on a career pathway. This will include coordinated delivery of partner services.

- Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and

The local area will build upon past initiatives that have developed career pathways such as Shifting Gears and Accelerating Opportunities. As identified in the Regional Plan we will work with local employers in our targeted industry sectors to develop pathways that meet their needs. For those enrolled in career pathways, partners will work together to identify opportunities to utilize braided funding and/or wrap around services.

- Improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable)

The local board will work with core education and workforce partners to develop pathways that use recognized post-secondary and industry credentials that are portable and stackable. We will work to identify components of earn and learn models that provide short term credentials that lead to employment in family-sustaining jobs and combine them with work-based learning in our targeted industry sectors. As part of a pathway we will identify additional credentialed training that can lead to advancement for the individual.

The local area has recruitment, assessment and selection processes that engage the services and expertise of several local organizations, including all partners in the Illinois workNet Center along with Decatur Township, DMCOC, DOVE, Springfield Urban League and religious congregations from historically black churches.

Workforce Investment Solutions will implement a rigorous and thorough selection process. Assessments will be based on a protocol developed by WIS and adopted by the Decatur Jobs Council; this protocol has been cited as a model for other community projects. It is hoped that through this process local area programs will enhance their ability to refer customers to appropriate service interventions on their chosen pathway.

- B.** Provide information regarding the local coordination strategies with state, regional and local partners to enhance services and avoid duplication of activities including a description of:

- Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.

Workforce Investment Solutions provides career planning and case management services to Adults, Dislocated Workers and Youth in the local area. Job readiness workshops are offered at the center that help individuals prepare when applying for jobs. For WIOA eligible individuals WIS provides tuition assistance for vocational classroom training. In addition, earn and learn programs such as on-the-job and incumbent worker training are available. Employers are provided assistance with pre-employment screening as well as skills assessment of potential candidates. Cohort training for industry and occupations is available. It is done in partnership with our community colleges to provide accelerated industry focused training that leads to an industry recognized credential and in some instances a post-secondary credential. Supportive services are available for those that qualify so that they can attend training. The local area also provides Rapid Response service to employers and laid off workers when a business downsizes or closes.

- Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232. [Additional Guidance will be released by ICCB]

The United States Department of Education’s Office of Career, Technical, and Adult education outlines the following goals under WIOA Title II:

- Assist adults to become literate and obtain the knowledge and skills for employment and economic self-sufficiency;
- Support the educational and skill achievement of parents and family members to participate in the educational development of their children and improve economic opportunities for families;
- Assist immigrants and English learners in improving their English and math proficiency and understanding of the rights and responsibilities of citizenship; and
- Assist incarcerated individuals in strengthening their knowledge and skills to promote successful re-reentry into society.

Locally, these goals are incorporated into the delivery of service such as adult education, literacy, workplace adult education and literacy, and family literacy as adult education and literacy activities. In addition, Section 203(2) of WIOA further adds three new activities to the definition of “adult education and literacy activities”: Integrated English literacy and civics education, workforce preparation activities, and integrated education and training. Bridge programs are also funded in the local area that provide contextualized learning along with industry recognized credentials.

The Local Board will review applications to provide adult education and literacy activities under Title II of WIOA for the local area, submitted under such section to the eligible agency by eligible providers, to determine whether such applications are consistent with the local plan.

Per Section 232 of WIOA applications shall:

- Each eligible provider desiring a grant or contract from an eligible agency shall submit an application to the eligible agency containing such information and assurances as the eligible agency may require, including—
 - (1) a description of how funds awarded under this title will be spent consistent with the

requirements of this title;

(2) a description of any cooperative arrangements the eligible provider has with other agencies, institutions, or organizations for the delivery of adult education and literacy activities;

(3) a description of how the eligible provider will provide services in alignment with the local plan under section 108, including how such provider will promote concurrent enrollment in programs and activities under title I, as appropriate;

(4) a description of how the eligible provider will meet the State adjusted levels of performance described in section 116(b)(3), including how such provider will collect data to report on such performance indicators;

(5) a description of how the eligible provider will fulfill one-stop partner responsibilities as described in section 121(b)(1)(A), as appropriate;

(6) a description of how the eligible provider will provide services in a manner that meets the needs of eligible individuals; and

(7) information that addresses the considerations described under section 231(e), as applicable.

- Wagner-Peyser Act (29 U.S.C. 49 et seq.) services.

The Employment Service partner in the local area makes services available through two staff person in the resource room. These staff provide assistance to job seekers in accessing Illinois Job Link which contains labor market information that they can use as part of their career exploration. Staff are both trained to provide assessment services to Veterans seeking employment. The staff also participates in job search workshops hosted by the Title 1 partner.

- Vocational rehabilitation service activities under WIOA Title IV.

Department of Human Service's Division of Rehabilitation Services (DRS) is the state's lead agency serving individuals with disabilities. DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.

Locally the Department of Human Services Division of Rehabilitation Services provides guidance and counseling to people with disabilities. Services include assisting individuals with career and adjustment counseling, job coaching and in securing competitive employment. Individuals can also receive assistance with job training and placement.

- Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.

A consortium of agencies provides a variety of services, which are free to eligible clients - (Richland Community College and Decatur Public Schools Adult Education Center). These entities provide GED classes and English as a Second Language classes in the local area. They also offer workplace skills training, career exploration services and basic skills instruction. They provide specific bridge programs in manufacturing, healthcare and hospitality that provide contextualized learning along with industry recognized credentials.

- How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.

Richland Community College represents the Perkins program in the local area. They participated in the value stream mapping for job seekers and they are an active member of the Illinois workNet partner group. They are currently seeking funding to hire a staff person that can help job seekers bridge the gap between adult education and post-secondary education. If successful in their funding request, this staff person would be focused on assisting individuals with referral to an array of educational institutions and programs. Some of this staff person's time would be spent in the One-Stop providing these services.

- Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area; and (Attachment 2)

The Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area by assuring that each partner is aware of available resources and provide customer referral to said services. There is a priority based on core mission as to which funds get used first. For instance, child care assistance is available through many partner programs but The Child Care Resource Services (CCRS) organizations main mission is to assist with childcare. Therefore, if a WIOA eligible customer were in need of childcare assistance they would first be referred to CCRS to access services. If they could not receive funding under CCRS then WIOA may pay for the childcare.

- Describe the local referral process (see MOU Part IX).
 - Identify the entities between who the referrals occur
 - The following entities refer customers to each other:
 - Workforce Investment Solutions
 - Illinois Department of Rehabilitation Services
 - Illinois Department of Human Service - TANF
 - Illinois Department of Employment Security
 - Adult Education
 - Richland Community College
 - Decatur Macon County Opportunities Corporation they are the (CSBG)
 - Decatur Housing Authority
 - Experience Works = Title V Senior Program
 - Explain the method(s) that will be used to refer participants between programs
 - Participants will be referred to appropriate programs though both electronic and hard copy formats.
 - The IWDS customer tracking system is used in the Illinois workNet Center

Resource Room. IWDS will be used as LWIA 19's method of referral.

- Define the roles related to referrals
 - Front line staff will be cross trained in the partner programs so that appropriate referrals can be made at the first point of contact. This includes the use of websites to provide information to the customer on each partner program.
 - Career Services staff will make additional referrals to partners programs as needs are identified through the assessment process.
 - Partner program leadership members will meet on a regular basis to assess the number and quality of referrals that are being received.
 - All staff will be informed of updates and upgrades to the referral process through email notification, staff training and any other appropriate means developed in the local area.
- Identify the method of tracking referrals
 - Referrals are tracked through resource room staff. Each quarter staff prepares a report for all partners on the number of referrals.
 - The IWDS system is an internet-based system which allows staff to record and maintain customer information. Customers receive a swipe card that is used each time they receive services.
- Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services
 - The local area benefits from being co-located with the Office of Rehabilitation Services. Our building meets accessibility standards. Our resource room is also equipped with assistive technology. In addition, partner program services are marketed to all groups with barriers to employment.

C. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:

- A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

Individuals interested in pursuing training are tested for basics skills using the TABE. They complete a readiness assessment which include suitability issues such as housing, transportation, education, lifestyle, and criminal background. Interest surveys are completed on Illinois workNet as well as career research on the CIS system.

The local area provides adults and dislocated worker with vocational/educational training through ITA and cohort training. They offer work based learning which can include OJT and work experience. Training options are focused around the job driven openings in our local

economy. Individual training accounts and cohort training are specifically focused on demand sectors. Within the local area adult education offers bridge programs in the key industry sectors providing a career pathway to post-secondary education or employment. We have one Community College – Richland and one Proprietary University – Millikin. We coordinate on a regional basis with other educational institutions that may meet the needs of job seekers.

- A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.

Staff from Workforce Investment Solutions and Employment Security provide Rapid Response services to companies and workers impacted by business closures and/or layoff. These services include initial meetings with the employer, workshops for impacted workers and provision of job search and training services. Local area staff coordinate these services with staff from the States rapid response unit. A team of staff from the state and local area meet with the employer upon notice of the closure or layoff. During this meeting the services available under WIOA are explained to the employer. The employer is also asked to supply specific information on timelines for loss of employment and assistance in coordinating times and locations for workshops for the impacted workers.

This same team of State and Local staff provide workshops for individuals who are losing their job. The impacted workers are provided information on topics such as; unemployment insurance benefits, job search assistance, availability of training funds and other community services to help them manage during their time of unemployment. The individuals that attend the workshop are encouraged to access services on-line and to come to the One-Stop for a more in-depth assessment of their employment and training needs.

D. Provide a description of how the local area will provide youth activities including:

- A description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

The local area currently has 3 youth contracts, 1 for in-school and 2 for out-of-school services. The in-school program is at Clinton High School and is a combination of academic and work experience. Through the academic component providers make sure that the student is learning at their grade level and on track for graduation. The work experience component is available in the summer. The majority of youth participating in the program have learning disabilities. The local area also actively works with our Rehabilitative Services partner to identify potential youth applicants.

The Decatur Public Schools Adult Education program offers bridge programs in manufacturing healthcare and hospitality. The bridge component is combined with work experience.

First Institute runs a medical office assistant program that includes academic training and externship which exposes the student to real world work environment and an opportunity to

demonstrate skills learned. In addition, the local area has individuals who have ITAs and when appropriate are using work based learning OJT for youth.

To date the Clinton HS program has exceeded performance expectations in graduation and entrance into employment of post-secondary education. The CNA bridge program has been successful as well in participants obtaining the credential and entering employment.

- A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.

The local area recruits out-of-school youth through marketing materials such as brochures and flyers distributed to partner organizations. Partner organizations include human service agencies, educational partners, businesses and community based organizations. The local area currently runs two out-of-school youth programs and spends 70% of its budget on out-of-school youth.

The local area will re-align funding to assure that 75% of funds are available for out-of-school youth. We are going to expand recruitment efforts to include faith-based organizations in the local area. In addition, we have recently partnered with Richland Community College and the Decatur Area Education Coalition to operate a math boot camp. It is technology driven and customized to the individual's skill needs to increase math ability in order to enter fall class in regular college courses. We are offering a six-week work experience that provides youth with the opportunity to learn and apply skills in real world settings and ultimately jobs that young people are ready to fill given the opportunity.

E. Provide a description of how the local area will provide services to priority populations as outlined in the Unified Plan:

- Provide information on how priority will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E).

Priority of service for receipt of career and training services is given to public assistance recipients, other low-income individuals and individuals who are basic skills deficient. The local area targets marketing of the program to individuals from these groups. Information on the individual's status with regards to these categories is collected during the intake process. Our local area has maintained the historical focus of the adult program on individuals who can most benefit from the use of funds. Individuals from these groups typically have less educational attainment and can most benefit from obtaining credentials in occupations associated with our growth sectors. Our automated case management system enables us to collect and track enrollment and outcome information on these targeted populations.

- Describe how the Local Board will determine priority populations and how to best serve them, along with any other state requirements.

In accordance with WIOA Section 134 (c)(3)(E) and Training Employment Guidance Letter 10-09 the Local Board will determine priority of service in the following order:

1. Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
2. Non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups of public assistance, other low-income individuals, or individuals who are basic skills deficient will be given priority for WIOA adult formula funds.
3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Non-covered persons outside the groups given priority under WIOA.

Available services will be aligned with regional sector strategies. Individuals will receive an assessment of their skills, aptitudes and interests to determine what services from which they could most benefit.

F. Provide a description of training policies and activities in the local area including:

- How local areas will meet the requirement that a minimum of 40% of expenditures be for direct training costs;

To meet the 40% minimum training expenditure requirement, the local area budgets for compliance and tracks it on a quarterly basis.

- How local areas will encourage the use of work-based learning strategies including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;

Local area 19 has a strong foundation for work-based learning. Through our local efforts we have developed work-based learning opportunities for over 60 customers in the past 2 years. Much of our success is based on the relationships that WIOA Title 1 staff have developed with local businesses. We plan to build upon these relationships under WIOA. In accordance with our Regional Plan, the local area will target work-based learning opportunities in our key industry sectors.

- Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided; and (Attachment 4)

Training services as described in WIOA Sec. 134 will be provided in the local area as follows:

1. Individuals interested in training must be determined eligible under Title 1 of WIOA.
2. Before a participant is enrolled into a particular training program staff will review their work history, education, skills, interest, and aptitudes as part of their assessment.
3. Staff will provide the participant with career information on the specific occupations

- within our targeted industry sectors using available labor market information.
4. Based on the assessment and career information provided, the individual will select a career pathway to pursue. This will be the basis when developing the participant's Individuals Employability Development Plan.
 5. Staff will assist the customer in determining what training providers are available in the local area that offer the needed training.
 6. Once the participant has been accepted into the selected training program staff will issue the Individual Training Account.

Customer choice will be facilitated in the local area by providing access to on-line information concerning the Eligible Training Provider List. This list is maintained through state systems such as workNet and IWDS. The local area does not plan on using contracts for training at this time.

- Provide a copy of the local training provider approval policy and procedures and describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers. (Attachment 5)

The Local Board will ensure continuous improvement of eligible providers of service through the system by reviewing outcome information for participants by CIP code. Those curricula that do not lead to employment in jobs that meet WIOA performance requirements will not be funded in the future. Enrollment into provider's curriculum will be focused on pathways in our targeted growth sectors of the local economy. We will meet the employment needs of local employers, workers and jobseekers by actively engaging employers in career pathway development and enrolling individuals in training that leads to careers in those pathways.

- G.** Provide information regarding the local strategies that will be financed by the transfer of Title IB workforce funds including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

- To transfer funds between the adult and dislocated worker funding streams.

Regardless of the title, local strategies that will be funded will center around training opportunities in demand sectors of the economy. These transfers will be based on need.

Recently LWIA 19 has seen more low income Adults than Dislocated Workers; however that can change when a company announces a mass layoff or closure. The local WIB will make decisions to transfer Dislocated Work and Adult funds based on local needs. We will strive to meet the needs of both for Job Seekers and Employers. The flexibility of WIOA to transfer funds is beneficial and allows us to meet the needs of the community.

- To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).

When a company is identified that meets the layoff aversion criteria for incumbent worker training then local funds will be used for such training. For example, the Business Resource Team may meet with an employer and learn that they have current employees who would benefit from the use of

Incumbent Worker funds. Currently the Board has reserved less than 1% of the combined total of the adult and dislocated worker funding for incumbent worker training. If the local need arises, the Board would request a modification to move additional funding to be utilized for incumbent worker training.

- To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).

Transitional jobs are to demonstrate work habits and attitudes. The local area is waiting on clarifying information before committing to funding transitional jobs training. Potential targets for opportunity would be job seekers who have significant barriers and limited to no work experience. For example, if Federal changes occurred in the TANF program, clients might lose benefits and seek out employment or training assistance. These are examples of how this local flexibility enhances our ability to serve based on the local climate. At that time, the Board would make a decision to utilize up to 10% of the combined total of adult and dislocated worker allotments for transitional jobs and request a modification.

- To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).

The local area has no plans to use pay for performance contracts.

**CHAPTER 5: PERFORMANCE GOALS AND EVALUATION –
LOCAL COMPONENT TIMELINE: FEBRUARY - APRIL**

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)).

- A.** Provide information regarding the projected local service levels. [Note the details regarding this requirement will be developed in the Spring of 2016]

It is planned that service levels for adults and dislocated workers will be similar to those in past year. Services to youth will be adjusted to meet the requirement for 75% Out-of-School Youth. The LWIA is waiting for further guidance from the State concerning any adjustments to service levels.

- B.** Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. [NOTE: The details regarding this requirement will be developed as the WIOA rules are finalized.]

- WIOA Common Measures
- Additional State Measures

As noted in the planning instructions the Local Board is waiting for details regarding the WIOA performance requirements. The area plans to meet or exceed the WIOA measures through a focus on program design that is focused on training in demand industry sectors.

LWIA 19 Performance Goals for PY 2016/2017:

Adult Employment Rate 2 nd Quarter after Exit	73%
Adult Employment Rate 4 th Quarter after Exit	71%
Adult Median Earnings	\$4,000
Adult Credential Attainment Rate	70%
DW Employment Rate 2 nd Quarter after Exit	76%
DW Employment Rate 4 th Quarter after Exit	74%
DW Median Earnings	\$6,800
DW Credential Attainment Rate	52%
Youth Employment/Placement in Education Rate 2 nd Quarter after Exit	55%
Youth Employment/Placement in Education Rate 4 th Quarter after Exit	60%
Youth Credential Attainment Rate	60%

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES –
LOCAL COMPONENT WIOA Sec. 121 (c)(2)(iv), MOU Part X
TIMELINE: FEBRUARY - APRIL

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act.

A. Fiscal Management

- Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under WIOA Sec. 107(d)(12)(B)(i).

Macon County is the grant recipient and fiscal agent for the WIOA program that serves Macon and Dewitt counties. The county was approved and designated by the Governor for a period of two years. Workforce Investment Solutions is a department of Macon county government.

- Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub-grants and contracts for WIOA Title I activities. (Attachment 6)

B. Physical Accessibility

- Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

Physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities is coordinated through our Rehabilitation Services Partners. They hold the lease on the One-Stop and certify that it is ADA compliant. In addition, each partner program affirms through the MOU that they will comply with all accessibility requirements. Most programs have their own methods of administration which also govern program accessibility.

Staff work with our Rehabilitation services partner to convert other partners' materials to brail. This information can be updated as needed. In addition, the Community College partner can administer one-on-one assessments and testing to individuals with cognitive disabilities.

Staff are sent to training to learn about new technology and techniques in assisting individuals with disabilities.

- Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system with respect to efforts that will enhance the provision of services to individuals with

disabilities. [This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.]

Cooperative agreements are being developed between Department of Rehabilitation Services and Workforce Investment Solutions. Through consultation with the WIOA partners, the local area plans to define how services will be made available by partners within the system.

C. Plan Development and Public Comment

- Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations.

In accordance with Section 108 (d) of the Workforce Innovation and Opportunity Act, the local plan was posted for public comment on March 28, 2017. The plan was made available through a Legal Notice with the Decatur Herald & Review. The plan was also distributed to members of the Local Workforce Innovation Board of Area 19. This membership includes representatives of business, labor and education.

- Provide a summary of the public comments received and how this information was addressed by the CEO, partners and the Local Board in the final plan.

No comments were received on either the Regional or Local Plan.

- Provide information regarding the local plan modification procedures.

The local plan modification process follows the same steps as that of an original grant submission. The need for a modification may be dependent on actions by the Dept. of Commerce or by local circumstances.

Attachment 1 – Service Matrix

Attachment 2 – Supportive Service Policy

LWIA # 19: Supportive Service Policy

Definition

The definition for supportive services from the Workforce Investment Act is as follows: *“the term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the Workforce Investment Act.”*

Supportive services may be used in conjunction with a participant’s training, or may be provided as an intensive service depending on the needs of the participant. The most common supportive services are dependent care and transportation (described below).

Dependent Care

- Customers must apply for Child Care Resource Services prior to receiving WIS assistance for childcare costs; if determination from CCRS is pending WIS will assist until a determination is made. A copy of the approval/denial must be maintained for the customer file and a copy of the approval from CCRS must be submitted to the Fiscal Assistant.
- Dependent care, if determined necessary, will be reimbursed at a rate of 100% per child for licensed childcare providers and at the rate of \$2.00 per hour per child for non-licensed providers (excluding reimbursement to a parent or step parent of children).
- Childcare will be provided for individuals who are in training or who require daycare for WIS required job search activities. Attendance sheets must be submitted with the appropriate signatures.
- WIS customers must submit their childcare provider’s Contract/ Policy letter stating that the participants must pay for days, and/or weeks the child is not in attendance. The Case Manager maintains this documentation in the customer file. Any vacation time must be used prior to WIS reimbursement during these times.
- WIS customers must submit a letter from licensed day care provider stating weekly out of pocket amount charged to customer. This letter must be on letterhead from daycare provider and be signed by provider.
- If provider requires payment while child is not attending, WIS will continue to provide dependent care assistance during semester breaks, holidays, sick days.

Reimbursement would not be paid unless customer is enrolled in full time educational activities.

- Dependent care will be reimbursed for customers who require tutoring or computer lab time. These activities must be away from home and documented by staff within the facility.
- Dependent care support services are mainly provided for customers in training, but WIS could assist customers for their first 30 days on the job, as needed.

Transportation

- Mileage reimbursement will be considered for over 15 miles one way to training provider and/or WIS required job search activities.
- Any exception to 15 miles and below must be based on customer need and must be approved by the Program Manager.
- The rate per day for round trip will be as follows:
 - 30-50 miles (round trip) - \$9.00/day
 - 51-70 miles (round trip) - \$12.00/day
 - 71 and over (round trip) - \$15.00/day
 - **A MapQuest, Google Maps, or similar printout must be provided as evidence of mileage from home to the training site.**
- Customer Attendance Sheet is required as payment support to document attendance. The Attendance Sheet should coincide with the class schedule. Customers must submit an Attendance Sheet signed by their instructor or appropriate administrator and submitted to their Case Manager within two weeks of the documented period.
- A rider's fee reimbursement may be given at \$5.00 per person, per day.

Other Supportive Services

- Supportive services may also be provided for, but not limited to, the following: tools, uniforms, shoes, car repairs, eye glasses, dental procedures, certification, licensing, and testing fees, etc.
- Another type of supportive service would be tutoring for a customer that is having difficulty with their coursework. Tutoring contract must be completed and approved by

the Program Manager. Fees range from \$14.00/hour - \$25.00/hour depending on provider.

- Since the needs of each customer vary greatly, supportive services will be administered by the Case Manager on a case-by-case basis.
- Any individual item shall not cost more than \$300 without the approval of the Program Manager.

Relocation

- Relocation allowances such as payment of move, mileage, lodging, meals, and incidental expenses may be funded through WIA for eligible customers who cannot reasonably be expected to secure suitable employment within the commuting area.
- Commuting area is defined as a 50 mile one-way radius from residence.
- Customers must obtain a bona fide offer of work outside the commuting area and desire to move possessions.
- An application for relocation assistance must be made in advance and approved by the Executive Director.

Reasons for denial of supportive services are as follows:

- Any of the above requirements outlined in this policy are not met.
- LWIA #19 funds are limited or exhausted
- The participant refuses to comply with reasonable LWIA #19 and/or WIB requirements and conditions
- The participant has falsified supportive services documents and/or attendance sheets.
- Any exceptions to this policy will be reviewed and approved on a case-by-case basis by the Program Manager.
- The participant must turn in all documentation in a timely manner. Any documentation older than 8 weeks may be denied.

Attachment 3 – Priority of Service Policy

Macon - DeWitt Workforce Investment Board

Priority of Services

GUIDELINES: The Local Workforce Investment Board will establish priority of services based on guidelines listed below. Due to the implementation of WIOA and final guidance pending on many of these items, priority policy will be expanded to incorporate Residency, Low Income, Basic Skills Deficient and Veterans.

EFFECTIVE DATE: May 1, 2016

Residency – Adult customers who reside within Macon or DeWitt Counties or Dislocated Workers who have been laid off from facilities located within the local workforce area, will be given Residency Priority of Services. This priority will be imposed for the funding of training programs. Career services are universally available to all customers and residency is not used for priority of service regarding those services.

For residency not to be considered a factor for a customer’s enrollment in training, WIS will review the availability of other workforce funding, including National Emergency Grants and other public or private sources that are available to fund employment and training activities in the local area. The WIS Performance Panel will review information and make a recommendation for approval by the Executive Director.

Low Income – Defined under separate policy – ITA and pending additional policy information from Department of Commerce and WIOA Final Rules.

Basic Skills Deficient – Defined under separate policy – ITA and pending additional policy information from Department of Commerce and WIOA Final Rules.

Veterans – Defined under separate policy – ITA and pending additional policy information from Department of Commerce and WIOA Final Rules.

Priority of service policy will be reviewed annually and updated as needed.

Attachment 4 – Individual Training Accounts

LWIA #19: Individual Training Account Policy

Training services are provided for adults, dislocated workers, older youth, and out-of-school youth through Individual Training Accounts (ITA) as part of the One–Stop delivery system. *A waiver has been issued by the U.S. Department of Labor allowing older youth and out-of-school youth participants to utilize ITAs, which enhances customer choice and expands services to those populations.*

All training services must be directly linked to employment opportunities in the local area based on current and projected labor market information. If the participant is willing to relocate, these services must be linked to that area. The occupation must not show a negative growth rate. The exception to this would be if the local area shows sufficient employment opportunities to outweigh the negative growth rate. Supportive documentation must be maintained in the participant’s file.

Training should lead to attainment of a sufficient employment wage removing the need for public assistance.

Participants must complete and submit a Free Application for Federal Student Aid (FAFSA) prior to enrollment and provide staff the appropriate documentation. The following would be excluded from submitting FAFSA:

- Training programs not covered by FAFSA
- Individuals who possess a Bachelor’s Degree

Participants may be considered for Individual Training Accounts if they are determined eligible under Title I and:

- Have received Core and Intensive Services, including the development of an Individual Employment Plan
- After a personal assessment with a Case Manager, it is determined the participant is in need of training to obtain employment; or, if employed, the individual requires training to increase their earnings to become self-sufficient
- Possess the skills and qualifications to successfully participate in the selected training program
- Unable to obtain sufficient grant assistance and/or financial aid from other sources

Priority will be given to those who live within LWIA #19. If the participant resides within another LWIA, they will need to first seek assistance from that LWIA (and be denied).

All training programs must be within a reasonable commute of the local workforce area. Training programs that are not within commuting distance of the local area may be approved on a case-by-case basis.

Individual Training Accounts will be issued per term according to the training that is requested. The amount of each ITA will be based on the maximum charge for full-time student tuition and the fees per term for the designated curriculum at the training provider. LWIA #19 will pay in-district tuition rates only.

Case Managers will review cost obligations on a monthly basis.

Individual Training Account's will not be used for payment of late fees caused by participant error or delay. The participant will be responsible for these fees, as he/she is responsible for other fines or penalties.

Training materials may also be provided for, but not limited to, the following: books and supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, required physicals, etc. A list will be provided for Case Managers for the above items and information on how accounts are handled. Not more than \$300 shall be spent on any one individual item without the approval of the Program Manager.

If a participant has health insurance, they must submit the charges for their physicals/shots to their insurance company before WIS will assist with those costs.

Participants must select training providers from the Statewide Provider list. All training services under Individual Training Accounts shall be provided in such a manner that allows the participant to make the most informed choice.

Participants will continue to receive services until their designated training program is completed, regardless of the length of time, and as long as funding is available.

The issuance of an ITA or a subsequent ITA may be denied if any of the above requirements are not met. Additional reasons for denial are as follows:

- Training funds are limited or exhausted
- The participant cannot demonstrate that he/she has the financial resources to complete training
- The Training Provider does not accept the participant
- The participant attempts to alter the ITA without the knowledge of an LWIA 19 vocational counselor
- The Training Provider and/or the participant refuses to comply with requirements and conditions of LWIA 19

- The participant is in an activity deemed to be fraudulent or has falsified documents resulting in the payment or reimbursement for WIA funded activity
- The participant fails to maintain a good academic standard, as defined by the Training Provider

Core, Intensive, and Training services will be documented on the Illinois Workforce Development System.

Attachment 5 – Training Provider Policy

LWIA #19: Training Provider Eligibility / Program Certification

Background Information - Program and Provider Certification

The Workforce Investment Act of 1998 established a “customer choice” approach to services through a system of Individual Training Accounts (ITAs) while assuring program quality through a provider certification system. All programs for which an ITA are issued must meet the requirements of initial eligibility as well as a condition of re-certification as outlined in the State of Illinois’ WIA Policy Letter No. 09-PL-57, change 1 and the accompanying WIA Training Provider Certification Policy Guide. In addition to these minimum requirements, Workforce Investment Solutions may develop initial and subsequent eligibility beyond the standards established by the State policy. No ITA will be issued for enrollment into a particular program until the program has official approval or renewed through this process.

The provider certification process will be administered locally by the Fiscal Assistant and/or the Executive Director. The Fiscal Assistant and/or the Executive Director will be responsible for making recommendations to the Workforce Investment Board (LWIB), including but not limited to initial certifications, annual re-certifications and conditional restrictions. All actions related to provider/program certifications must be approved by the LWIB and certified by the LWIB Chair. Records of such action will be maintained by Workforce Investment Solutions administration office and will be recorded in the Illinois Workforce Development System (IWDS).

Provider Review

The Fiscal Assistant and the Executive Director will meet annually to review all programs and to prepare recommendations for the LWIB for recertification. New applications will be reviewed throughout the year by Fiscal Assistant and the Executive Director.

Timelines

Workforce Investment Solutions and the Workforce Investment Board will follow all certification/recertification/revocation timelines as directed by DCEO WIA Policy No. 09-PL-57, change 1.

Initial Training Provider Certification

All new applications for certification will be reviewed by the Fiscal Assistant/ and or the Executive Director utilizing the guidelines for initial certification as outlined in WIA Policy Letter No. 09-PL-57, change 1. Details of the initial certification procedure are set forth in the WIA Title I Training Provider Certification Policy Guide written and maintained by DCEO’s Bureau of Workforce Development. Workforce Investment Solutions will adhere to the standards set forth in these documents and will utilize the resources in the Illinois Workforce Development System (IWDS) to maintain this information. Certified Training Programs will lead to placement in occupations identified as being in demand and defined in the Demand Occupation Training List (Region 1) developed by the Illinois Department of Commerce and Economic Opportunity. Additionally, all programs applying for initial or subsequent certification must be accredited under an existing process recognized by the State of Illinois.

Within 60 days of the application to the LWIA, the Fiscal Assistant and/or the Executive Director will ask for LWIB approval. If the program needs to be certified before the next LWIB meeting, the Chairman of the LWIB has authority to approve the program. The program is deemed certified until such time as the LWIB can review and approve the certification at the next regularly scheduled meeting.

Annual Recertification

The Fiscal Assistant will conduct timely annual reviews of all programs/providers.

Additional guidelines for annual recertification are set forth in WIA Policy Letter No. 09-PL-57, change 1, written and maintained by DCEO's Bureau of Workforce Development. Workforce Investment Solutions will adhere to the standards set forth in these documents and will utilize the resources in the Illinois Workforce Development System (IWDS) to maintain this information.

The LWIB should grant recertification to a training program based on the following:

- a. State and local eligibility criteria
- b. State and local performance criteria have been met
- c. One or more O*Net codes associated with the training program remain on the most current Demand Occupation Training List (Region 1)
- d. The Training Provider has maintained timely updates in the IWDS system of information on the training program; and
- e. Other conditions for which the LWIB considers necessary for recertification.

Upon completion of the annual review, the Fiscal Assistant and/or the Executive Director will make recommendations to the LWIB at its next regularly scheduled meeting. Upon action of the LWIB, updated program lists will be made available through the IWDS website.

Denials, Reconsiderations, and Reinstatements

Training programs may be denied approval for certification or recertification. Workforce Investment Solutions will follow State of Illinois Policy (WIA 09-PL-57, change 1) as it applies to revocation of certification, removal, notification and appeals procedures, reinstatement on the statewide list and re-application. Workforce Investment Solutions will cease to enroll customers in a training program that has had its certification revoked. Programs failing to meet the criteria will be identified by the Fiscal Assistant and/or the Executive Director and a Training Provider's eligibility will be rescinded by the LWIB as appropriate.

Monitoring and Oversight

All programs given full certification status will be subject to routine monitoring by Workforce Investment Solutions. At a minimum, Workforce Investment Solutions should:

- a) Ensure all eligible training providers have maintained all criteria for which they were determined eligible;
- b) Re-affirm that a training program is still accredited or the accreditation has been renewed;
- c) Ensure all certified training program basic information in IWDS has been updated to reflect current information;

- d) Conduct routine visits at each location for which certified training programs are conducted to ensure all assurances outlined in WIA 09-PL-57, change 1 continue to be met. Out of state and e-learning programs may be monitored collaboratively with state or local WIA governing bodies in their states. In addition, regional WIA bodies may collaboratively conduct monitoring for certification and recertification of training programs/providers;
- e) Ensure that all certified training programs have met the required performance measures.

Pre-hire Requirements and other Special Considerations (Conditional)

Pre-hire requirements may be placed on certain training programs when economic conditions exist that indicate limited employment in the career clusters associated with the particular training program. A pre-hire authorization will consist of a guarantee of employment upon completion of a particular training program. All pre-hire authorizations must be provided to the case manager in writing from a reputable employer and be contained in the participant file prior to enrollment.

While all programs will be reviewed on an annual basis, Workforce Investment Solutions reserves the right to rescind program approval or implement pre-hire requirements prior to the program renewal date if conditions warrant such action.

Notification

Throughout the anniversary year, providers will be kept abreast of any changes to their program approval status. No program approval will be rescinded without first notifying the Provider in writing. All providers have the opportunity to meet with the Fiscal Assistant and/or the Executive Director upon request and to submit supporting documentation to the Fiscal Assistant and/or the Executive Director for reconsideration of the current approval action.

The Fiscal Assistant and/or the Executive Director will be responsible for processing changes from providers, including cost changes, address changes and changes in prerequisite requirements. It is the responsibility of the individual providers to keep this information current and to notify the Fiscal Assistant and/or the Executive Director when changes occur.

Access to Provider/Program Information

All provider and program information is recorded and available on IWDS. Staff may access this information directly through the IWDS system. Consumers and providers may access this information through <http://iwds.state.il.us/iwdshome.html>. Access to these sites will be administered by either the Fiscal Assistant and/or the Executive Director.

Record Keeping

All applications for certification will be recorded on IWDS in accordance with the WIA Title I Training Provider Certification Policy Guide. All supporting documents submitted for use in the approval process will be maintained by the Workforce Investment Solutions Office.

In addition to the electronic information available on IWDS, all documentation used for renewal consideration will be maintained, by anniversary year, by the Administrative Office. This documentation shall include current Demand Occupation Training List (Region 1) information, annual performance outcomes and any other documentation used in the renewal process.

All program information will be presented to the LWIB for action and the LWIB Chair will certify an annual approval list. The annual approval list will be updated as new programs are approved. The majority of programs have an annual renewal date. All new programs added during the prior year will be updated to reflect the renewal month at the next renewal.

Attachment 6 – Procurement Policy

LWIA #19: Procurement Policy

INTRODUCTION

Workforce Investment Solutions has an obligation to grant opportunities for all interested parties to provide goods and services. It also has a responsibility to secure goods and services with the most quality at the lowest price. Competition is, therefore, the cornerstone of procuring goods and services in the public sector.

Adequate competition:

- 1) Assures that goods and services are obtained at reasonable prices
- 2) Allows open access to transactions and promotes equity
- 3) Encourages innovation among competitors and increases overall quality
- 4) Safeguards the integrity and independence of transactions

All aspects of the procurement system will adhere to the requirements of the Workforce Investment Act, implementing regulations and the Illinois Administrative Code. This written procedure explains internal policies and procedures of Workforce Investment Solutions which implement the aforementioned legal citations.

All costs for items or services purchases must meet the test of being “reasonable, necessary, and allocable” to Workforce Investment Solutions. The item or service must be one that benefits the purpose of the program and not be prohibited by state or federal rules.

The use of the word “Director” refers to the Executive Director of Workforce Investment Solutions and indicates that responsibility is vested with the Director or the Administration office either individually or jointly.

Conflict of Interest

All Macon-DeWitt Workforce Investment Board Members shall abide by the Code of Conduct as stated by their Bylaws. Staff members are also be required to abide by Conflict of Interest Statement as reflected in the Macon County Employee Handbook.

GENERAL PROCEDURES

Both the Director and Fiscal Assistant are responsible for various parts of the administration/supervision of the procurement system. They will assure that proper procedures are implemented and followed as outlined herein. This policy applies to the purchase of any item or service regardless of purpose, amount, or for whom. Anything which requires expenditure to acquire an item or service is covered by this policy.

All procurement will be authorized by the use of a Contract, Purchase Order, Payment Authorization, or Client Services Authorization except for conference/workshop fees and organizational dues. Items which are rented or leased are exempt from this policy.

A cost or price analysis will be performed for every procurement, including contract modifications, except for Very Small Purchases and Tuition Based Payments to Educational Institutions.

No in-state or local geographical preference will be given in soliciting bids or when evaluating bids or proposals except when Federal Statutes authorized or encourage geographical preferences.

Workforce Investment Solutions may utilize the State Contract Pricing of Central Management Services to procure goods and services.

TYPES OF PROCUREMENT

The following methods are available for the acquisition of goods, services, and training programs:

1. Very Small Purchases
2. Small Purchases
3. Sealed Bids
4. Competitive Proposal
5. Noncompetitive Proposals
 - A. Sole Source Awards
 - B. Emergencies
 - C. Authorized by Department of Commerce & Economic Opportunity (DCEO)
 - D. Inadequate Competition
6. Purchases By/For Participants
7. Tuition Based Payment to Educational Institutions

If it is not clear which method of procurement is to be used, an inquiry should be directed to the Director who will make a determination as to the proper method. The following are procedures for each type of procurement.

Very Small Purchases: Very small purchases are those which total under \$1,000 per purchase with one vendor. Use of this method does not require obtaining competitive bids. Continued use of this method for a particular item will be examined by the Director to determine if the purchase of this item should be more appropriately and cost effectively done by a different method.

The Director and Fiscal Assistant are authorized to make purchases using this method. These individuals are responsible and will be held accountable for authorizing appropriate expenditures. For other than standard supplies, it may be advisable to seek the prior approval of the Director.

Any questions regarding this method of procurement shall be addressed to the Workforce Investment Solutions Director.

Small Purchases: Small purchases are those which total \$1,001 or more but not more than \$25,000 per purchase with one vendor. Use of this method requires written price or rate quotations from at least three qualified sources.

The only exception to obtaining price or rate quotations for every purchase over \$1,001 is to obtain prices or rates from at least three qualified sources with the intention of using the lowest vendor for the course of a whole year. However, it is imperative that new prices or rate quotations be obtained at the end of annual period.

Small Purchases method of procurement is best suited for goods and services which are similar and made principally on price. It is not well suited for procuring training programs. The use of this method is limited to circumstances where the total purchases with a vendor does not exceed \$25,000 during the fiscal year. Because of this dollar limitation, buyers should try to anticipate all purchases with a particular vendor during the fiscal year. If, despite this precaution, a future purchase will exceed the dollar limitation, an alternative method must be used.

The Fiscal Assistant will prepare a spread sheet for the Workforce Investment Solutions Director. The Director will approve and present to the Macon County Board Operations, Personnel & Legislative Committee for approval. Any questions regarding this method of procurement shall be addressed to the Workforce Investment Solutions Director.

Sealed Bids: Sealed bids are invitations for bids that are publicly advertised and solicited. In order for sealed bids to be feasible, the following conditions should be present: a complete, adequate, and realistic specifications or purchase description is available; two or more responsible bidders are willing and able to compete effectively for business; and the procurement leads itself to a firm-fixed-price contract. The contract is to be awarded to the lowest responsive and responsible bidder whose bid conforms to all the material terms and conditions of the invitation for bids.

Sealed bids are appropriate for any dollar amount and for when the goods or services being procured are similar. It is not well suited for procuring training programs.

At the request of the Workforce Investment Solutions Director, the Fiscal Assistant will implement a sealed bid procurement. The Fiscal Assistant will publicize the invitation for bids through media and vendors list. Bids will be reviewed and approved by the Workforce Investment Solutions Director and the Macon County Board Operations, Personnel and Legislative Committee.

Additional documentation that is needed in this procurement process includes:

- 1) Evidence of public advertisements of the invitation for bid
- 2) A description of steps taken to attempt to obtain three bids
- 3) Documentation supporting that bids were publicly opened at the time and place stated in the invitation for bids
- 4) The name of each bidder and the amount of the bid
- 5) Documentation supporting the selection of the winning bid and rejection of any of the bids.

Any questions regarding this method of procurement shall be addressed to the Workforce Investment Solutions Director.

Competitive Proposals: Competitive proposals are request for proposals that are publicly advertised and solicited when the conditions of using sealed bids are met. It is often most appropriate to use procurement by competitive proposals when the procurement decision will be based on more than price and the cost of the good or service is expected to exceed \$25,000. Procurement by competitive proposals is also appropriate when you anticipate that a good or service expected to cost less than \$25,000 will need to be procured again from the same vendor during the same fiscal year and the aggregate amount or procurement is expected to exceed \$25,000. This method of procurement lends itself to a firm-fixed-price or cost-reimbursement contract to the bidder who submits the proposal most advantageous for Workforce Investment Solutions.

This method would generally be used to procure training programs. Items to be procured through a competitive proposal process would generally be developed by the Administrative Staff.

Upon the direction of the Director, staff will prepare a Request for Proposal (RFP) packet. The packet will include, but not be limited to, a description of the item to be procured, a description of the quality standards, a description of all evaluation factors (rating sheet) and the relative importance of each factor, a complete description of the requirements that vendors must fulfill, and an indication of the date on which the decision will be made.

The Director will publicize the RFP through the media and the providers/contractors list. Proposals should be solicited from an adequate number of qualified sources. On receipt of bids, members of the administrative staff will review and rate the proposals and conduct a cost/price analysis. The successful bid will be presented to the Workforce Investment Board and/or the Macon County Board Operations, Personnel & Legislative Committee stating reasons for the award. The Workforce Investment Board or the OPL Committee may affirm or reject the award. If they choose to reject the award, the Committee will conduct its own review and rating and conduct a cost/price analysis or will request the staff to re-rate the proposals. Their decision will be reported to the full Workforce Investment Board at the next regularly scheduled meeting. They may also reject all proposals. The award decision cannot be changed without re-rating the proposals using the published criteria.

Additional documentation that is needed in this procurement process includes:

- 1) Documentation showing that an RFP was publicized
- 2) The results of evaluations for all proposals received
- 3) Documentation showing the basis on which the award decision was made

Any questions regarding this method of procurement shall be addressed to the Director.

Noncompetitive Proposals: Procurement by noncompetitive proposals may be used only when it is not feasible to use any other procurement method. This method of procurement should not be used unless absolutely necessary because it reduces competition among potential vendors to provide goods and services. Under certain procurement situations, however, there is no alternative. One of the following situations must exist:

- 1) The good or service is available from only one source. Sole source awards may be used when there is clearly no alternative process for the goods or services.
- 2) The public urgency or emergency for the good or service will not permit a delay resulting from competitive solicitation. This situation would require that the time needed to use competitive procurement methods would result in foreseeable harm to physical facilities or persons. Another emergency purchase may occur when there is a sudden plant closing or mass layoff and Workforce Investment Solutions must respond rapidly allowing insufficient time to use competitive procurement methods.
- 3) The Department of Commerce and Economic Opportunity grants an exemption from standard procurement guidelines.
- 4) Competition is determined inadequate after a number of sources have been solicited.

In the event one of these situations exists, the Director may authorize the purchase. A cost/price analysis is required for this type of purchase. If the purchase is for procuring training programs a contract will be prepared by the Director.

Any questions regarding this type of procurement shall be addressed the Director.

Purchases By/For Participants: Instances arise when the purchase of miscellaneous goods or services for participants are necessary. Sometimes the purchase is made directly by the participant, while other times Workforce Investment Solutions will pay the vendor directly. Each of these instances requires a separate process.

If a participant purchases an item(s) for an authorized use and is to be reimbursed by Workforce Investment Solutions, the procurement does not fall under these guidelines. The receipt from the vendor shall be submitted to the Fiscal Department. The Fiscal Department will reimburse the client upon receipt of a signed Payment Authorization or Fixed Payment Authorization.

If participant selects an item(s) for an authorized use and payment is to be made directly to the vendor, the procurement is subject to guidelines as outlined in this policy. Should the items total more than the Very Small Purchase procurement threshold, staff shall follow the appropriate procedures as outlined in another procurement method. Once a vendor has been selected, a staff person will prepare a Payment Authorization Form and give it to the Fiscal Department, the case manager should keep a copy for participant file. The vendor will submit bill to Fiscal Department for payment.

Any questions, regarding this method of procurement shall be addressed to the Fiscal Department.

Tuition-Based Payments to Educational Institutions: Tuition-based payments are limited to providers that are private, business, or vocational schools under the Vocational Schools Act or private or public education agencies. Furthermore, the class cannot be for special or class-size programs and the price must be that which is published in the general school catalog. Requests to initiate such will be made by

the case management staff. The case management staff will enroll participants at the institution and forward tuition authorization to the Fiscal Department for payments.

Any questions, regarding this method of procurement shall be addressed to the Fiscal Department.

PROVIDERS/CONTRACTORS LIST

A list shall be maintained of potential providers/contractors for training programs who have expressed an interest, in writing, in being considered for awards. The providers/contractors list will be maintained by the Director. The list shall include names, addresses and type of services. All potential providers/contractors who have expressed interest in being considered for awards for training programs shall be sent Request for Proposals for the area of service for which they wish to be considered.

AFFIRMATIVE ACTION

When possible, attempts will be made to procure from minority firms, women’s business enterprises and labor surplus area firms.

PROCUREMENT DOCUMENTATION CHECKLIST

Check method for procurement used for this purchase:

- Very Small Purchase (under \$1000)
- Small Purchase (\$1001 or more)
- Sealed bid
- Competitive Proposal
- Noncompetitive Proposals
 - Sole Source Awards
 - Emergencies
 - Authorized by Department of Commerce & Economic Opportunity (DCEO)
 - Inadequate Competition

Submit Documentation Checklist and Bids (where applicable).

If the acquisition is Sole Source, Emergency, or Authorized by DCEO, provide an explanation of the circumstances that authorize the use of this method:

Yes/No:

_____ The purchase is reasonable, necessary, and allocable to Workforce Investment Solutions.

_____ A cost/price analysis was completed on this acquisition costs and/or the final price is appropriate for this geographical area for the same or similar goods or services.

_____ The purchase has been reviewed and it is hereby certified that the purchase is not a duplication.

_____ The procurement is from a minority firm, women's business, or labor surplus firm.

Basis for award decision:

Prepared By: _____

Date: _____