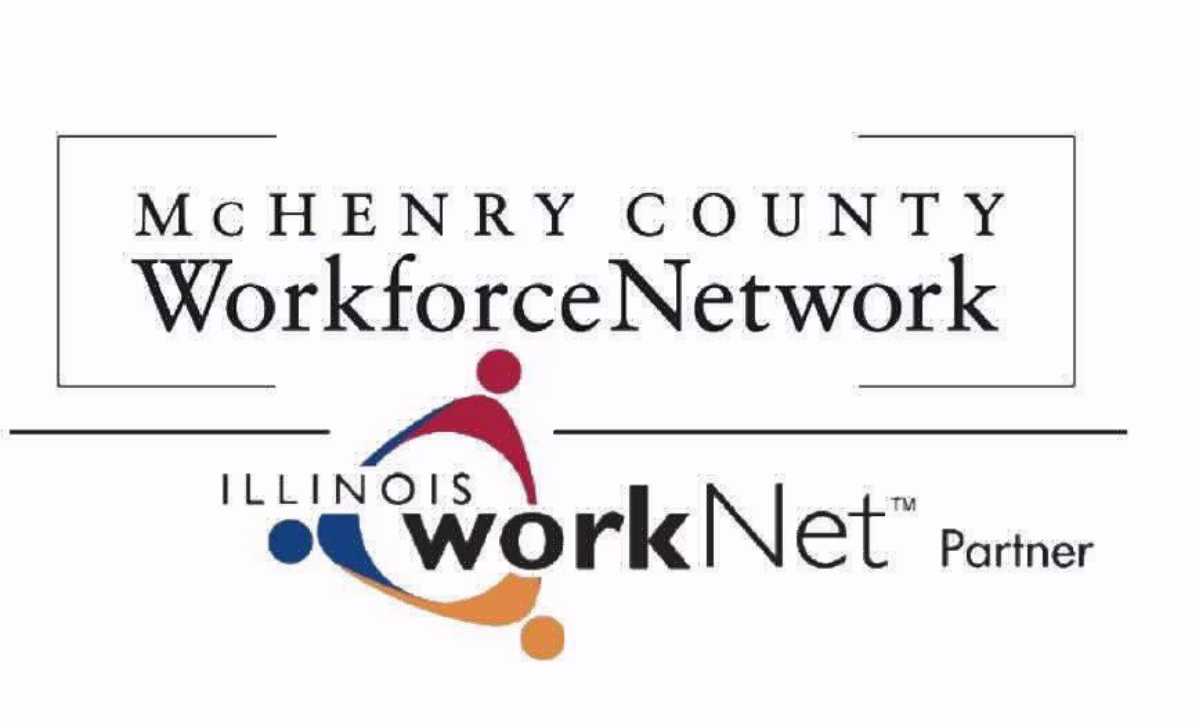
ILLINOIS LOCAL WORKFORCE AREA #2
WORKFORCE INNOVATION AND OPPORTUNITY ACT LOCAL 4-YEAR PLAN



MARCH 22, 2024

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LETTER FROM BOARD CHAIR

LWIA#2 WIOA 4-Year

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March 22, 2024

Mr. Michael Baker
Manager, Strategic Planning and Innovation Office of Employment and Training
Illinois Department of Commerce and Economic Opportunity

RE: LWIA#2-- Local WIOA 4-Year Plan

Submittal Mr. Baker:

Attached please find McHenry County's Local and Regional Workforce Innovation and Opportunity Act (WIOA) Four-year Plans due to the State no later than March 31, 2024. The draft Local and Regional Plans were made available to the public in multiple ways starting on Friday, February 16, 2024.

A public notice was published in the *Northwest Herald* newspaper on Friday, February 16, 2024. The Plans were available on the Local Board website [https://www.mchenrycountyil.gov/departments/workforce-network-board] and individuals could provide comments by emailing mcwnboard@mchenrycountyil.gov. The plans was available for viewing on-site at the McHenry County Workforce Network Center, 500 Russel Ct., Woodstock, IL 60098, M-F 8:30am-4:00 pm. A public meeting was held to provide the public with a presentation on the draft Plans and gather comments and questions. The public meeting was held at the McHenry County Workforce Network Center, 500 Russel Ct., Woodstock, IL 60098, from 9:00 am to 11:00 am on March 1, 2024.

Finally, emails were sent to Local Board members, McHenry County Board members, local economic development entities, local businesses, workforce partners, educational institutions, labor unions, and community stakeholders advising them of the draft plans and soliciting comments. While the 30-day public comment period ended Saturday, 3/16/2024, comments were accepted on-line through the Workforce Board's website through 8:00 am on March 18, 2024.Even though LWIA #2 provided multiple opportunities and methods of commenting on their local plan, no public comments were received.

As a member of the Workforce Partners of Metropolitan Chicago (WPMC), LWIA#2 has participated in the regional planning process for the Northeast Region (Economic Development Region #4). Both our local and regional plans reflect service integration across partner agencies in order to enhance service strategies for employers, current workers, job seekers and youth.

We are pleased to present the Department of Commerce and Economic Opportunity (DCEO) with McHenry County's Local and Regional WIOA Four-year Plans. Thank you. Best Regards,

Best Regards

Michael Buehler
Chairman
McHenry County Board

David Niehus
Chairman
McHenry County Workforce Network Board

INTRODUCTION AND AREA DESCRIPTION

Local Workforce Area 2 (LWIA#2) has built a local workforce development system that meets the specific needs of McHenry County employers, provides opportunities for its residents, and leverages the resources of partners to maximize services. Under the Workforce Innovation and Opportunity Act (WIOA), LWIA#2 is poised to not only continue, but strengthen those guiding principles. Through this Local Plan, LWIA#2 will be a partner in implementing the vision, goals, and strategies of Illinois' WIOA Unified State Plan and the Northeast Economic Development Region's Regional Plan and in growing McHenry County's economy.

LWIA#2 is aligned with its eastern and southern neighbors in the Northeast Region and has also partnered with LWIA#3 and the Northern Stateline Economic Development Region to the west. The Local Plan is built in part on work with the others in the Northern Illinois Region, including McHenry County and two counties in LWIA#3, in their updated Comprehensive Economic Development Strategy (CEDS). LWIA#2 will also look for ways to partner with components of the Northern Stateline Regional Plan.

In line with state priorities, LWIA#2 is building upon its current success in developing business-driven programs, services, and partnerships to meet McHenry County's workforce challenges. The Local Plan was developed around three major concepts in alignment with the State and Regional Plans: ensuring that we are Data-Driven; Business-Led; and Service Integrated and Aligned.

Below are some highlights of the local area's achievements over the last year:

- Served over 3705 people with their job search needs through services such as job club, job fairs, seminars, mock interviews, and resume critiques.
- Of the 88 individuals who completed services, 70% are employed one year after leaving the program. 75 WI0A eligible customers participated in training for high demand occupations.
- 258 individuals completed work-based learning training, such as On the Job Training (OJT), Internships, and Incumbent worker training, with employers in the County. This addressed the needs of County employers to develop a skilled workforce from a small talent pool. These programs offset the costs for employer based training and reimbursed County employers over $323,189.
- 54% of grant dollars have been spent on direct training services for individuals and County employers. This exceeds the Department of Commerce and Economic Opportunity (DCEO), the State department that administers WIOA grants, requirement that 50% of program dollars be spent on direct training services.

A. DATA-DRIVEN

Local partners are committed to follow the State and Region's lead in developing and implementing programs and services that address trends in local workforce and population data, with particular emphasis on key growth industries, in-demand occupations, and needed skills.

General trends

Trends in McHenry County show an increase in population and jobs. As of 2023, the region's population increased by 2% since 2019, increasing by 6,414. Population is expected to increase by 2.8% between 2023 and 2028, adding 8,937 residents. From 2019 to 2023, jobs declined by .7% in McHenry County, IL from 108,759 to 107,889. As the number of jobs declined, the labor force participation rate decreased from 69.89% to 68.10% between 2019 and 2023. The chart below summarizes population,

unemployment, labor market participation, and job growth for McHenry County, the Economic Development Region (EDR) where McHenry is located, and the State of Illinois.[1]

	McHenry County	EDR#4	Illinois
Population	311,747	8,658,630	12,593,617
Unemployment rate (October 2023)	3.7%	4.5%	4.5%

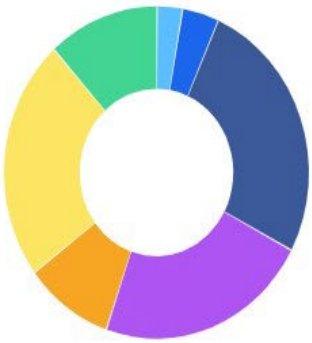
Population Characteristics

McHenry County has fewer millennials, less racial diversity and fewer veterans than the national average. Retirement risk is greater than the national average.[2]

	McHenry County	National Average for same size area
Millennials (age 25-39)	56,678	63,389
Retiring soon (age 55 and older)	97,039	93,425
Racially diverse population	67,763	128,203
Veterans	14,065	16,358

Educational Attainment

Concerning educational attainment, **23.5% of McHenry County, IL residents possess a Bachelor's Degree** (2.7% above the national average), and **9.4% hold an Associate's Degree** (0.6% above the national average). [3]



	% of Population	Population
Less Than 9th Grade	2.7%	5,824
9th Grade to 12th Grade	3.9%	8,400
High School Diploma	26.1%	56,351
Some College	22.6%	48,803
Associate's Degree	9.4%	20,304
Bachelor's Degree	23.5%	50,848
Graduate Degree and Higher	11.8%	25,456

[1] Data in this paragraph and the following chart are compiled by the McHenry County Workforce Network Board using Lightcast Q4 2023 Data Set from www.lightcast.io.

[2] Data in this chart are from compiled by the McHenry County Workforce Network Board using Lightcast Q4 2023 Data Set from www.lightcast.io.

[3] Data in this graph came from Lightcast Q4 2023 Data Set from www.lightcast.io.

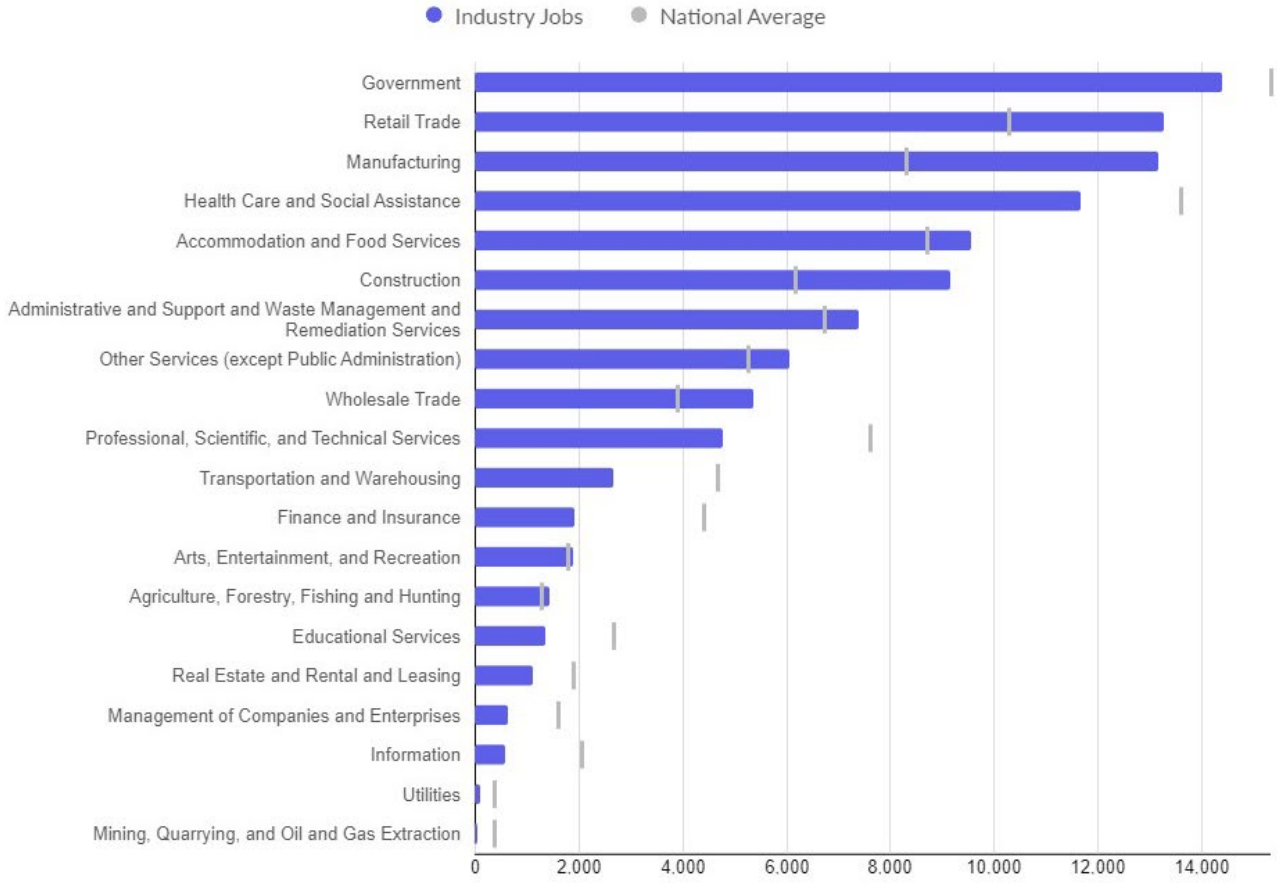
Industries

An overview of the top five industries in McHenry County by number of jobs is below.[4]

Industry	2019 Jobs	2023 Jobs	Change in Jobs	% Change in Jobs	2023 Earnings / Worker	2020 GRP
Government	15,005	14,499	-506	-3%	$74,877	$1.155B
Retail Trade	13,484	13,295	-189	-1%	$42,212	$1.105B
Manufacturing	14,936	13,199	-1,737	-12%	$82,272	$2.068B
Health Care & Social Assistance	11,243	11,990	747	7%	$57,674	$796.699M
Accommodation and Food Services	9,707	9,768	61	1%	$25,744	$437.043M

Occupations

An overview of the top occupations in McHenry County by number of jobs is below.[5]



[4] Data in this chart are from compiled by the McHenry County Workforce Network Board using Lightcast Q4 2023 Data Set from www.lightcast.io.

[5] Data in this graph came from Lightcast Q4 2023 Data Set from www.lightcast.io.

MCWN will continue to produce its annual McHenry County Labor Report, which provides information for further discussion between local employers, workforce development, economic development, and education and training partners. MCWN will also work with stakeholders to better understand their needs going forward in order to tailor solutions.

B. Business-Led

LWIA#2 continues to make great strides in recent years connecting with businesses and being responsive to their needs. This is particularly evident in the larger business makeup of the Workforce Board, as well as businesses taking an active role in developing training opportunities for current and prospective employees.

As part of this Local Plan process, LWIA#2 regularly meets with and surveys organizations to capturing opinions from partner agencies, customers, businesses, and others, and also met with business leaders who participate on the Workforce Network Board.

Generally, business partners are positive about the business climate in McHenry County. However, there are still areas that need improvement and development including finding high-quality employees with the necessary skills to fill open positions. Employers mention technical skills, soft skills, communication, and adaptability skills in identifying workforce needs, and have reported hiring needs within the county in industries such as manufacturing and retail industries.

Based on ongoing conversations with business leaders, training programs continue to be one of the greatest needs that MCWN can address for employers. In the last 4 years, employers have reported sending their current employees to trainings in management, computer and software, lean processes, and new equipment / machinery focused trainings. Other useful services include: providing labor market data, pre- screening potential candidates and referral services, coordinating the McHenry County Disability Job and Resource Fair, and providing a workshop for employers interested in learning to expand and diversify their workforce.

MCWN's business partners understand that it is important for businesses to provide their own training, and many are willing to work with MCWN and its partners on developing programming. However, some businesses are too busy to develop programs alone. MCWN staff work with each business to understand their needs and help provide resources to meet those needs. MCWN and its partners, especially private sector representatives on its Board, work to identify "sector champions" who can promote training and educational opportunities and connect other like small- to mid-sized businesses. One area where this method has been effective is work-based learning programming where employers participating in work-based learnings can talk about their experience through this program and discuss the benefits for their organizations. Peer to peer discussion in this manner is effective for supporting employers in making organizational decisions.

Succession planning is a particular concern in LWIA#2. One current tactic is to use Title I funding for incumbent worker training to advance workers' skills to promote them within a company, grooming future leaders. Employers indicate they prefer to promote from within, and then hire entry-level employees to fill spots. This service continues to be a great benefit for employees and will maintain as a pilar to aid organizations ability to develop their workforce.

MCWN will continue to work on outreach and communication efforts related to business needs and business engagement at both the local and regional levels.

C. INTEGRATED AND ALIGNED

LWIA#2 has made great strides in increasing collaboration among workforce partners both locally and regionally. This includes the Workforce Center for LWIA#2, where the eight partners in the One-Stop Center include:

- McHenry County Workforce Network
- McHenry County College
- Illinois Department of Employment Security
- Illinois Department of Human Services (TANF and SNAP)
- IDHS's Division of Rehabilitation Services
- McHenry County Housing Authority
- National Asian Pacific Council on Aging (SCSEP)
- Job Corps

As part of the new State Service Integration Self-Assessment, partners have outlined how they are working together to deliver an integrated system of services and leverage each other's resources. This includes ongoing partner meetings, shared in-services/cross-training, and a focus on learning from one another.

A key focus of this Local Plan is to increase awareness and utilization of the McHenry County Workforce Center. Staff notes that only a fraction of the unemployed in the county visit the facility, which leads to jobseekers not taking advantage of programs and services, missing opportunities to receive important referrals and potential job offers facilitated through the Center (e.g. job fairs, employer recruiting on-site, job postings, etc.). Currently the unemployment rate is at a historically low level for the local area, the state and the nation, so many of the individuals available for work have barriers to employment that must be addressed in order to retain them in the labor force long-term. An example of thoughtful service integration to address assistance for individuals currently receiving Unemployment insurance is when IDES offers RESEA Workshops to unemployed individuals accessing unemployment insurance. IDES profiles numerous individuals per month. MCWN partners with IDES on this activity by being a referral resource for job seekers in need of more intensive career services to help meet their career needs. All workshop participants are encouraged to complete a WIOA program application. The Center partners are working together to identify other ways to expand integration to the benefit of individuals.

Partners will also work together and with businesses to advocate to state officials for assistance where needed, such as getting educational programs approved quickly, and identifying resources to support segments of the local economy that need assistance.

Partners also participate on MCWN's Business Resource Team including local economic development representatives, who meets with businesses to understand their workforce needs and connect them with recruitment, assessment, and training services, as well as labor market information. Because partners are invested in this process, it reduces redundancy in messaging to businesses and creates an increased awareness of program offerings.

LWIA#2 partners with the Northeast EDR LWIAs, as noted in its Regional Plan. MCWN is a member and regular participant in Workforce Partners of Metropolitan Chicago, which works together to promote apprenticeships and created a regional business service team to work together to identify employer talent needs for the Manufacturing, Healthcare, Transportation/Distribution/Logistics, Clean Energy, and related sectors. MCWN works with the Workforce Partners of Metropolitan Chicago to evaluate opportunities for regional grant collaboration.

LWIA#2 will also continue to work with both the Northeast EDR and Northern Stateline EDR as described above. Some key workforce initiatives not already mentioned include:

- Dual Credit programs - Dual Credit courses allow a student to earn high school and college credit for the same call. Dual Credit classes are now offered in every high school within McHenry County and the number of enrollments increased over 55% during the past four years.
- Work with businesses to offer internships, co-ops, apprenticeships, pre-apprenticeships, job shadowing, and scholarships for local students.
- Support internship programs at Northwestern Medicine's McHenry County hospitals to develop the future healthcare workforce.
- Increase the use of job fairs and online postings to attract individuals and promote career pathways available in key industries across the region.
- Create a plan to attract and retain college graduates and young professionals for the key industries identified in the region.

This spirit of service integration and alignment will help LWIA#2 be a strong partner in meeting the goals of WIOA, the Northeast EDR's Regional Plan and the Illinois WIOA Unified State Plan.

CHAPTERS 1-3: REGIONAL COMPONENTS

(In conjunction with others in the Northeast Economic Development Region, Region 4)

CHAPTER 4: OPERATING SYSTEMS AND POLICIES

A. COORDINATION OF PLANNING REQUIREMENTS

The McHenry County Workforce Network Board is ensuring that the multiple planning documents required are not completed in a vacuum, but with consideration to the content and purpose of each.

1. The Local Workforce Innovation Area #2 Memorandum of Understanding (MOU) provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated by reference into this plan.
2. The Local Workforce Innovation Area #2 Service Integration Self-Assessment Tool provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Service Integration Policy (WIOA Policy Chapter 1, Section 13). The Service Integration Self-Assessment Tool, and any subsequent modifications, are incorporated by reference into this plan.

If there are shared partner goals identified in the Service Integration Self-Assessment that require resources, those resources will be identified in the MOU process because service integration is the responsibility of all Network partners. These documents (i.e. Memorandum of Understanding, Service Integration Self-Assessment) are incorporated by reference into McHenry County's WIOA Four-Year Plan so that the planning requirements of each are coordinated. The website allows for 24/7 updates on this plan and these other planning documents incorporated by reference as they are living documents. Finally, the general content and overarching strategies from these documents have also been included into the McHenry County Strategic Plan.

The McHenry County Workforce Network is also involved in several other planning projects. For McHenry County, they participated in a strategic planning process at the County level and there are prioritized workforce activities within the County Strategic McHenry County Plan. The McHenry County Workforce Network also participated in a comprehensive economic development planning process across Boone, Winnebago, and McHenry counties where workforce activities were also prioritized to support economic development projects; MCWN is participating in the discussions for the 2025 COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY.

Regional strategic planning across the 10-county Northeast Economic Development Region that covers seven local workforce areas is an ongoing process with annual updates and annual priorities. McHenry County Workforce Network is an active participant in this planning (http://www.workforcepartnersmetrochicago.com). Finally, representatives from the McHenry County Workforce Network will be aiding in the 2024 Perkins V planning, specifically the Comprehensive Local Needs Assessment process where workforce and educational services are considered for future alignment opportunities and for addressing barriers to equitable access (www.ICCB.org/CLNA). This planning process is currently underway.

B. LOCAL POLICIES AND AGREEMENTS

The local policies and agreements listed below can be found in Exhibit B

1. Chief Elected Official (CEO) Functions and Agreement Between Multiple Chief Elected Officials (WIOA Policy Chapter 1, Section 2) – No local policy or agreement

2. Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability (WIOA Policy Chapter 1, Section 3) – Attached
3. Local Workforce Innovation Board (LWIB) Certification and Recertification Requirements (WIOA Policy Chapter 1, Section 5) – No local policy.
4. One-Stop Operator Procurement (WIOA Policy Chapter 1, Section 7) – Attached
5. Career Planning (WIOA Policy Chapter 4, Section 2) – Attached
6. General Follow-Up Services (WIOA Policy Chapter 4, Section 3) – Attached
7. Selective Service Registration Requirements (WIOA Policy Chapter 5, Section 1.1) – Attached
8. Youth Eligibility (WIOA Policy Chapter 5, Section 4) – Attached
9. Service Priorities (WIOA Policy Chapter 5, Section 6) – Attached
10. Veterans' Priority of Service Requirements (WIOA Policy Chapter 5, Section 7) – Attached
11. Individual Training Accounts (WIOA Policy Chapter 7, Section 2.1) – Attached
12. On-the-Job Training (WIOA Policy Chapter 7, Section 2.2.1) – Attached
13. Incumbent Worker Training (WIOA Policy Chapter 7, Section 2.2.3) – Attached
14. Work Experience (WEX) and Transitional Jobs (WIOA Policy Chapter 7, Section 2.5) – Work Experience Policy Attached – Transitional Jobs Policy is being evaluated for development
15. Training Provider and Training Program Eligibility – Eligible Training Provider List (WIOA Policy Chapter 7, Section 3) – Attached
16. Supportive Services (WIOA Policy Chapter 7, Section 4) – Attached
17. Privacy and Security (Personally Identifiable Information) (WIOA Policy Chapter 8, Section 2.2) – Attached
18. Property Control for Property Purchased with WIOA Funds (WIOA Policy Chapter 8, Section 3.6) – No local policy
19. Compliant and Grievance Procedures (Nondiscrimination) (WIOA Policy Chapter 8, Section 5) – Attached

C. INFORMATION REGARDING THE USE OF TECHNOLOGY IN THE ONE-STOP DELIVERY SYSTEM

1. *The workforce center is implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.*

In terms of the utilization of technology generally, each partner uses their own system(s) for their service delivery and client tracking. The network partners are attempting to identify a low-cost, secure method of sharing/integrating client information via technology at the local level; it would likely be much easier if initiated and implemented at a statewide-level. There are noteworthy obstacles the local partner team have encountered in developing and executing a local intake and case management technology system, including sufficient resources to build and maintain an integrated technology system, inconsistent agency policies on information sharing, the ability to conduct joint procurement, etc.

In McHenry County, the partners in the McHenry County Workforce Center have developed a uniform client information release form they utilize to share client information amongst them for intake and case management purposes. The release of information form has reduced the amount of time and paperwork required for both the agencies and the clients when multiple partners serve individual clients. It has also helped all of the partners at the local level be clearer about the services each offers so other partners are making appropriate client referrals. The local partners also have an electronic common referral form they utilize in order to streamline the process for common clients. This referral form provides valuable information on the customers so that partner agencies receiving the referral have an established understanding of the customer's situation. Although clients provide consent to share information between agencies, the level of sharing is still dictated by individual partner agency policies. The "IT" or

system management departments within the partner agencies have concerns regarding cyber-security and system hacking.

2. *The local area is using multiple methods to provide orientations for customers, including but not limited to, virtual and asynchronous orientations.*

The local area has adopted multiple methods to facilitate orientations to customers including virtual, in person, and recorded options for customers to be able to access the content. These orientation sessions occur as needed and can happen at multiple stages within the intake process. Offering the different formats provides greater flexibility in meeting the needs of our customers. Below are some of the additional offerings that have been adapted to meet the customer where they are from an equity lens.

- Career Services:
  - Online workshops- staff developed and recorded. Added to website so available 24/7.
  - Rapid Response events delivered virtually via Illinois WorkNet, recorded so available 24/7
  - Virtual intake meetings
  - Virtual and drive through job fairs.
  - Online applications for WIOA
  - Employer spotlights, recorded and available on website for 24/7 access
  - Training Services
  - Providers offering hybrid training options
  - Addition of online only training providers
  - Staff development
  - Continuous staff training offerings to ensure greater understanding of digital service, delivery advantages, and challenges.

3. *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.*

Due to the distribution of households within LWIA#2, very few are located in remote areas, but steps have been taken to facilitate access to services. The McHenry County Workforce Network maintains a detailed website listing of programs, online WIOA Title 1 services application, and contact information for job seekers, and those looking to change jobs or obtain additional skills. Partner agencies have done the same on their websites. Additionally, if not on-site, staff from partner agencies are available during business hours via phone or electronic communication. Partners have created access linkages for resource room computers so customers can easily connect to partner programs and services via the internet.

For students at McHenry County College, the school's Career Services office provides a database of available job openings for those seeking employment. This resource complements Workforce Center services for those who attend one of the school's facilities but cannot make it to the Workforce Center.

Access to services for employers occurs primarily though outreach and engagement by one of the partner agencies or stakeholders (e.g. economic development agencies, community college, industry associations, chamber, etc.) who are members of the local Business Resource Team. Resources for Employers are also available for the MCWN homepage. The Team spends a great deal of time in the field throughout the County, meeting with employers to understand their needs and develop solutions. The partners have jointly developed marketing materials for employers that list the partner agencies, contact information and available services; agencies and services are not presented in silos. Business Services are similarly listed with contact information on the McHenry County Workforce Network website. Members of

Business Resources Team also give presentations at events within the County where multiple employers are expected to be present. Industry associations send information out to their contacts within McHenry County as well to educate and encourage businesses to take advantage of Workforce Network resources and services.

D. Description of how the Local Board will support the strategies identified in the Unified State Plan and work with entities carrying out core programs

The draft Illinois Unified State Plan includes eleven essential State strategies that underpin Illinois' commitment to engage and support all parts of Illinois' education, workforce, and economic development systems (pp.75-79): Local Board will be responsive to the Regional and State Plan by being flexible in policies and service delivery methods.

1. The Workforce Development System uses a customer-centered approach to service delivery;
2. The Workforce Development System advances diversity, equity, inclusion and access;
3. WIOA partners and other workforce and education systems in Illinois enhance coordination and collaboration;
4. Jobseekers and employers have a broader awareness of the Workforce Development System;
5. The Workforce Development System improves local service delivery through enhanced support of frontline workers;
6. The Workforce Development System supports, informs and enhances employers' talent strategies;
7. The Workforce Development System sets a good-job standard for training programs and employers that work with the Workforce Development System;
8. The Workforce Development System will build out tools and practices that can help employers adopt a culture that promotes equity and accessibility;
9. The Workforce Development System educates and supports jobseekers regarding how to navigate the labor market;
10. The Workforce Development System interacts with jobseekers in the places where they live and visit;
11. The Workforce Development System will use a data-informed approach to reduce barriers to services for jobseekers who have historically been underserved;

The MCWN Board and local One-Stop Partners are dedicated to assisting local residents in advancing educationally and economically to support themselves and their families, and aiding local businesses by providing a skilled labor force to meet their talent needs. LWIA#2 is already involved in:

- Implementing a customer-centered approach to service delivery by focusing on customer input and their needs in the workforce system and adapting the system where needed with service integration efforts.
- Aligning our workforce system to be equitable and inclusive to all populations.
- Expanding and continuing service integration efforts as a result of the One-Stop Service Integration Self-Assessment and improvement planning across the One-Stop partner agencies.
- Expanding community awareness through frequent distribution of both electronic and paper information
- Conducting Partner In-Service trainings so that all frontline staff are aware of current services offered in the workforce system.

- Supporting employer-driven local and regional sector initiatives such as apprenticeships, incumbent worker trainings, and specific regional initiatives around manufacturing, healthcare, transportation, distribution, and logistics (TDL), and clean energy.
- Working with employers to develop career pathways within their companies to support employee skills attainment, advancement, and retention.
- Coordinating bi-monthly business service meetings with economic development and workforce partner agencies to understand current economic and workforce conditions along with sharing information to support business needs including providing information on adopting a culture that promotes equity and accessibility.
- Educating all clients including special populations on career pathways and the steps needed to advance within a given occupation or industry sector.
- Providing multiple methods to interact with the workforce system through virtual and in person services.
- Utilizing multiple sources of data for the purpose of data-driven decision-making (e.g Lightcast, IDES; and Illinois workNet)
- Frequently exploring the options available for utilizing as much data as possible and appropriate to understanding the current economic conditions and changing and trending in the local economy. For example, LWIA#2 shares information and data with the public-private economic development agency, MCEDC, so that business support, attraction, and retention is as effective as possible.

1. *Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment*

Because of the number of partners represented in the local one-stop delivery system, the local Board is able to expand access to employment, training, education, and supportive services for eligible individuals through partner programming and services. The McHenry County Workforce Network has been and will continue to work with partners to address the needs of individuals with barriers to employment. There are programs and supports at multiple locations such as adult education classes being offered at MCC as well as the Workforce Center. Technology is employed to provide as much information as possible about programming and contacts so individuals can identify what they want and who to contact from their mobile devices. Specific programming to assist special populations with barriers to employment have been developed; examples include: STEP Forward started in 2018 as a workforce initiative by Stateline SHRM partnering with McHenry County Workforce, McHenry County College, and community partners to get talent back to work through work readiness workshops. The program has had hundreds of volunteer leaders come to be presenters and interviewers and dozens of job seekers return to work. STEP Forward stands for Stateline SHRM transforming employment potential. The participants are workforce talent that has a conviction in their background as an obstacle. The program has seen and continues to see many successful careers develop that also benefit businesses. We also promote apprenticeship and pre-apprenticeship opportunities for all individuals by partnering with local labor and college system.

The McHenry County Workforce Network continues to partner and work with Parents Alliance on employability and employment skills training (Project Search) for out of school youth with disabilities in conjunction with Northwestern Medicine, MCC, IDHS--Division of Rehabilitation Services, and Parent's Alliance, a community-based service provider. Through this program, these youth receive work opportunities, take classes at MCC and receive exposure to additional options they may not have had otherwise.

Access is also expanded to different training models and opportunities for McHenry County residents

through regional initiatives supported and sponsored by the Workforce Partners of Metropolitan Chicago (WPMC), the seven LWIAs collaborative addressing workforce development across Region 4. These regional opportunities vary over time, but the WPMC is working to sustain models that have been particularly effective such as the Accelerated Training for Illinois Manufacturing (ATIM) project where the WPMC was involved in regional training for the manufacturing sector. Another initiative focused on supporting incumbent worker training in the TDL and manufacturing industries. In 2019, WPMC began working together on incumbent training projects. WPMC completed a project with Ford Dealerships throughout the Region training current technicians. Through these projects a "Regional Incumbent Worker" Policy was developed so that employers did not have to adjust to a variety of different policies when participating in incumbent worker training. Pilots and demonstrations at the regional level are extremely helpful to local areas, including McHenry County, in understanding the challenges, benefits, potential for improvement, and the capacity and resources required to execute a successful project. WPMC LWIAs will continue to work together to provide needed technical skills training for high demand industries in need.

The Local Board has created a McHenry County One-Stop Partner Directory that outlines programs and services available both at the Workforce Center and offsite. Additionally, the referral system among partner agencies ensures that applicants are directed to supportive service programs and are made aware of employment, training, and education offerings. Partner meetings that are occurring to maintain service integration will provide staff the opportunity to understand each partner's programs and services so they can make appropriate connections for individuals and employers. The on-boarding/cross-training process created a library of information for new hires to review. This will ensure the sustainability of this knowledge exchange going forward.

McHenry County Workforce Network (MCWN) is directed by the Local Board to provide a variety of employment and training services including but not limited to:

- Job search assistance, such as resume assistance, interview skills development, career transition support, job club/networking group, job fairs, computer classes, and Internet access. The expanded Resource Room provides computer access and training for those without their own computers. Additionally, the wide array of services and staff at the Workforce Center assist those with barriers to employment by identifying options and next steps for their job search.
- Career planning, such as assessment of interests, abilities, and transferrable skills; information about in-demand occupations; and labor market and career pathway information.

MCWN works closely with the Illinois Department of Employment Security (IDES) which provides the www.illinoisjoblink.com job posting service, as well as programs to assist long-term unemployed, returning citizens, veterans, migrant workers, and others. For instance, IDES supports the workforce system by providing services such as Job Fairs/Hiring Events/Workshops and outreach, as described below.

- **Job Fairs/Hiring Events/Workshops:** IDES will actively seek to partner with Title 1 partners in planning, organizing, and advertising Job Fairs/Hiring Events/Workshops within the Region. IDES will assist with outreach activities to employers and jobseekers.
- **Outreach:** IDES Business Services conducts outreach to employers in support of IDES services as well as Partner services. IDES Business Services will upon request send out email blast for

partner services to include WIOA Initiatives, Apprenticeships, Adult Education Programs, Workshops, Seminars, and hiring events. IDES Business Services will also conduct in-person outreach to support our partner initiatives with employers.

To meet the needs of low-income families, the Local Board partners with IDHS's McHenry County Family Community Resource Center, which is less than two miles from the Workforce Center. Additionally, IDHS staff (DRS) are onsite at the Workforce Center to provide information and conduct intake. Programs include:

- Temporary Assistance to Needy Families (TANF), which provides cash assistance to families and pregnant women to help pay for food, shelter, utilities, and expense other than medical.
- Aid to the Aged, Blind and Disabled (AABD), which helps those who qualify and need cash assistance.
- Supplemental Nutrition Assistance Program (SNAP) benefits for low-income households to buy the food they need for a nutritionally adequate diet.
- Medical Assistance Programs for aged, blind, and disabled; and for families with dependent children. There is also assistance with obtaining Affordable Care Act coverage.

MCWN also partners with IDHS-Division of Rehabilitation Services (DRS) on training staff and co-hosting special events like job fairs for people with disabilities.

McHenry County Housing Authority (MCHA) also assists low-income families with Community Services Block Grant funded supporting services, as well as post-secondary educational scholarships. These services are available on-site at the MCHA office located in Crystal Lake and there is phone availability. MCHA also provides Section 8 Housing Choice Vouchers (HCV), public housing, apartments for seniors and those with disabilities, utility assistance, homelessness prevention services, emergency dental assistance, home rehabilitation and weatherization, and other services and information. Currently the Section 8 (HCV) waitlist is closed, but other housing lists are open. MCHA will provide the One-Stop partners with information on waitlist openings as scheduled so that they can spread the word to their clients.

National Asian Pacific Council on Aging's (NAPCA) Senior Community Service Employment Program (SCSEP) ensures integration with workforce services because participating seniors are required to register with McHenry County Workforce Network. NAPCA is on site regularly to assist seniors. SCSEP is a 48- month-long program for seniors that qualify, providing paid, part-time employment training, case management, and supportive services assistance. Program participants are trained in locally in-demand occupations such as administrative, receptionist or front desk, sales, customer service, warehouse, maintenance, cashier, etc. In fact, MCWN has a SCSEP worker on site working part-time regularly and helping at the reception desk and completing other administrative functions.

Finally, McHenry County College has developed programming to assist LWIA#2's workforce with overcoming barriers to employment and further education. These include GED preparation classes in English and Spanish, ESL classes, citizenship classes and apprenticeship/pre-apprenticeship programming at multiple locations within the County including the Workforce Center. For example, currently there are 8 to 13 students working on their GEDs at the Center and being exposed to the workforce system including onsite hiring events, updates on available positions, and opportunities to participate in career workshops including developing a resume and interviewing skills. Registered students can also access tutoring, classes, and computer labs at the College.

2. *Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations.*

In addition to Associate Degree programs, McHenry County College has a variety of Career and Technical Education (CTE) programs with certificates. The College also has GED preparation classes in English and Spanish, ESL classes, and other basic skills courses. For 2024 Perkins V applications, community colleges are expected to prepare a Comprehensive Local Needs Assessment (CLNA) determining the extent to which: 1) their CTE programs and Programs of Study (POS) are aligned with workforce and economic development; 2) they are addressing equity gaps in student access and success in CTE and POS, in particular for special populations; and 3) McHenry County College has completed ten programs of study during fiscal 2023 and will be completing seven programs of study in fiscal 2024 with the remainder to follow in fiscal 2025. The CLNA process will ultimately provide community members, One-Stop partners, economic developers and others the opportunity to provide feedback and input into the assessment topics. This assessment process will allow MCC the opportunity to revisit their current programming and outline steps they will take over the next four-years to make improvements. Advancements in CTE could provide would-be program participants with greater access, potentially more supports for success, and improved programming.

MCC and the Workforce Network have previously developed a pre-apprenticeship program for returning citizens and other targeted populations such as disadvantaged young adults. Pre-apprenticeship programs have the flexibility to include obtainment of a GED, basic skills, and improved English language acquisition in addition to foundational knowledge and skills for a given occupation or industry. Currently, MCC and the Workforce Network are working together on a Job Training Economic Development program (JTED) focused on building the healthcare workforce for the economically disadvantaged in Harvard, Illinois. Also, the MCWN and Adult Education department are working hand in hand to add ICAP Bridge programs on our local list of approved trainings. This will give further access and scale up programing to individuals going through their GED and ESL classes to concurrently gain valuable industry recognized credentials. In the future, partners will review the lessons learned from these projects and work together to expand these opportunities with potentially greater supports for participants, stronger relationships with employers and additional connections to advanced trainings.

3. *The core programs in the local area will leverage their business services to provide more holistic support to employers.*

Our local core programs aim to leverage our business services to offer comprehensive support to employers in the area. This involves a multifaceted approach, including needs assessments, collaborative partnerships, tailored training initiatives, and access and knowledge of a variety of job seekers to help businesses stay competitive in today's market. Specific skill development programs and access to funding are emphasized to empower businesses and foster growth. Initiatives promoting diversity, barrier reduction events targeting the disability and ex-offender populations, and labor market data contribute to a dynamic support system. Through these strategies, the goal is to create a holistic and robust ecosystem that drives economic growth and sustains the well-being of the local workforce.

On top of general holistic support to employers, MCWN's business services also works collaboratively with local employers to promote retention and build recruitment through work-based learning opportunities including work experiences, On the Job trainings, and incumbent worker trainings to aid their workforce. Examples of recruitment opportunities include job fairs focused on barriered populations such as disability to help employers not only understand this population but give access to hiring individuals with this barrier.

Additionally, IDES supports business service with their Business Services Team (BST) comprised of both Wagner-Peyser and JVSG (Veterans) Staff. The IDES BST provides outreach to businesses and community organizations in support of IDES Services such as the State Labor Exchange system www.illinoisjoblink.com, WorkShare IL, Fidelity Bonding, and WOTC, as well as Workforce Partner Initiatives. Working with workforce partners, the IDES BST plans and organizes in-person and virtual events including but not limited to the following: hiring events, career fairs, employer seminars, employer/jobseeker workshops, veteran resource fairs, veteran stand-downs, and veteran workshops. The IDES BST provides outreach assistance to workforce partners and sends out email blasts in support of employer and jobseeker events and initiatives. An IDES Business Service Team representative participates in the McHenry County Business Service Team activities.

4. *Increasing the awareness of the services the workforce development system offers to both individuals and employers in the local area.*

MCWN sends out weekly email blasts to inform the community of the services offered at the Workforce center. MCWN also uses social media to conduct targeted outreach to job seekers and inform them of our upcoming services. To continue to spread information from the workforce system, MCWN additionally engages with its local county to contribute to a county wide virtual newsletter to raise awareness of services and upcoming events occurring within the workforce system.

For employers, targeted marketing is conducted through a variety of different means, twitter (i.e. #McHenryCountyWorks), a Facebook page, Constant Contact communications, workshops with local Chamber of Commerce, and networking through our Business Services team. During this outreach, we are informing our employees of grant opportunities through the state and local opportunities with incumbent worker training dollars.

5. *Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments*

Prior Learning Assessments (formerly known as “credit for life experience”) is a way that educational institutions can evaluate a person’s experiential and life-long learning outside of the traditional classroom and award college credit. MCC has had an increase in veteran and military enrollments over the past few years. The college has assessments for military service, workplace learning as well as adult student training and experience. MCC has information on Credit for Prior Learning on their website, in their plans and they report out on it. Potential students learn about this option in college fairs, orientations and through counselors and coaches once enrolled. One-Stop partners share this information with their clients as appropriate and the opportunity is advertised in the Workforce Center for those individuals that use the resource room. When target marketing is directed at veterans, military personnel and older non-traditional students for their consideration of this program, it is most effective marketing and messaging. Knowing that they can earn up to 30 credit hours for prior learning and experience thereby reducing the amount of time required for them to earn a degree and the amount of money they need to cover the costs of the degree has an impact.

6. *Targeted marketing will be used to reach various segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations, as well as younger jobseekers that do not yet have a plan for a post-high school career.*

MCWN receives assistance from IDES in targeted marketing to unemployed individuals through email blasts. IDES can refer participants that may fall into the various segments of the labor force to other partners as needed.

MCWN also uses social media to conduct targeted outreach to various populations. This includes specifically reaching out to individuals that might not need as much support to be placed in local employer positions. Workforce services staff routinely register individuals as dislocated workers, which may include TAA participants, with special job fairs and other events. These individuals have existing skills and frequently can be placed back into employment with an updated resume and job search assistance.

The One-Stop partners coordinate between their agencies to target market to different segments of the local workforce/population. This includes outreach to individuals with specific knowledge and skills (e.g. welding, machining, information technology, etc.) that either went through local training or that were laid off to match to specific employer talent needs, etc. The partners also conduct targeted outreach directed at older youth on their client lists to make them aware of upcoming opportunities such as internships, summer jobs, boot camps, etc. For high demand and high wage occupations, the partners specifically target dislocated workers and individuals in the TAA program, some mature workers and students close to graduation at the surrounding post-secondary institutions as our first phase of outreach.

7. *Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs*

LWIA#2 has made career pathways a key focus as evidenced by:

- MCWN Board and MCWN have developed sector-based booklets available in the resource room and utilized when staff meet with individuals about their interest in specific industries and occupations. These booklets are prepared and updated using local and regional information and data. “Career Pathways” are sometimes not well understood by clients without examples because they are intangible and non-universal between administrators and agencies.
- The McHenry County Workforce Network Board and McHenry County College facilitated a training for One-Stop Partners on understanding career pathways. This training was recorded for new and existing staff to review as a resource.
- McHenry County’s participation in the 2016-2020 CEDS for the Northern Illinois Region, which includes the strategy “Encourage and assist with the implementation of the Illinois State Board of Education’s Career Cluster Framework (which includes career clusters, career pathways, and programs of study) in the K-12 school districts and the local workforce areas in the region.” McHenry County Workforce Network and McHenry County College were key partners in the development of that strategy, in partnership with neighboring LWIA3 and Rock Valley College. Local area leaders recognize that partnerships with regional entities will ensure property coordination and the sharing of best practices. This regional planning effort will be updated in 2025; it is generally assumed that the inclusion of career pathways will be an on-going component of the updated planning document.
- The McHenry County Workforce Network collaborates with the Manufacturing Pathways Consortium to increase awareness and positive perception behind manufacturing as a viable career pathway. The Manufacturing Pathways Consortium has seen great success using a summer rotational internship program for young adults to experience the

manufacturing field with several young adults electing to go forward with this career path by being hiring on by local manufacturers.

- MCC is partnering with K-12s on college and career endorsements to continue to develop career pathways.
- MCC offers a number of career pathways for learners in high-demand, high-growth careers and will work with partners to develop new pathways as needed. Twelve career pathways programs have been developed at encompass all career areas. McHenry County College offers a number of certificates and degree programs in high-demand occupations. (https://www.mchenry.edu/path/)
- MCWN staff are well trained to conduct assessments, use active listening skills and understand client interests, goals and needs. MCWN has career pathways information for identified sectors available for all Workforce Center clients and employers and conducts a workshop on career pathways. MCWN has on demand industry sector reports available to clients as well based on local and regional labor force data. Illinois workNet offers additional materials on career pathways shared with clients as well. Staff assist clients with outlining the steps that they would need to take to achieve their educational and career/employment goals. Referrals are made to other partner agencies if they have programs and services from which clients can benefit. Co-enrollment of clients is encouraged if programs and services are of value to clients and are not duplicative.

8. *Improving access to activities leading to a recognized post-secondary credential, including a credential that is an industry-recognized certificate or certification, portable, and stackable*

After enrollment in WIOA, career planners work with clients to explain stackable credentials and focus on helping customers enroll and complete at least one credential in their pathway. During this process, staff assist clients in understanding their options (e.g. educational institutions, length of program, cost, etc.) for training to receive credentials. MCC programs are designed to have stackable credentials and degrees. Business Resource Team members discuss with employers the credentials needed for current workers and new hires. When developing internships or on-the-job-training, credential options are built into the plan where appropriate.

MCHA regularly has funding available for scholarships and trade training in high-demand fields for CSBG-eligible applicants. One-Stop partners refer clients to MCC and MCWN as needed.

Incumbent worker training projects both at the local and regional level lead to industry-recognized and/or post-secondary credentials. For example, the Workforce Partners of Metropolitan Chicago supported a regional incumbent worker training project in 2019 with Ford Motor Company and 17 local Ford dealerships. The dealerships sent current staff to Universal Technical Institute (UTI) for Ford Technician training that is only offered at three locations across the country, including one in DuPage County. The curriculum was designed by Ford and UTI and the training led to four industry recognized certifications. The training was a combination of classroom training and work-based learning.

Dual credit classes involving high schools in McHenry County and MCC have improved access to activities leading to a recognized credential. Classes are taught on site at the high schools so the issue of transportation availability and the time in transit between the two locations are eliminated. MCC has a variety of other activities and programs in conjunction with other partners designed to remove barriers to employment and post-secondary success (e.g. pre-apprenticeships, apprenticeships, career expos, etc.). Students still spend time on a college campus through these programs so they can become comfortable with the setting and be confident with “fitting in” if they choose to continue on at the site.

E. INFORMATION REGARDING THE LOCAL COORDINATION STRATEGIES WITH STATE, REGIONAL AND LOCAL PARTNERS TO ENHANCE SERVICES AND AVOID DUPLICATION OF ACTIVITIES

The Illinois Workforce Innovation Board (IWIB) defines service integration as a combination of strategies to align and simplify access to Workforce Center services and supports for employers, job seekers, and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs, across time as customer needs change, or both. Seven service integration functions identified by the IWIB and outlined in its service integration policy are: customer-centered design, partner staff, intake and assessment, services, career pathways, information, and evaluation.

In December of 2023, the McHenry County Network partners participated in a meeting self-assessing the current state of service integration for the McHenry County Workforce Center. This process involved partners coming together for discussion, planning to collaboratively assess levels of service integration, and identifying areas of interest for shared efforts toward improved levels of service integration.

During this process, the McHenry County Network partners were in agreement that the local workforce system has a high level of service integration. Through this process, it was identified several main pillars that contribute to this conscious on service integration including bi-monthly Workforce Partner meetings, Partner referral process, frequent Partner trainings, and overall effective communication. Reference Exhibit C, the Service Integration Self-Assessment for more detail. Currently there are links for the partner websites available on the McHenry County Workforce Network website and on the computers available to the public in the resource room.

Coordination Strategies

There are several ways the partner agencies in the McHenry County Workforce Center coordinate:

- This December, the partners worked on a service integration self-assessment and this process showed there is high coordination between the Workforce Partners.
- In McHenry County, the partners in the McHenry County Workforce Center have developed a uniform client information release form and an electronic referral form with some common intake information to share client information amongst them for intake, case management, and referral purposes.
- There is a Memorandum of Understanding (MOU) between the partner agencies laying out the contributions and activities delivered in the Workforce Center.
- Partners have regular meetings and routine communications to make sure they are collaborating in regarding activities in the Workforce Center.
- Partners coordinate Rapid Response events, job fairs, outreach and engagement, etc.
- Partner services are coordinated and integrated based on a customer's needs; some individuals need greater assistance than others to meet their employment and training goals.
- Partners jointly conduct in-services, cross-trainings and regularly discuss in Partner meetings the training needs going forward.
- Partner In-service trainings have changed to a virtual approach to give additional options for customer engagement with the workforce system.
- Created an online Partner portal for referrals and other Partner information including videos of past Partner trainings.

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

LWIA#2's decision to have MCWN serve as both lead agency of the One-Stop Operator consortium and as Workforce Services (Title 1B) provider for Adult, Dislocated Worker, and Youth employment and training activities assures coordination of Title 1 services. Specific WIOA Workforce Services (Title 1B) and programs offered by MCWN include:

1) Adult/Dislocated Worker/Youth training services (Title 1B), such as:

a) Eligibility for Workforce Services (Title 1B);
b) Outreach, intake, and orientation activities;
c) Skills and supportive service needs assessment;
d) Labor exchange services;
e) Program coordination and referral;
f) Training provider performance and cost information;
g) Performance info for the local area as a whole;
h) Info on the availability of supportive services and referrals;
i) Info and assistance with UI claims;
j) Assistance establishing eligibility for financial aid;
k) Employment retention services;
l) Follow-up services for Workforce Services (Title 1B) customers;
m) Training grants for in-demand occupations;
n) Paid internships (Work Experience);
o) On-the-job training;
p) Job search assistance;
q) Career planning; and
r) Incumbent worker training/enhanced work-based learning opportunities.

2) Trade Adjustment Assistance (TAA).

One-Stop staff are trained to conduct an immediate assessment of customers to determine not only Workforce Services (Title 1B) eligibility, but also to identify partner services that could be needed. One-Stop and partner staff are also trained to understand what services are available, and to look for ways to avoid duplication. Examples include on-site co-enrollment in Workforce Services (Title 1B) and other services like SNAP and review of whether non-WIOA programs like TANF or DRS pay for supportive services such as transportation or child care before using WIOA funds. This continues as customers move through the system, with career advisors making recommendations for enrolled customers to access partner services as a complement to WIOA activities. Rapid Response and Trade Orientations are being delivered to match the needs of the organization with in-person or virtual options.

There is also coordination through MCWN's Business Services team, which includes partner representatives in the effort to connect employers with recruitment, assessment, and training services, as well as labor market information. Because partners are invested in this process, it reduces redundancy in messaging to businesses and generates increased awareness of program offerings. Similar coordination is done on business outreach in partnership with economic development and DCEO.

2. 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.)

McHenry County College (MCC) is the primary provider of adult education, English as a second language (ESL), and literacy activities under WIOA Title II. On-site staff is provided at the Workforce Center and classes are taught on site. MCC's status as a core partner, One-Stop consortium member, and MCWN Board member helps ensure collaboration and alignment of resources. MCC provides adult basic and secondary education services for McHenry County, including high school equivalency testing. Adult literacy tutoring is also provided by the College. Besides Workforce Center programming, MCC offers classes at its main campus, other facilities within McHenry County, and virtual options. Operationally, MCC receives a letter of support from the Workforce Network Board for the application and WIOA administrative and board staff participate in the review committee for the Adult Education plan.

3. Wagner-Peyser Act services

The Illinois Department of Employment Security (IDES) is the primary provider of Wagner-Peyser Act services, such as:

a) Helping job seekers become re-employed with job postings; www.illinoisjoblink.com which is the Labor Exchange System, job seekers can view jobs, create a resume, and document their work search. There are more than 100,000+ jobs posted daily.
b) Helping businesses to meet their hiring needs by referring qualified workers.
c) Re-Employment Services and Eligibility Assessment (RESEA) program, which helps provided intensive employment services to unemployed clients with a high likelihood of remaining unemployed.
d) Re-Entry Employment Service Program (RESP) for returning citizens;
e) Veterans Employment and Training Services (VETS);
f) Migrant Seasonal Farmworker Program, in partnership with the Illinois Migrant Council; and
g) Apprenticeship Information

MCWN also provides a career services matrix with information from all partners which is required annually and is included in the partner MOU. MCWN has made available an annual Labor Market Report in conjunction with IDES and economic development partners. Other core partners will provide information and links on their websites and direct clients to available services and programs.

IDES' role in the One-Stop Operator consortium and its participation in the Business Services team help avoid duplication of activities. IDES provides training for MCWN and partner staff using www.illinoisjoblink.com to ensure their understanding of the system's capability and to demonstrate how employers and jobseekers are both connected to it. MCWN and partners refer jobseekers and employers to IDES programming offered on-site at the Workforce Center.

ES/RESEA

- Re-Employment Services and Eligibility Assessment (RESEA) program. This program includes: An Unemployment Insurance Eligibility Review; Customized labor market and career information based on an assessment of the claimant's needs; Co-enrollment in the Wagner-Peyser Act-funded Employment Service program; Development of an individual reemployment plan tailored to the claimant's needs; and Referral and information provided for additional reemployment services and other American Job Center services, resources, and trainings.
- During the COVID-19 pandemic Employment Services and RESEA services transitioned from in-person to virtual. ES services returned to in-person in late 2021. RESEA services have continued to be accessible via phone, and additional virtual services are being explored. RESEA program services are offered both in-person and virtually through IDES and the McHenry County Workforce Center to meet the individual participant need.

Veterans

- The Jobs for Veterans State Grant Program has its own four-year "Stand-Alone" State Plan that is approved by the U.S. Department of Labor – Veterans Employment and Training Services. IDES manages the federal Jobs for Veterans State Grant ensuring that eligible Veterans and spouses receive priority of service to successfully meet their training and employment needs. The JVSG Grant supports the following: Disabled Veteran Outreach Program Representative (DVOP) also known as the Veteran Career Coach and Local Veteran Employment Representative (LVER) also known as the Veteran Business Specialist. Veteran Career Coach-DVOP provides individualize career services utilizing a case management framework to eligible Veterans and spouses who have self-identified as having one or more Significant Barriers to Employment (SBE) as defined by the Department of Labor – Veterans Employment and Training Services. Veteran Business Specialist-LVER provides outreach to employers in support of Veteran Programs and to advocate for all Veterans seeking employment, regardless of SBE. Veterans and other eligible persons seeking employment assistance and not meet the SBE criteria can receive services at the AJC's.
- JVSG staff conduct virtual Illinois Veteran Transition Pathways (IVTP) workshops each quarter to incarcerated veterans in Correctional Centers throughout Illinois.
- The JVSG team also provides employment services to Chapter 31 referred veterans from the USVA - Veteran Readiness and Employment.

4. Vocational rehabilitation service activities under WIOA Title IV

IDHS's Division of Rehabilitation Services (DRS) will schedule personnel on-site bi-weekly, with phone availability as needed, to coordinate vocational rehabilitation service activities. DRS helps people with disabilities find and keep jobs, particularly jobs that pay a living wage and offer a chance for advancement. DRS services in LWIA#2 include:

- Specialized Vocational Rehabilitation services for people who are Blind or Visually Impaired, Deaf or Hard of Hearing, and Hispanic or Latino individuals with disabilities.
- Helping high school students who have disabilities plan for their futures through its Transition and STEP programs.
- Supported Employment Program (SEP), which serves eligible people with significant disabilities who want to go to work and need on-going support services to succeed on the job.
- Work Incentive Planning and Assistance Program, which helps people who receive SSDI/SSI benefits understand how working will affect their benefits.
- Home Services Program, which provides services to individuals with severe disabilities so they can remain in their homes and be as independent as possible, including:
    - Personal Assistant (PA)
    - Homemaker Services
    - Maintenance Home Health
    - Electronic Home Response
    - Home-Delivered Meals
    - Adult Day Care
    - Assistive Equipment
    - Environmental Modification
    - Respite Services

MCWN coordinates with DRS on any on-the-job training, evaluation programs, and job fairs for people with disabilities. MCWN staff also ensure, when enrolling job-seekers into WIOA Workforce Services

(Title 1B), that there is no redundant funding for training or supportive services through DRS.

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

MCWN has a strong working relationship with educational providers and conducts partner meetings to ensure coordination of relevant secondary and post-secondary education programs and activities. McHenry County College works with local secondary education systems and provides support for these programs. McHenry County Housing Authority coordinates with learning institutions to provide post-secondary scholarships and trade training for in-demand fields for CSBG-eligible applicants. DRS works with secondary and post-secondary service providers to ensure adults and youth with disabilities have access and accommodations.

Finally, MCWN coordinates with other colleges in the LWIA and surrounding counties, to complement classes offered at the community college. McHenry County College also has a new University Center that is opening in Fall of 2024. Currently, this University Center will be comprised of Aurora University, Northern Illinois University, Southern Illinois University, and Roosevelt University. Because McHenry County's central location between Chicago, Rockford, Milwaukee, and DeKalb, residents have extraordinary access to educational advancement opportunities in a variety of fields.

6. *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 to support service alignment, including programs of study authorized und the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C.2301 et seq.).*

McHenry County College (the Perkins career and technical education provider for LWIA# 2) actively participates in the activities of the Workforce Center and the Board, including onsite staff. The college offers seven associate degree programs, multiple options for an Associate in Applied Science degree, and certificates in over 53 areas. Many of its programs tie to the targeted industries and in-demand occupations outlined in this plan.

MCC is also in the process of building a new manufacturing technology center that will open Fall of 2024. All of the manufacturing programs will be consolidated into one facility and will house expanded programming.

MCC also provides the following services to assist CTE students:

- Financial aid application processes and, where awarded, processes to use those funds for college.
- Academic advising services and the development of a program of study (certificate or AAS degree program) are followed to certificate or degree completion.
- College placement testing in areas of Reading, English, and Mathematics.
- Proficiency and demonstration exams to obtain credit for prior learning and move more quickly to certification or degree completion.
- Remediation programs for students not testing at the college level in Reading, English and Mathematics.
- Enrollment in courses and related assistance such as purchasing books, equipment or materials needed in those courses for example, nursing uniform and stethoscope, meter for automotive program, etc.
- Services to help students be more successful in college and their job search, such as services for students with disabilities, career center services to prepare for job interviews, or course-related

tutoring.

MCC collaborates with workforce development partners to coordinate client benefits and required documentation for the related human services providers to help clients pay for college tuition, books, fees, and other related college costs such as childcare and transportation. Other core partners refer clients to MCC and MCWN as appropriate.

For 2024 Perkins V applications, community colleges are expected to prepare a Comprehensive Local Needs Assessment (CLNA) determining the extent to which: 1) their CTE programs and Programs of Study (POS) are aligned with workforce and economic development; 2) they are addressing equity gaps in student access and success in CTE and POS, in particular for special populations; and 3) McHenry County College has completed ten programs of study during fiscal 2023 and will be completing seven programs of study in fiscal 2024 with the remainder to follow in fiscal 2025. The CLNA process will ultimately provide community members, One-Stop partners, economic developers and others the opportunity to provide feedback and input into the assessment topics. This assessment process will allow MCC the opportunity to revisit their current programming and outline steps they will take over the next four-years to make improvements. Advancements in CTE could provide would-be program participants with greater access, potentially more supports for success, and improved programming.

Other services provided in the one-stop delivery system.

MCWN and partner staff coordinate with McHenry County Housing Authority to provide staff outreach for at-risk and homeless populations at various sites around the county. LWIA#2 uses Community Service Block Grant (CSBG) funding from time to time as opportunities arise to provide training funds for customers that are not WIOA eligible but who meet CSBG guidelines. For example, five students were supported in an IMA Manufacturing Pre-Apprenticeship program. LWIA#2 can provide coordinated services and training through the "braiding" of these two funding streams. Co-enrollment with TANF, SNAP, and other programs are available on site. Please see the attached MOU Career Services Matrix for more examples of services offered (Exhibit A).

7. *How the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area, including information on the supportive services by each local program as appropriate.*

MCWN coordinates the provision of transportation and other appropriate supportive services in LWIA#2. Information about public transit options – Pace, Metra, and MCRide – is provided at the Workforce Center, on its website, and through partner agencies. Transportation assistance funds are also available from various partners depending on eligibility.

McHenry County prepares an annual countywide directory of services ("People in Need Directory"). MCWN assists with coordinating service options and referrals for One-Stop staff and customers utilizing this resource. For example, 4-C is a local child-care provider and MCWN provides the co-pay for eligible customers. Other partners provide transportation and supportive service cost assistance for clients, including work clothing, medical and dental help, and housing assistance. MCWN and partner staff actively look at supportive service funding opportunities to ensure there is no duplication or redundancy across partners. A copy of the local MCWN supportive service policies is located in Exhibit B.

MCWN and Board staff have participated in a Funders Forum that has come about organically where stakeholders meet quarterly and discuss topics such as better coordination of each other's programs and services; developing a joint calendar to show funding cycles; categorizing what can be funded and NOT funded by each program; continuous improvement of grantee performance; potential

strategies for McHenry County targeting specific foundations, etc. The goal of the group is to leverage other resources (outside of WIOA for workforce development), make sure meeting participants have information on other programs and services and collaborate on joint initiatives. MCWN staff are also participating in a County Data group. The group is meeting to understand how they can best leverage, combine and examine their collective data to benefit the residents of the County.

F. DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE ADULT AND DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES

1. *Description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area*

MCWN provides both career and training services as required under WIOA. Those services are integrated so individuals are prepared both for the general workplace and for specific in-demand occupations. MCWN provides the following adult and dislocated worker employment training activities:

- Occupational skills training (Individual Training Accounts) – This service benefits adult and dislocated workers by providing them training in another field so they can gain employment in "in-demand" occupations. MCWN has approved 108 occupations in the following key sectors: Business/Management/Professional/, Healthcare, IT, Manufacturing, Office/Clerical, Trade, and Transportation/Warehouse/Logistics. These occupations were chosen due to current and forecast demand by businesses, IDES projections, and third-party projections.
- Occupational skills training (general) – Interview skills, computer skills
- Supportive services – reimbursement for mileage, child care during class
- Remedial/pre-vocational training – career exploration workshops and referrals for basic math and reading.
- Work experience/internships
- On-the-job training – An adult or dislocated worker can be trained in a new industry or profession by the employer
- Follow-up services, including counseling about the workplace
- Career services including resume review and mock interviews (via virtual and in person sessions), LinkedIn profile development/review and system job search capacity, referrals to other partners, etc.
- IDES also offers RESEA Workshops/Appointments to unemployed individuals accessing unemployment insurance. IDES profiles approximately 60 individuals per month. MCWN partners with IDES on this activity by integrating a presentation on WIOA programs and services into the workshop. Career staff meets with them on a one-on-one basis if they prefer. All RESEA participants are encouraged to complete a WIOA program application.

MCWN will determine eligibility for assistance under Title IB of WIOA and also introduces individuals to the core partner services available at the Workforce Center, based on their specific needs. MCWN also provides information through its website and partner websites and conducts outreach activities through partners and community groups. MCWN and core partners conduct initial assessments of skill levels, aptitudes, abilities, and supportive services. MCWN and core partners also provide a variety of job search and placement assistance, including career counseling, skills testing, and other guidance.

MCWN, in partnership with IDES and regional economic development groups, provides employment statistics/labor market information to help individuals make decisions on career and job choices. These statistics include job vacancy listings, skills needed for those jobs, earnings, and occupational outlooks.

Moreover, MCWN and partner staff provide personalized attention in the Workforce Center Resource Room to explain and help interpret the data.

MCWN provides a detailed application packet for prospective WIOA training participants on its website and at the Workforce Center. Applicants can submit their applications online, at the Workforce Center, or by mail or fax. Applicants who have made a firm decision on an approved occupation to be trained for are required to submit an application, Career Plan, three job postings showing the necessary training for their desired job, and a copy of an employer layoff letter or WARN letter if applicable. Applicants that are switching careers or entering into a new career are asked to complete two informational interviews. Currently specific occupational skills training models such as Apprenticeship and Pre-Apprenticeship programs are handled on a case by case basis depending on the program sponsor, employer partners, entry level qualifications, etc.

Applicants who need career guidance to choose an occupation for training are provided that help by MCWN. They are required to submit an application and a copy of an employer layoff letter or WARN letter if applicable.

2. *Description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities*

The local Board will follow the procedures outlined in the DCEO policy manual section 9.1 on Rapid Response. The State and MCWN team coordinates rapid response meetings and includes partner agencies as needed. They participate in meetings and provide all career and training services to individuals affected by a layoff. MCWN will also conduct job fairs for employers looking to hire laid-off individuals with skill sets required to meet their talent needs.

G. DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE YOUTH ACTIVITIES

1. *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*

Youth activities are coordinated by the MCWN Board Youth Committee, which recommends and selects eligible providers for the youth program to be approved by the Board and conducts oversight and monitoring functions of those activities. The required 14 elements will be made available to youth participants based on an objective assessment. Elements may be coordinated with other service providers.

MCWN provides or coordinates the following youth programs at the Workforce Center:

- Occupational skills training (Individual Training Accounts) – Training vouchers to pay for classes, such as at MCC and other training service providers, which lead to certification or degree.
- One on one employment readiness and employability training
- Supportive services – assistance purchasing interview clothing, travel expenses, etc.
- Remedial/pre-vocational training – career exploration workshops, basic math, reading, GED/HSE
- Work experience/internships, including the Young Adult Internship Program outlined below.
- On-the-job training – Work to hire position with local companies

The Young Adult Internship Program places youth up to 24 years old at local companies, government, and not-for profit organizations. Emphasis on Career Pathways has increased training and employment participation in high demand sectors such as healthcare and manufacturing. Additionally, a focus on work

based learning opportunities, has assisted local employers in meeting the stated needs of finding and developing their future workforce. To target out of school young adults, a collaboration between MCWN and McHenry County College has led to the McHenry County Workforce Center hosting GED classes facilitated by McHenry County College. The classes are offered at the Workforce Center in the Fall, Spring, and Summer semesters.

For out of school youth with disabilities we utilize Project Search, a collaboration between MCWN, MCC, Northwestern Medicine, and Parents Alliance which offers employment and employability skills training. This program includes work experience, classroom training, and more. The McHenry County Workforce Network Board is exploring the expansion of this program at other healthcare employer locations because Board members believe it is a successful model.

2. *Description of how local area will meet the requirement that a minimum of 75% of the youth expenditures for out-of-school youth*

New enrollments meet the DCEO Out-of-School guidelines. The Young Adult programs in McHenry County has been transitioning away from In School programs. MCWN is conducting in-school youth programs but they are focused on the transitioning of students from high school to college. The target for Out-of-School Youth is for them to understand career pathways while completing their GED and Training/Work-Based Learning which is expanding to include apprenticeship/pre-apprenticeship opportunities.

3. The design framework for youth programs in the local area, including how the 14 program elements will be made available within that framework (§ 681.460).

Taking into account the unique needs of each individual youth customer, MCWN develops an Individual Service Strategy (ISS) and career development strategy that is supported by the 14 program elements and focuses on young adults being able to identify and pursue a career pathway of their choosing. The 14 program elements are made available through MCWN's young adult career planner's efforts and leveraging support from area partners. This includes referrals to partner agencies, such as Consumer Credit Counseling for advance aid in financial education. Young adult career planners are working with each young adult to understand their needs and give them the knowledge they need to make informed career decisions.

H. DESCRIPTION OF HOW THE LOCAL AREA WILL PROVIDE SERVICES TO INDIVIDUALS WITH BARRIERS TO EMPLOYMENT AS OUTLINED IN THE UNIFIED STATE PLAN

1. *Information on how priority will be given to recipients of public assistance, other low- income individuals and individuals who are basic skills deficient*

Workforce Center partners are committed to giving priority for individualized career services and training service to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, in accordance with Illinois DCEO's WIOA Policy 5.6. As several core partners provide specific service to low-income or skills deficient individuals, they will focus their resources on those in need. For instance, SCSEP training funds are first prioritized to seniors with lower income. Additionally, there is specific programming for low-income residents, such as the healthcare bridge training program at McHenry County College.

2. Provide information on local programs, policies, and procedures to address and mitigate barriers to employment and training.

MCWN follows the policy on priority of service to individuals most barriered to employment and training. This includes all efforts outlined in section H. 1 listed above. Additionally, the local program provides community outreach directly to individuals with barriers to employment and training. This includes workshops and information sessions to homeless and low-income individuals, frequent outreach to ex-offender population for the STEP Forward program to help individuals with a background build skills to be job ready and holding job fairs focused on reducing barriers to disability employment. MCWN's partners also help in the effort to outreach to the most in need individuals with barriers to employment by referring them to services at the workforce center. MCWN also provides appropriate support tools and services for individuals with barriers to be successful such as transportation and childcare assistance to ITA and work-based trainings. Lastly, MCWN also partners with community agencies such as 4-C, Consumer Credit Counseling, and New Directions to help mitigate barriers that our customers are facing.

3. How the local workforce areas will ensure equitable access to workforce and educational services through the following actions:

    a. Disaggregating data by race, gender, and target population to reveal where disparities and inequities exist in policies and programs.

To the extent possible, MCWN and the MCWN Board will disaggregate the data available by race, gender, and target population to review where disparities and inequities exist in policies and programs currently. In order to have additional data to review in the following year(s), the MCWN Board staff will examine the potential for data to be captured differently across partners in order to disaggregate it in a useful way to identify disparities and inequities. Partner insights will continue to be helpful in this process.

MCWN will regularly review local area census and labor market data to help identify individuals in the areas of most need and will implement policies and programs to address issues that arise. This could include identifying a target population that is not engaging in the workforce system and developing an outreach plan with the assistance of local community organizations to address this issue.

    b. Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.

In addition to reviewing the opportunities for more dual enrollment/dual credit programs in STEM fields across more high schools and the potential addition of more pre-apprentice and apprenticeship programs, MCWN and the MCWN Board can also look to partner agencies for additional STEM exposure activities. For example, MCC conducts outreach to targeted populations including in-school recruiting, holds career expos for all high school students including young women and minorities; and offers needs- based STEM scholarships.

MCWN will work collaboratively with local community organizations and school districts to educate area residents on the career and training opportunities in science, technology, engineering, and math fields and encourage engagement with the workforce center. MCWN will also provide labor market information on the science, technology, engineering and math fields so that individuals understand the potential behind these career pathways.

    c. Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.

MCWN has several mentoring programs in place to aid individuals in need. These programs include the STEP Forward program and Project SEARCH. STEP Forward is designed to mentor individuals

coming out of the justice system to prepare them for employment. The Project SEARCH programs works with young adults out of high school with disabilities to secure permanent employment. This program has multiple pieces including work-based learning and mentoring from local business volunteers to help guide them through building their employment skills. We also work with area employers for mentoring opportunities. MCWN and the MCWN Board will consistently evaluate the needs of the local area and implement new mentoring programs to the adult community as needed.

d. Ensuring workforce services are strategically located in relation to the populations in most need.

The Workforce Center is located in Woodstock, IL. The Center is centrally located in the LWIA with commute times from the corners of the LWIA range from 17 to 30 minutes. This location provides great access for our community to access services. We also go to meet customers in the community depending on their need, this includes going to libraries, community organizations, schools, etc. Further, for individuals with limited transportation options, virtual options have been implemented to help address populations unable to come into workforce center. MCWN will regularly review local area census data to understand where communities are most in need and implement outreach strategies to these areas. This includes leveraging the local community organizations to inform and refer individuals to local services and facilitate workshops within these identified areas as needed.

I. DESCRIPTION OF HOW THE LOCAL AREA WILL UTILIZE A CUSTOMER-CENTERED APPROACH TO ITS SERVICE DELIVERY MODEL

1. *How a customer-centered or human-centered approach will be used over the course of this plan to improve local service delivery methods.*

The local area consistently collects feedback both by survey and verbally from customers to help shape the services for our local area. This process will continue with this plan and will incorporate feedback that the LWIA area receives. This will be an ongoing process and the Workforce Partners and frontline staff will meet every other month to discuss any needed changes that arise from this feedback so that our services have a customer-centered approach.

2. *Any efforts to provide services to customers in the spaces where they commonly visit (i.e., using a bus or other mobile solution to provide services outside of the one-stop center or having a local workforce are representative available at a public library at set times).*

We distribute workforce information to multiple community organizations including libraries, the young adult center called The Break, and AID. Additionally, we have implemented virtual options to expand customers accessibility to center services. We are continuously planning how we can offer more services to our community by listening to customers and partners agencies as to the needs of our community. One intervention we are looking into are Workforce kiosks at the local libraries to expand service outreach to additional spaces.

3. *Any efforts to review and update the referral process, including creating a universal referral process, utilizing an electronic referral management system, expansion of referral pathways, etc. If there are obstacles to updating the local area's referral process, describe them here.*

LWIA 2 has created a universal referral process that allows any workforce partner to send a customer referral to any other partner. This process has been operating smoothly for the last several years and allows all partners access to referral their customers to other workforce partners. The workforce

partners also meet every other month to discuss any issues that may arise from this referral process and help close the loop on any outstanding issues with the process.

Additionally, a young adult referral process has been added to the McHenry County Workforce Network website to allow community agencies and schools the ability to referral young adult customers to our young adult program. This referral process is working well to pull in young adults from the community that can benefit from workforce services.

J. DESCRIBE TRAINING ACTIVITIES IN THE LOCAL AREA, INCLUDING THE FOLLOWING:

1. 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.

Encouraging the use of work-based learning strategies at the local level involves a combination of planning and collaboration to achieve the customers' desired outcome. The local area's Career Planners will work with each customer to identify their desired career path and work with the customer on methods to break into this pathway. This will include conversations on work-based learning strategies and encourage the use of these strategies when they align with the customers' goals. When a work-based learning strategy is identified, then a collaborative effort is implemented with our local business service team. This team will work with the customers and employers to identify possible work-based learning opportunities. This will provide the customers with real world on the job learning experience and an opportunity to showcase their abilities to the employer community as a recruitment strategy to promote regular unsubsidized employment.

2. *How local areas will provide training and professional development opportunities to staff regarding equity, access, trauma-informed care, and other topics concerning a customer-centered approach to service delivery.*

The local area will utilize training through the McHenry County Mental Health Board, Workforce Training Organizations, Workforce GPS, NAWDP, and other community partners to inform and educate our staff and workforce partners on community needs (i.e. depression, anxiety, anger, homelessness, etc.) to assist in appropriate interaction support and referral. New and adaptive trainings have been and will continue to be implemented as needed to align with a customer-centered approach. The local area's workforce partners will meet every other month to discuss overall needs including training for staff. The local area has an established training schedule for all workforce partners that can include training identified in this section.

3. *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 (§ 679.560(b)(18));*

MCWN provides assessments and career advising to uncover an appropriate career path for customers. This may uncover a need for training through Individual Training Accounts at an approved training program, or it may be determined that work-based learning or direct placement may be appropriate for the individual. If a customer identifies training as their desired approach to career development, then the customer is required to research and understand their career path to make an informed customer choice before MCWN will authorize a voucher to cover training costs. During this process, the local career planners will provide guidance on how to search for available programs and answer any questions that customers may have pertaining to training programs. This process gives the customer informed choice in the selection process of a training program. Currently, there are no contracts for training services for this local area.

4. *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.*

The local board regularly approves training programs as outlined in WIOA Policy Chapter 7, Section 3. This review process incorporates reviewing training program outcomes, input from customers, career planners, and businesses. Through this process, we will take the feedback from both the customer and the employer side into account when reviewing a training program and this allows for continuous improvement of training providers in our area. Additionally, to meet the needs of our local employers and job seekers, we will work with area training providers to encourage development of training programs to address the employer and job seeker needs.

5. *How the local area tracks non-enrolling basic services provided to reportable individuals.*

The local area tracks individuals coming into our One-Stop Center resources room and what services they are utilizing. This occurs by having customers sign in at the point of entry to the resource room with their customer ID for IWDS. The customer selects from the list of services on IWDS that they will utilize while at the Center. Additionally, services are tracked for virtual workshops and seminars by taking attendance at each event. These services and attendance are then reported to the Local Board. Lastly, referrals are tracked to other workforce partners to close the loop in the referral process. The referral identifies the workforce partner and service that they are seeking.

K. DESCRIBE IF THE LOCAL WORKFORCE BOARD WILL AUTHORIZE THE TRANSFER OF WIOA TITLE IB WORKFORCE FUNDS, INCLUDING THE MAXIMUM DOLLAR AMOUNT AND/OR PERCENTAGE THAT IS AUTHORIZED TO BE TRANSFERRED ON AN ANNUAL BASIS:

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

Considering allowable use of funds within each funding source (i.e. Adult and dislocated worker), the board in conjunction with frontline staff evaluate the local need for usage of funds and the need to transfer funds between funding streams within all training needs including ITAs and work-based

learnings. The maximum percentage for transferring funds between adult and dislocated worker funding streams is 100% and this percentage is dependent on what is allowable on the yearly Annual Funding Notice and local needs. This provides a balanced approach to meet the needs of the community depending on demand from our customers.

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

The board, in conjunction with frontline staff, evaluates the local need for the usage of funds. This includes incumbent worker trainings to aid businesses in our local community, for employee retention. The maximum percentage for the use of funds for incumbent worker training is 20%. Using this process, it aids in understanding the business need for incumbent worker training so that we are able to leverage our funds when needed to aid retention of employees within our local area.

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

Currently, the local area does not utilize funds for transitional jobs. To maximize funding, the local area leverages our partners to help provide support services to the customers traditionally served under this service. We provide support services to eligible customers to ensure employment success.

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

Currently, we do not have any pay for performance contracts and the board will evaluate as needed if this needs to change.

L. DESCRIBE HOW A WORKFORCE EQUITY LENS IS OR WILL BE INCORPORATED IN THE OPERATING SYSTEMS AND POLICIES AS PART OF THE LOCAL WORKFORCE INNOVATIONS AREAS (LWIAS).

An Equity Lens, as defined by the IWIB Equity Task Force, is an ongoing process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups, and to identify and potentially eliminate barriers.

We strive to create an equitable workforce by viewing our services through an equity lens. This will remove bias in delivery of our services and seek to provide a balanced offering of career development programs to all customers of our system. To achieve this goal, we will:

- Use the workforce equity statement to continue to review policies and procedures for identifying gaps in areas that need improvement and start developing solutions.
- Provide staff training on diversity, equity, and inclusion.
- Listen to our customers and employers and adapt services when a disparity is identified.
- Conduct outreach to traditionally underserved populations and communities as identified by our partners, local communities, and demographics data.

CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

A. INFORMATION REGARDING THE LOCAL LEVELS OF PERFORMANCE NEGOTIATED WITH THE GOVERNOR AND CHIEF ELECTED OFFICIAL

(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 (core and required partners as applicable) in the local area.)

LWIA2 Met or Exceeded Program Year (PY) 2022 WIOA 15 performance goals negotiated with Department of Commerce and Economic Opportunity, including exceeded all 5 Dislocated Workers measures (12 exceeded, 3 met).

LWIA2 is on track to meeting or exceeding PY23 goals due to consistent job openings and increased wages in the local economy.

1. WIOA Performance Measures

The negotiated performance goals for Program Year 2022/2023 are:

Performance Measures	PY 2022 / 2023
ADULT	
Employment Rate 2nd Quarter after Exit	75%
Employment Rate 4th Quarter after Exit	70%
Median Earnings	$7,800
Credential Attainment	79%
Measurable Skill Gains	55%
DISLOCATED WORKERS	
Employment Rate 2nd Quarter after Exit	79%
Employment Rate 4th Quarter after Exit	76%
Median Earnings	$10,500
Credential Attainment	84%
Measurable Skills Gains	65%
YOUTH	
Employment Rate 2nd Quarter after Exit	70%
Employment Rate 4th Quarter after Exit	65%
Median Earnings	$4,500
Credential Attainment	64%
Measurable Skills Gains	40%

The Workforce Network Board is taking the following actions toward becoming or maintaining "high performing Board" status:

- At every Board meeting we will try to do some type of training or presentation for members and attendees to build knowledge of our area and programs (e.g. career pathways, industry sectors in McHenry County and strategies to support them, updates on local workforce initiatives, etc.)
- MCWN Board will bring in community experts to present at Board meetings as a way of increasing member and attendee awareness regarding topics such as economic changes, community needs, resources available, etc.
- Changes in State and local policies will be brought to the MCWN Board for review and greater understanding.

2. Additional State Performance Measures

There are no additional State performance measures.

B. DESCRIPTION OF THE CURRENT AND PLANNED EVALUATION ACTIVITIES AND HOW THIS INFORMATION WILL BE PROVIDED TO THE LOCAL BOARD AND PROGRAM ADMINISTRATORS AS APPROPRIATE

1. What existing service delivery strategies will be expanded based on promising return on investment?

MCWN and the MCWN Board are interested in continuing to expand Business Services based on demand and feedback from employers who have received services and outreach to Employer-driven local agencies. There are employer survey results captured by IMEC evaluating an incumbent worker training project that show the Industrial Maintenance Excellence program offered in LWIA#2 achieved significant Return on Investment. Another recent survey of employers in the local area also showed that they are investing in their employees by providing training. This is a great opportunity for MCWN and the MCWN Board to aid our employers through incumbent worker projects. These projects have the employers paid a portion of the training costs but in exchange, they received staff trained to their specifications and are able to perform enhanced functions contributing to their employers bottom lines.

MCWN and the local Board have provided significant return on the investment with the resources they were provided by the State of Illinois in the last year:

- Served over 3705 people with their job search needs through services such as job club, job fairs, seminars, mock interviews and resume critiques.
- Of the 88 Adults/Dislocated Workers who completed services for the 2022 program year (7/1/22-6/30/23), 70% are employed one year after leaving the program. Of the 35 participants in Young Adult services who completed services, 67% were employed or enrolled in post-secondary education.
- 75 WI0A eligible customers participated in training for high demand occupations. 56 customers participated in Work-Based Learnings with worksites throughout the County.
- 258 individuals completed work-based learning training, such as On the Job Training (OJT), Internships and Incumbent worker training, with employers in the County. This helps to address the needs of County employers to develop a skilled workforce from a small talent pool. These programs offset the costs for employer based training and reimbursed County employers $323,189.
- 54% of grant dollars have been spent on direct training services for individuals and County

employers, which exceed the Department of Commerce and Economic Opportunity (DCEO), the State department that administers WIOA grants, requirement that 50% of program dollars be spent on direct training services.

2. *What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?*

Service strategies will continue to be streamlined to meet customer needs for acquisition of skills and employment to reduce duplication of services. These are ongoing discussions amongst workforce center staff and partners. Partners plan to address duplicative services they offer and either eliminate them or potentially offer them in a different way so that a larger or more targeted population is impacted. The "ROI" here is generated by either spending less on a specific service across partners or having the ability to serve more individuals because services were integrated and expanded.

3. *What new service strategies will be used to address regional educational and training needs based on promising return on investment?*

New industry sector training strategies are planned for the region based on the ATIM model used in a prior grant demonstration. The workforce areas within the region believe the ATIM model was a regional best practice. They are planning new regional activities based on expanding this model. The region is also modifying their Apprenticeship Navigator activities if grant funds are continued to focus on a sector strategy where it is believed greater industry inroads and partnerships on apprenticeship programs are possible.

a. *What return on investment and qualitative outcome data for various and training programs will be collected to identify barriers to education enrollment?*

MCWN/Workforce Center partners and the local Board currently gather qualitative feedback from individuals and businesses that utilize their services. There are follow up surveys and outreach to rate services and evaluate service providers. Evaluations are administered at the end of workshops, Incumbent Worker Trainings, and OJTs. Career coaches ask individuals what WIOA services they accessed and what they thought of them. The partners will review what is currently taking place as part of their service integration activities to see if there are measures that can be added. The partners expect to add more surveys and interviews or focus groups to understand the barriers to education around equitable access. We will look at the outcomes, successful completions, retention, and earnings of program participants to help guide decisions.

b. *What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?*

MCWN and the MCWN Board continue to work with area partners to identify barriers that impact employment and put into place tools to assist area residents. Following through on this process allows us to utilize the expertise and strengths of our community partner resources while maintaining a high-quality delivery of service in a cost effective and time effective manner. We evaluate the ever-changing local landscape for new approaches to cost effective service delivery.

C. *DESCRIBE HOW A WORKFORCE EQUITY LENS IS OR WILL BE INCORPORATED IN THE ANALYSIS OF PERFORMANCE GOALS AND IMPLEMENTATION OF EVALUATION ACTIVITIES.*

An Equity Lens, as defined by the IWIB Equity Task Force, is an ongoing process for analyzing or

diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups, and to identify and potentially eliminate barriers.

We strive to create an equitable workforce by viewing our services through an equity lens. This will remove bias in delivery of our services and seek to provide a balanced offering of career development programs to all customers of our system. To achieve this goal, we will:

- Use the workforce equity statement to reviewing policies and procedures for identifying gaps in areas that need improvement and start developing solutions.
- Provide staff training on diversity and inclusion.
- Listen to our customers and employers and adapt services when a disparity is identified.
- Conduct outreach to traditionally underserved populations and communities as identified by our partners, local communities, and demographics data.

CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES

A. FISCAL MANAGEMENT

1. *Identify the entity responsible for the disbursal 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) (§ 679.560(b)(14)).*

McHenry County has been identified as the fiscal agent for the disbursal of grant funds under WIOA at the direction of the local Board.

2. *Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities (§ 679.560(b)(15)).*

The local procurement policies and procedures are attached as Exhibit B. The competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities will start with issuing a Request for Proposal (RFP) for a desired service with a set response time to this RFP. Once RFP proposals are gathered and the response time has lapsed, the MCWN Board will evaluate the RFP proposals and determine which proposals will be accepted pending any requested modifications from the Board.

If the amount of proposal exceeds $30,000, then the RFP proposal will be presented to the County Board to be accepted as a resolution. This proposal will first go in front of the Public Health and Community Service and Finance Committees to be recommended to proceed to the County Board. The County Board will then vote on accepting the RFP proposal as a resolution.

Once the RFP proposal has gone through these steps, a contract will be created and signed by the RFP recipient, MCWN Board Chair, and Chief Elected Official to make the proposal official.

B. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY

1. *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 (§ 679.560(b)(5)(iii)).*

The Workforce Center maintains a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. ADA accessibility of the Workforce Center is regularly reviewed by county government and the Workforce Board for compliance with ADA standards and requirements. Partners and MCWN staff are committed to making reasonable accommodations to all individuals seeking services by assessing needs and making appropriate resource referral. Additionally, the physical characteristics of the facility, both indoor and outdoor, meet the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking

clearly marked for individuals with disabilities). Indoor space is designed and adapted in an "equal and meaningful" manner providing access for individuals with barriers to employment, including individuals with disabilities.

The One-Stop Operator and partners comply with WIOA sec. 188, as applicable, and applicable provisions of the Americans with Disabilities Act of 1990 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. One of the functions of the One-Stop Operator is to coordinate partner meetings, which includes training on accessibility and adaptive equipment.

All partners were provided training by qualified staff from the Division of Rehabilitation Services on using adaptive equipment and how to address the needs of individuals with disabilities. LWIA 2 will continue efforts to cross-train staff, conduct partner in-services, use and share resources and information, and collaborate and coordinate through the Business Service Team with area employers to hire people with disabilities. As part of training planned by the Workforce Partners of Metropolitan Chicago in early 2020, LWIA#2 outreached to employers to have staff participate in workshops focused on working with and supervising individuals with disabilities.

We will continue to evaluate locate needs and provide adaptive services as needed.

2. *Provide copies of executed cooperative agreements (as applicable) that 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 (§679.560(b)(13)). 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.*

There are no executed cooperative agreements, just the required Memorandum of Understanding (MOU) with the partner agencies.

C. Plan Development and Public Comment

1. Describe the process used by the Local Board to provide a 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 (§ 679.560(b)(19)).

The NEEDR Regional Plan was developed through a collaborative process between the seven (7) LWIAs in the Region, the WIOA core partners, Economic Development organizations, Educational entities, Business leaders, and other key stakeholders. In addition to soliciting input from each stakeholder group, a formal virtual meeting was held on Wednesday, February 14, 2024 to provide an opportunity for all stakeholders to discuss the plan in a single meeting. The intent was to allow for discussion between stakeholders about the concepts included in the plan and provide additional input to be incorporated in the draft version of the plan. Over 100 stakeholders from across the NEEDR attended the session and a lively discussion was held.

After the stakeholder meeting, the Regional Plan was posted for public comment on Friday, February 16, 2024 throughout the NEEDR. The Regional Plan was posted for the required 30 days.

The LWIA#2 Local Plan overview was presented to the Local Board on Wednesday, 1/17/2024 and the Local and Regional Plans were then made available on the Local Board website [www.mchenrycountyWIB.org] starting on Friday 2/16/2024 to the public for a 30-day comment period. The plans were available for viewing on-site at the McHenry County Workforce Network Center, 500 Russel Ct., Woodstock, IL 60098, M-F 8:30am-4:00 p.m. A public meeting was held to provide the public with a presentation on the draft Plans and gather comments and questions. The public meeting was held at the McHenry County Workforce Network Center, 500 Russel Ct., Woodstock, IL 60098, from 9:00 am to 11:00 am on March 1, 2024. Finally, emails were sent to Local Board members, McHenry County Board members, local economic development entities, local businesses, workforce partners, educational institutions, labor unions, and community stakeholders advising them of the draft plans and soliciting comments. While the 30-day public comment period ended Saturday, 3/16/2024, comments were accepted on-line via email through 8:00 am on March 18, 2024.

2. 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.

Even though LWIA #2 provided multiple opportunities and methods of commenting on the local and regional plans, no comments were received via email, in person, or at the public meeting. This includes no comment on the Regional Plan from any of the other LWIA's in the region. Exhibit D contains a copy of the public notice published in the Northwest Herald on February 16, 2024, and a copy of the sign-in sheet for the public meeting held on March 1, 2024.

3. Provide information regarding the regional and local plan modification procedures.

Modifications to this Plan or the Regional Plan are only necessary if there are major changes in the area's economic situation or to any core partners. The Local Board and Local Elected Officials will follow DCEO guidance on submitting any needed modifications for a local plan and will review and provide their approval for Regional Plan modifications in conjunction with the six other Workforce Boards in the region.

Regional plan modifications are needed when regional labor market and economic conditions change; and other factors affecting the implementation of the plan, including but not limited to changes in the financing available to support WIOA title I and partner provided WIOA services.

D. *DESCRIBE HOW A WORKFORCE EQUITY LENS IS OR WILL BE INCORPORATED IN WITH MEETING THE ADMINISTRATIVE REQUIREMENT OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS.*

An Equity Lens, as defined by the IWIB Equity Task Force, is an ongoing process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups, and to identify and potentially eliminate barriers.

We strive to create an equitable workforce by viewing our services through an equity lens. This will remove bias in delivery of our services and seek to provide a balanced offering of career development programs to all customers of our system. To achieve this goal, we will:

- Using the workforce equity statement begin reviewing policies and procedures for identifying gaps in areas that need improvement and start developing solutions.
- Provide staff training on diversity and inclusion.
- Listen to any and all feedback that is received and adapt services when a disparity is identified.

- Conduct outreach to traditionally underserved populations and communities as identified by our partners, local communities, and demographics data.

Exhibits

Exhibit A: MOU Career Services Matrix 43

Exhibit B: Local MCWN Policies 44

1. Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability (WIOA Policy Chapter 1, Section 3)
2. One-Stop Operator Procurement (WIOA Policy Chapter 1, Section 7)
3. Career Planning (WIOA Policy Chapter 4, Section 2)
4. General Follow-Up Services (WIOA Policy Chapter 4, Section 3)
5. Selective Service Registration Requirements (WIOA Policy Chapter 5, Section 1.1)
6. Youth Eligibility (WIOA Policy Chapter 5, Section 4)
7. Service Priorities (WIOA Policy Chapter 5, Section 6)
8. Veterans' Priority of Service Requirements (WIOA Policy Chapter 5, Section 7)
9. Individual Training Accounts (WIOA Policy Chapter 7, Section 2.1)
10. On-the-Job Training (WIOA Policy Chapter 7, Section 2.2.1)
11. Incumbent Worker Training (WIOA Policy Chapter 7, Section 2.2.3)
12. Work Experience (WEX) and Transitional Jobs (WIOA Policy Chapter 7, Section 2.5) – Work Experience Policy Attached
13. Training Provider and Training Program Eligibility – Eligible Training Provider List (WIOA Policy Chapter 7, Section 3)
14. Supportive Services (WIOA Policy Chapter 7, Section 4)
15. Privacy and Security (Personally Identifiable Information) (WIOA Policy Chapter 8, Section 2.2)
16. Compliant and Grievance Procedures (Nondiscrimination) (WIOA Policy Chapter 8, Section 5)

Exhibit C: Service Integration Self-Assessment 45

Exhibit A: Public Comment 46

Exhibit A: MOU Career Services Matrix

TEMPLATE
REFERRAL SYSTEM MATRIX

REFERRAL BETWEEN PARTNERS Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Title I: Adult, Dislocated Worker, Youth	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Title II: Adult Education and Literacy	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Title III: Employment Programs under Wagner-Peyser	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐
Title IV: Rehabilitation Services	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Post-secondary Career and Technical Education under Perkins	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Unemployment Insurance	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐
Trade Readjustment Allowance (TRA)	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐
Trade Adjustment Assistance (TAA)	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	☐	☐
Migrant and Seasonal Farmworkers	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

TEMPLATE
REFERRAL SYSTEM MATRIX

REFERRAL BETWEEN PARTNERS Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Community Services Block Grant (CSBG)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☒	☒	☐	☐	☒	☐	☐	☐	☐
Senior Community Services Employment Program (SCSEP)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☒	☐	☐	☒	☐	☐	☐	☐
TANF	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☐	☐	☐	☒	☐	☐	☐	☐
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing and Urban Development Employment and Training Activities (HUD)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Corps	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐
YouthBuild	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES												
REQUIRED PARTNERS	**Eligibility for Title IB**	**Outreach, intake, orientation**	**Initial Skills Assessment**	**Labor exchange services, including job search and placement assistance**	**Referral and coordination with other programs**	**Workforce and labor market information and statistics**	**Performance and cost information on providers of education, training and workforce services**	**Performance info for the local area as a whole**	**Information on the availability of supportive services**	**Information and meaningful assistance with UI claims**	**Assistance establishing eligibility for financial aid for non-WIOA training and education**	
Title I: Adult, Dislocated Worker, Youth	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	
Title II: Adult Education and Literacy	☐	☒	☒	☐	☒	☐	☐	☒	☒	☐	☐	
Title III: Employment Programs under Wagner-Peyser	☐	☒	☐	☒	☒	☒	☐	☒	☒	☒	☐	
Title IV: Rehabilitation Services	☐	☒	☒	☐	☒	☒	☒	☒	☒	☐	☒	
Post-secondary Career and Technical Education under Perkins	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	
Unemployment Insurance	☐	☒	☐	☐	☒	☐	☐	☐	☐	☒	☐	
Job Counseling, Training and Placement Services for Veterans	☐	☒	☐	☒	☒	☒	☐	☐	☒	☐	☐	
Trade Readjustment Allowance (TRA)	☐	☒	☐	☐	☒	☐	☐	☐	☐	☒	☐	
Trade Adjustment Assistance (TAA)	☒	☒	☒	☒	☒	☐	☐	☒	☐	☐	☒	
Migrant and Seasonal Farmworkers	☐	☒	☐	☒	☒	☒	☐	☐	☒	☒	☐	
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Community Services Block Grant (CSBG)	☐	☒	☐	☐	☒	☐	☐	☐	☐	☐	☐	
Senior Community Services Employment Program (SCSEP)	☐	☒	☒	☒	☒	☐	☐	☐	☒	☐	☐	
TANF	☐	☒	☒	☐	☒	☐	☐	☒	☐	☐	☐	
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Housing and Urban Development	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

BASIC CAREER SERVICES												
REQUIRED PARTNERS	**Eligibility for Title IB**	**Outreach, intake, orientation**	**Initial Skills Assessment**	**Labor exchange services, including job search and placement assistance**	**Referral and coordination with other programs**	**Workforce and labor market information and statistics**	**Performance and cost information on providers of education, training and workforce services**	**Performance info for the local area as a whole**	**Information on the availability of supportive services**	**Information and meaningful assistance with UI claims**	**Assistance establishing eligibility for financial aid for non-WIOA training and education**	
Employment and Training Activities												
Job Corps	☐	☒	☒	☐	☒	☐	☒	☐	☒	☐	☒	
YouthBuild	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	**Comprehensive and specialized assessments**	**Development of an individual employment plan**	**Group counseling**	**Individual counseling**	**Career planning**	**Short-term pre-vocational services**	**Internships and work experience**	**Workforce preparation activities**	**Financial literacy services**	**Out-of-area job search assistance**	**English language acquisition**	**Follow-up services for participants in adult and dislocated worker programs**
Title I: Adult, Dislocated Worker, Youth	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
Title II: Adult Education and Literacy	☒	☐	☒	☒	☐	☒	☐	☐	☒	☐	☒	☐
Title III: Employment Programs under Wagner-Peyser	☒	☒	☐	☐	☒	☒	☐	☒	☐	☐	☐	☐
Title IV: Rehabilitation Services	☒	☒	☐	☐	☒	☒	☒	☒	☐	☐	☐	☒
Post-secondary Career and Technical Education under Perkins	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☒
Unemployment Insurance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☐	☒	☐	☐	☒	☒	☐	☒	☐	☐	☐	☐

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	**Comprehensive and specialized assessments**	**Development of an individual employment plan**	**Group counseling**	**Individual counseling**	**Career planning**	**Short-term pre-vocational services**	**Internships and work experience**	**Workforce preparation activities**	**Financial literacy services**	**Out-of-area job search assistance**	**English language acquisition**	**Follow-up services for participants in adult and dislocated worker programs**
Trade Readjustment Allowance (TRA)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Trade Adjustment Assistance (TAA)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒
Migrant and Seasonal Farmworkers	☐	☒	☐	☐	☒	☒	☐	☒	☐	☐	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community Services Block Grant (CSBG)	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐
Senior Community Services Employment Program (SCSEP)	☒	☒	☐	☒	☒	☐	☒	☒	☒	☐	☐	☐
TANF	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing and Urban Development Employment and Training Activities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Corps	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐
YouthBuild	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	1. Analysis and use of labor market data to support local economic development 2. Business services - interactions with business and economic development representatives. 3. Analysis and use of labor market data to support local economic development – interaction with business and economic development representatives Case management and local delivery of TAA services
Title II: Adult Education and Literacy	1. Student intake 2. Assessment 3. Student support services 4. Instruction Online instruction –must meet minimum criteria
Title III: Employment Programs under Wagner-Peyser	1. Hiring Events 2. Workshops
Title IV: Rehabilitation Services	1. Overview and orientation to vocational rehabilitation services 2. Evaluation and assessment of eligibility for vocational rehabilitation services 3. Vocational rehabilitation guidance and counseling 4. Development of individualized plan for employment, including job placement, vocational training or post-secondary education services
Post-secondary Career and Technical Education under Perkins	1. Academic counseling and career advising 2. Resume writing / interview skills
Unemployment Insurance	1. Claims maintenance 2. General questions 3. Claims filing
Job Counseling, Training and Placement Services for Veterans	1. Case Management 2. Workshops
Trade Readjustment Allowance (TRA)	1. Claims maintenance 2. General questions
Trade Adjustment Assistance (TAA)	1. State Merit Staff approval of training, waiver issuance, out of area job search and out of area relocation
Migrant and Seasonal Farmworkers	1. Hiring events 2. Workshops
National Farmworker Jobs Program	

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Community Services Block Grant (CSBG)	1. Employment and training services 2. Employment support services (e.g., uniforms, protective gear, tools) 3. Linkages – referrals to other programs
Senior Community Services Employment Program (SCSEP)	1. Outreach activities 2. Professional development 3. Recruitment 4. Financial assistance 5. Benefits screening
TANF	1. Job retention, services, preparation for employment, support services
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	1. Residential Program 2. Career Preparation 3. GED 4. Placement Services 5. Linkages – referrals to other programs
YouthBuild	

Exhibit B: Local MCWN Policies

CEO ACKNOWLEDGMENT AND DESIGNATION FORM

Local Workforce Innovation Area: 2

SECTION ONE – DESIGNATION OF GRANT RECIPIENT OR SUBRECIPIENT

Single CEO Local Workforce Innovation Area

☒ The Chief Elected Official ("CEO")* will serve as grant recipient.

☐ The Chief Elected Official designates the following entity as grant subrecipient (include entity name and mailing address):

_____

_____

_____

_____

Multiple CEOs Local Workforce Innovation Area

☐ One Chief Elected Official, designated through a CEO Agreement, will serve as the grant recipient. The designated CEO and his/her mailing address are as follows:

_____

_____

_____

_____

☐ The Chief Elected Officials, through a CEO Agreement, designated the following entity as grant subrecipient (include entity name and mailing address):

_____

_____

_____

_____

***NOTE: "CEO" or "Chief Elected Official," except in reference to the individuals required to sign in Section Five herein, refers to the CEO's unit of general local government, not the CEO personally.**

SECTION TWO – DESIGNATION OF FISCAL AGENT

The Chief Elected Official(s) may designate an entity to serve as a local fiscal agent. Designation of a fiscal agent does not relieve the Chief Elected Official(s) of liability for the misuse of grant funds. If the CEO(s) designates a fiscal agent, the CEO must ensure the agent meets the minimum qualifications defined by the "GATA Framework for a Grantee Fiscal Agent Function" (see website link on the References tab in ePolicy) and must ensure that the agent has clearly defined roles and responsibilities through a written agreement and as set forth in 20 CFR 679.420 (see the policy on Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability, Chief Elected Official's Financial Liability, Number 3) The CEO(s) has designated as fiscal agent (include entity name, mailing address and contact person):

N/A

SECTION THREE – DESIGNATION OF SIGNATURE AUTHORITY

The CEO as grant recipient, or any designated grant recipient or subrecipient, will be responsible for having an authorized individual associated with the recipient or subrecipient organization, as applicable, execute all grant agreements and related budget and disclosure forms Other individuals, within or outside the grantee organization, with authority granted by the grantee organization, may sign other grant-related documents, such as periodic reports. All individuals with either type of designated signature authority must also be listed on the grant agreements as an authorized designee. In the space below, please list all individuals who are designated to have signature authority on behalf of the Chief Elected Official as grant recipient or on behalf of any designated grant recipient or subrecipient, as applicable, and indicate whether the authorization is for signing grant agreements, budget and disclosure forms, or for other grant-related documents. (Please list the name of the designated individual(s), the position(s) held, and the organization name(s).)

Signature Authority for Grant Agreements, Budget and Disclosure Forms (must be from grantee entity or provide proof of signature authority)

N/A

Signature Authority for Other Grant-Related Documents

N/A

(NOTE: The CEO may elect not to designate anyone else to have signature authority.)

SECTION FOUR – ACKNOWLEDGMENT OF FINANCIAL RESPONSIBILITY

Under the Workforce Innovation and Opportunity Act ("WIOA") the Chief Elected Official in a local workforce area is financially responsible for the use of WIOA funds. In a multiple CEO area where one CEO serves as the grant recipient, all CEOs in the local workforce area remain responsible for the misuse of WIOA funds. Likewise, in areas where the CEO (in a single CEO area) or the CEOs (in a multiple CEO area) designate a grant subrecipient and/or a fiscal agent, the CEO/CEOs remain financially liable for any misuse of WIOA funds. All CEOs in a local workforce area will be held jointly and severally responsible for the repayment of any misspent funds by a designated grant recipient, subrecipient or fiscal agent.

SECTION FIVE - SIGNATURES

Each Chief Elected Official in the local workforce innovation area must sign below to indicate his/her acknowledgment, understanding and agreement with the designations and financial responsibilities this form encompasses. Note: CEOs sign this document on behalf of the governmental entity they represent and not as individuals.

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	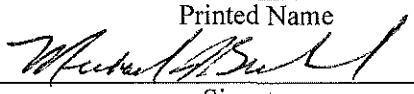	12-9-2020
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Policy 1 - Selective Service Registration Requirements

WIOA Policy Chapter: 5 Section:1.1

This policy update ensures compliance with the U.S. Department of Labor issued guidance on Selective Service requirements for WIOA Title I programs.
Selective Service bases the registration requirement on gender assigned at birth and not on gender identity or on gender reassignment. Individuals who are born male and changed their gender to female are still required to register. Individuals who are born female and changed their gender to male are not required to register. For purposes of this policy, the term male refers to gender assigned at birth.

Every male Customer must comply with the following Selective Service guidelines.

Selective Service Compliance

1. WIOA-funded activities and services will only be administered to participants who follow Section 3 of the Military Selective Service Act which requires that every male residing in the U.S. register with the S.S.S. between their 18th and 26th birthdays.
    A. Acceptable forms of proof are outlined in WIOA Policy Chapter: 5 Section: 1.1.1 (5.a).

2. WIOA-funded activities and services may be administered to a person when the above acceptable documentation as stated in IV. a. of Selective Service registration is not provided, and the following forms are completed and approved:
    A. OET/SS Form #001.
    B. Status of Information Letter.
    C. Permanent Locally Approved Selective Service Waiver.
        i. The Waiver must be approved by the Program Manager/Director.

3. WIOA-funded activities and services may be administered to a person when the above acceptable documentation as stated in IV. a. and b. are not provided and are exempt for requiring a Status of Information Letter for:
    A. Non-U.S. male who came into this country for the first time after his 26th birthday.
    B. Non-U.S. male on a valid immigrant visa.
    C. A male born prior to 1960.
    D. A veteran with a DD-214 or current fulltime active duty orders.
    E. A member of the National Guard or Reserves with I.D. card.

4. Documentation of the requirements stated in IV. a. - c. must be contained in participant case files.

Grievance Process

1. If a participant feels that they have been wrongfully denied WIOA eligibility, they must be advised of the available complaints policy.

Policy 4: Youth Eligibility

General Eligibility Requirements

WIOA Policy Chapter: 5 Section: 4

1. To be eligible to participate in activities carried out under this chapter during any ***Program Year***, an individual shall, at the time of eligibility determination is made, be an ***Out-of-School Youth* (OSY)** or an ***In-School Youth* (ISY).**
2. To determine school status, "Attending school" means when an individual is enrolled in and/or attending a secondary school or credit-bearing classes in post-secondary school.
   A. If the youth ***Participant*** is enrolled in any credit-bearing postsecondary education classes, including credit-bearing community college classes and credit-bearing continuing education classes, then they are considered attending postsecondary education and, therefore, an ISY.
   B. If the youth is only enrolled in non-credit-bearing postsecondary classes, they would not be considered attending postsecondary school and, therefore, an OSY.
3. For *WIOA* youth program eligibility, an individual who is no longer enrolled in secondary school and has not received a secondary school diploma or its recognized equivalent is considered a school dropout.
4. The WIOA youth program has the following funding limitations for a program year:
   A. Not less than **seventy-five (75) percent** of WIOA youth formula funds available shall be used to provide youth workforce activities for OSY;
   B. **Up to five (5) percent of ISY and OSY may be individuals who would be eligible for the WIOA youth program, except that the individual is not low-income** (Five (5) percent of WIOA youth be determined eligible without meeting the low-income requirement only if they meet all other eligibility criteria for WIOA youth);
   C. **Not more than five (5) percent of ISY may be eligible based upon the individual barrier being that the individual requires additional assistance** to complete an educational program or to secure or hold employment; and
   D. A minimum of twenty (20) percent of the total *Local Area* youth formula funds shall be spent on work experience.
5. Low-income requirements only apply to the following categories of youth:
   A. OSY who is a recipient of a secondary school diploma or its recognized equivalent who is either basic skills deficient or an English language learner; and
   B. OSY who requires additional assistance to enter or complete an educational program or to secure or hold employment; and
   C. All ISY.
6. For this subsection, the term 'low-income' used with respect to an individual, also includes a youth living in a *High-Poverty Area*.
7. Programs should report all eligibility barriers for youth when youth have multiple barriers to ensure the program serves a diverse mix of youth and is accessible to all youth, reporting youth demographic information, including eligibility barriers. One exception to reporting all youth eligibility barriers for ISY is if the only individual barrier being used to determine eligibility is that the individual requires additional assistance to complete an educational program or secure or hold employment.

Out-Of-School Youth Eligibility Requirements

WIOA Policy Chapter: 5 Section: 4.1

To be provided services under the youth funding stream as an *Out-of-School Youth*, the individual must be:

1. Not attending any school as defined under state law, individuals attending Adult Education provided under Title II of *WIOA*, YouthBuild or Job Corps are also classified as out-of-school youth;
2. Not younger than age sixteen (16) or older than age twenty-four (24); and
3. One (1) or more of the following:
   A. A *School Dropout* as defined by the state;
   B. Within the age of compulsory school attendance but has not attended school for at least the most recent complete school year *Calendar Quarter*;
   C. A *Recipient* of a *Secondary School* diploma or its recognized equivalent who is a *Low-income Individual* and is:
   a. *Basic Skills Deficient* (20 CFR 681.290): or
   b. An *English Language Learner*.
   D. Subject to the juvenile or adult justice system;
   E. Homeless individuals, a *Homeless child or youth*, a *Runaway*, in foster care or has aged out of the foster care system, a child eligible for assistance under Section 477 of the Social Security Act (42 USC 677), or in an out-of-home placement;
   F. Pregnant or parenting;
   G. An *Individual with a Disability*;
   H. A low-income individual requiring additional assistance to enter or complete an educational program or to secure or hold employment.

In-School Youth Eligibility Requirements

WIOA Policy Chapter: 5 Section: 4.2

The term ***In-School Youth*** means an individual who is:

1. Attending school (as defined by state law).
2. Not younger than fourteen (14) (unless an *Individual with a Disability* attending school under State law) or older than twenty-one (21).
3. A *Low-income Individual*, including an individual that receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (Sec. 3(36)(A)(iv)) or who lives in a high-poverty area; and
4. One or more of the following:
   A. *Basic Skills Deficient*.
   B. An *English Language Learner*.
   C. An *Offender*.
   D. A *Homeless Individual*, a *Homeless child or youth*, a *Runaway*, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 USC 677), or in an out-of-home placement.
   E. Pregnant or parenting.
   F. A youth who is an individual with a disability.

G. An individual who requires additional assistance to complete an educational program or to secure or hold employment. This criterion can only be used when no other youth barriers exist.

Youth Additional Assistance

Additional assistance for young adults, as defined by the McHenry County Workforce Network Board, may include the following criterion:

1. Has an unstable secondary school educational history indicated by the following:
   A. Behind in credits
   B. Behind in grade level
   C. At risk of dropping out
   D. History of poor attendance
   E. Attended multiple schools over the last four years.
2. Has an unstable post-secondary school educational history.
3. Resides in an area of the County with high gang related activity.
4. Resides in a high-poverty area.
5. Comes from a dysfunctional household indicated by the following:
   A. Lacks positive support/and or role model(s)
   B. High level of conflict
   C. High level of stressors
   D. Lack of rules or structure to govern behavior.
6. Comes from a family with a history of domestic violence, child abuse and/or substance abuse.
7. Has experienced recent traumatic event(s).
8. Has been unsuccessful in securing or maintaining a job or unsuccessful in securing a career path out of low skill, low wage positions.
9. Has a family member on probation/parole/incarcerated or is involved with the criminal justice system.
10. Is legally emancipated.
11. Is receiving substance abuse counseling and/or has a history of substance abuse.
12. Is at risk of being homeless.
13. A young adult that is expecting a child.

Five Percent Exception

Not more than five percent of the young adults assisted may be persons who would be covered individuals, except that the person is not considered low-income. The calculation is based on the percentage of all young adults served by the program in a given program year. Approval by the director or assistant director is needed prior to enrollment.

Policy 5: Local Area Priority of Service / Self Sufficiency

Veterans Priority of Service Requirements

WIOA Policy Chapter 5, Section 7

1. In accordance with the Department of Labor, LWA2 will give Priority of Service to veterans and eligible spouses after initial eligibility determination is met for individualized career services and training services.
   A. An eligible Veteran is defined as an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.
   B. An eligible spouse is defined as a spouse that is/was married to a veteran who:
      i. Dies of a service-connected disability or died while a total service-connected disability per VA evaluation was in existence;
      ii. Service member is missing in action, captured or forcibly detained by a foreign power for more than 90 days; or,
      iii. Veteran has total service-connected disability, per VA evaluation.

Adult / Dislocated Worker Priority of Service Requirements

WIOA Policy Chapter 5, Section 6

1. LWA 2 will follow WIOA Policy Chapter 5 Section 2 for the priority of service to eligible adults which states: After eligibility determination, priority for individualized Career Services and training service shall be given to:
   A. Veterans and eligible spouses;
   B. Recipients of Public Assistance;
   C. Other low-income individuals; and
2. Individuals who are Basic Skills Deficient. After the above listed individuals, the next level of priority will be given to the following individuals:
   A. Individuals earning more than WIOA income guidelines but lower than Workforce Board self-sufficiency rate.
   B. Individuals that have any of the following barriers as defined in the WIOA Works glossary:
      i. Displaced homemaker.
      ii. Individuals with disabilities.
      iii. Older individuals (age 55 or older).
      iv. Ex-offenders.
      v. Homeless individuals as defined in section 41403(6) of the Violence Against Women Act of 1994 or section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2).
      vi. Youth who have aged out of the foster care system.
      vii. Eligible migrant and seasonal farm workers.
      viii. Single parents (including single pregnant women).
      ix. Long term unemployed individuals.
      x. Under-employed individuals.
3. Individuals that have been identified by an employer for direct hire but is skills deficient and requires additional training.

Adult Self Sufficiency Rate:

1. The Workforce Board has set the self-sufficiency rate to maximize an individual's ability for skill upgrading, advancement in their career pathways, and achieving financial independence.
2. The Workforce Network Board will allow adults whose family household income is equal to or below the 200% of the Lower Living Standard Income Level (LLSIL) guidelines to receive WIOA training services. The 200% LLSIL is based on the 100% Lower Living Standard Income released by IL Department of Commerce & Economic Opportunity.

200% of LLSIL May 15, 2023 - Continuing

Size of Family Unit	100% Lower Living Standard Income Level (LLSIL)	Self Sufficiency Standard 200% of LLSIL
1	$15,937	$31,874
2	$26,128	$52,256
3	$35,855	$71,710
4	$44,267	$88,534
5	$52,244	$104,488
6	$61,101	$122,202

For family units with more than 6 members, add $8,104 for each additional member.
*Refers to income for all adult wage earners (over 18 years of age) in the household and includes disability payments outlined in WIOA eligibility regulations.

Dislocated Worker Self Sufficient Rate:
Dislocated workers that are not earning 80% of their wage at dislocation and meet all other state and federal dislocated worker eligibility criteria, will be eligible to receive career and training services.

Policy 6: Career Planning

WIOA Policy Chapter: 4 Section: 2

Career Planning is a *Customer*-centered approach in delivering services to prepare and coordinate comprehensive career (employment) plans for participants that ensures *Access* to workforce activities and *Supportive Services* during program participation and continuing for one (1) year after job *Placement*. Career planning is a continual service provided to adults, dislocated *Workers*, and youth to ensure their success in the *Workforce Innovation and Opportunity Act* (*WIOA*) services.

Successful career planning is a collaborative and ongoing process rather than a one-time activity. The process is individualized to the job seeker and prepares them to obtain employment leading to self-sufficiency and placing them on a lifelong learning path. Effective career planning includes assessment, career readiness activities, preparation, and training, along with appropriate job matching and placement ending with one (1) year of *Follow-up*. Providing supportive services and conducting follow-up are essential to the success of the jobseeker.

Key components of career planning include building rapport, effectively communicating, identifying appropriate services, convening key service providers, connecting participants with services, creating a strong employment plan, motivating, and encouraging, following up after an appointment(s), monitoring services, and follow-up after exit. Additionally, keeping accurate, timely, and descriptive records of career planning efforts through appropriate case management is essential.

Customer Engagement

1. Engaging customers via the Illinois workNet Center or designated Workforce Innovation and Opportunity Act (WIOA) Title IB service provider can occur through *Self-Service* or staff-assisted activities. Minimally, *Customer* engagement must be through program staff physically present at the center; or *Direct Linkage* via technology./
2. Once the services require staff assistance (defined as *Individualized Career Services* for WIOA Title IB), the individual is required to be registered as a *Participant*.
    A. The individual must apply for services and be determined eligible as outlined in the Application for Services and Eligibility Determination section of this policy to register for the program.

Application for Services and Eligibility Determination

1. Individuals seeking *Workforce Innovation and Opportunity Act* (*WIOA*) Title IB services beyond self-service that require registration into the program must complete a WIOA application.
2. The career planner:
    A. Enters the application information into the appropriate case management system.
    B. Determines eligibility for WIOA Title IB following the applicable Eligibility section of the policy manual using the appropriate case management system,
    C. The eligibility determination date must be within thirty (30) days of the application date.

D. Must securely collect the required documentation to support answers given to the application's questions and certify the applicant in any title (Adult, Dislocated Worker, and Youth).
E. Career Planners must document information to determine priority of service under WIOA as outlined in the Service Priorities section of the policy manual.
F. Must certify the applicant as eligible under WIOA Title IB before enrolling an individual in various activities and services within the appropriate case management system.
G. An individual could meet WIOA Title IB Eligibility criteria under several different WIOA titles (Adult, Dislocated Worker, and Youth) but would only be required to have the eligibility certified under the title(s) that the client will be enrolled in services.

Basic Skills Screening Tool

1. The Basic Skills Screening Tool (screening tool) found in the Basic Skills Screening Tool for Priority of Service and Referrals section of the policy manual was developed to provide another mechanism for determining basic skills deficiency by identifying youth or adults who are unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job which meets the second part of the WIOA definition of basic skills deficient.
2. The screening tool will help identify if an individual is basic skills deficient for the purposes of priority of service for Adults, referrals for Adults or Dislocated *Workers*, and eligibility for Youth.

Assessments

1. A thorough assessment is the foundation for understanding the *Participant*'s employment goals, existing skills, career readiness, and determining all appropriate barriers to education or employment that may exist. Assessment is an ongoing extension of the *Intake* process and guides the career planner's development of the *Individual Employment Plan* (*IEP*) for Adults and Dislocated *Workers* or the *Individual Service Strategy* (*ISS*) for Youth.
    A. For the *Adult* and *Dislocated Worker* programs, the assessment process is two (2) phases.
        i. During intake, the assessment will determine a *Customer*'s interests, skills, and needs. This initial assessment provides preliminary information about the individual's skill levels, aptitudes, abilities, and supportive service needs. It forms the basis for determining suitability as part of informed customer choice and the development of the IEP.
        ii. After *Enrollment*, the assessment builds off information gathered at intake and assists with informing the IEP development.
    B. For the Youth program, career planners must follow a comprehensive and objective assessment process during intake that considers the youth's skills, interests, and service needs. Note that the assessment of the youth participant occurs prior to the certification of eligibility.
2. When conducting the assessment, the Career Planners must use the assessment tool(s) appropriate for the participant.
    A. Local programs must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

3. Assessments must evaluate and identify suitability of the participant when developing the employment goals, appropriate achievement objectives, and the needed combination of services to address barriers. Suitability includes working with the participant on:

Individual Employment Plan (IEP) and Individual Service Strategy (ISS)

1. Like the assessment, the Career Plan (Individual Employment Plan (IEP) or the Individual Service Strategy (ISS)) is a living document that identifies employment and education goals as part of a career pathway, objectives, and the appropriate combination of services for the *Participant* to reach the goals. It is to be developed collaboratively between the career planner and the participant with mutually established goals.
2. The IEP or ISS must be developed after an objective assessment and reflect the expressed interests and needs of the participant.
3. At a minimum, the IEP must identify and document:
   A. Goals and Objectives:
   B. Justification as to why the short-term and long-term goals are appropriate for the participant and must be:
   C. The appropriate sequence and mix of services to address the unique strengths, challenges, and needs of the participant to obtain the training or employment goal(s);
   D. For participants that require *Training Services*, the IEP or ISS must include information on the eligible training programs and training providers that are researched on the State of Illinois *Eligible Training Provider* List to determine the training programs that are the most suitable to the participant's needs.
   E. Identification of all barriers and/or needs that may prevent the participant from obtaining employment or participating in training. The IEP must document the services that are provided to address the participant's barriers.
   F. The direct link to one or more of the performance indicators and a method for tracking progress and identifying next steps including, but not limited to *Follow-up* on open goals, objectives, and services.
4. The ISS is required to be completed after the objective assessment prior to youth being enrolled in WIOA Title IB. It must be the first service recorded in the appropriate case management system. The ISS must document and address the following:
   A. A summary of all goals and objectives established with additional information focusing on activities and tools used for achievement,
   B. Identify an appropriate career pathway,
   C. Documentation of the services provided to the participant including, but not limited to the fourteen (14) required WIOA Title IB Youth elements,
   D. A summary of action steps to eliminate or minimize any barriers including, referrals to partner agencies for assistance with childcare, transportation, counseling, etc.,
   E. The direct link to one or more of the WIOA Title IB performance indicators; and a method for tracking progress and identifying next steps including, but not limited to follow-up on open goals, objectives, and services.
5. The IEP or the ISS is an ongoing process requiring routine review and updates as additional needs are identified or goals are achieved.

A. A review of the IEP/ISS must occur on a regular basis, at least once every ninety (90) days,
B. Career planners must conduct two-way communication with the participant that can include phone, email, text, or other methods to address any successes, problems, challenges, or difficulties the participant may be facing that would warrant changes to the IEP or ISS,
C. All evaluation and revisions to the IEP or ISS shall be made collaboratively with the participant's consent,
D. The development and subsequent changes of the IEP or ISS must be documented in services.

6. A copy of the completed (or updated) and signed IEP or ISS shall be provided to the participant, recorded in case notes, and updated on the hard copy in the participant file.

Service Documentation (Case Management) 4.2.6

1. Career Planners must maintain regular contact with participants to provide timely services to address the *Participant*'s specific needs to support the goals outlined in the *IEP* or *ISS*. For most participants and situations, regular contact is defined as two-way communication that occurs every thirty (30) days.
2. The career planner must utilize the *WIOA* Title IB Services Matrix with Definitions attachment that defines the WIOA Title IB services that should be tailored to address the participant's unique strengths, challenges, and needs.
3. Documentation of any completed assessment must follow policy, be recorded in the *Career Planning* system (IWDS or Career Connect) and documented on the IEP/ISS forms.
4. All WIOA Title IB services provided to a participant must be entered into the appropriate case management system within ten (10) calendar days of the service delivery.
   A. The entry of services should be combined with case notes (whether a standard case note, or a case note attached to an episode of a *Same-day Service*) to describe each service and provide any other notable information as detailed as outlined in the Case Notes section of the policy.
   B. The service screen must reflect all the services that have been or are currently being provided to the participant.
   C. Service records must be closed/ended with an indication of *Completion* status (successful or unsuccessful) within ten (10) days of learning of the completion of the service.
   D. Outcomes of education and *Training Services* such as *Credentials* and/or Measurable Skill Gains attained must be entered within ten (10) days of learning of the attainment.
5. All documentation must be contained in the participant's physical case file and be available for review, as requested during compliance monitoring.

Case Notes 4.2.7

The case notes for an open active service must document ongoing two-way communication between the career planner and participant that describes how the service (career, training, supportive) or activity moves the participant toward their goals. Case notes should also indicate cross-program coordination of services and contacts with staff in other programs.

1. In addition to the case notes that are entered to describe the Workforce Innovation and Opportunity Act (WIOA) services and regular contact, the participant case note history must reflect the following information as appropriate:
    A. Introduction: A complete description of the status of the individual at participation including an explanation of their overall need for services.
    B. Determination of Training Need: The career planner must document the suitability of the training/retraining program with participant's needs.
    C. Training Begin Date (if applicable): A case note must be entered when the participant enters training and is to include the date the training began, training program, training provider/school, approximate cost, and planned end date.
    D. Training End Date (if applicable): A case note must be entered to reflect that the participant's training has ended and include the following – date training ended, the name of the program, whether the participant completed the training, and credential/license status.
    E. Service Closure/Exit: A full description of the participant's status at exit must be case noted and include employment/non-employment, employer name, hire date, hours, and wage. Any exclusion must also be described; and
    F. *Follow-up*: A full description of the follow-up services and information provided to WIOA Title IB participants.

Policy 7: Induvial Training Accounts (ITA)

ITA Policies

1. Effective July 1, 2016, the fixed amount for each ITA in a non-healthcare training program will not exceed $7000.00; healthcare training programs will not exceed $10,000.00.
   A. ITAs may be available for eligible Adults, Dislocated Workers and Youth (16-24 years old) who meet the ITA policies. After an individual has utilized Career Services, their Career Planner determines that those services alone may not be enough for that individual to find employment leading to self-sufficiency and/or are lacking employer recognized skills for their occupation.
   B. A minimum of 50% of expenditures will be spent on direct training each program year.
2. Each individual will be limited to a maximum of two ITAs within a five-year period.
   A. The amount of the ITA shall include tuition and published fees outlined in the training provider's catalog, and charges by a training provider may not exceed the cost charged to the general public.
   B. ITA funds will be prioritized to residents of McHenry County or individuals who work or have been laid off from a company in McHenry County, with highest priority to veterans and eligible spouses if all else is equal. Priority of service is also given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. If funds are limited, individuals residing outside of the county will be referred to their home county's workforce area.
   C. Individuals are required to apply for other sources of financial aid. WIOA funds will not be withheld while a person is waiting for determination results. Career Planners can determine if an individual may be allowed to use financial aid (Pell) to assist with living expenses while using an ITA for tuition, fees and books based on documentation of low-income status per low-income guidelines. This includes meeting the low-income guidelines based on an Applicant Income Statement with back up documentation or documentation of current receipt of Food Stamps (SNAP). Career Planners will need to review low-income eligibility each semester to determine if the person still meets the low-income guidelines.
3. When customers do not meet low-income criteria but have other extenuating financial circumstances, the release of Pell monies to the individual will need approval by management based on self-sufficiency guidelines.
   A. The ITA amount may be adjusted by the board if funds decrease, increase or special grant funds become available.
   B. Incumbent workers in McHenry County who are identified as under-employed may be eligible for an ITA if they do not meet local self-sufficiency wages (based on funding levels).

Training Eligibility

1. Individual must complete a comprehensive assessment of skills conducted by a WIOA Career Planner resulting in an IEP that has been jointly developed with the customer and their Career Planner which indicates the need for training and identifies a specific training program and associated supportive services.

2. Documentation in the case file that indicates the person has sufficient skills and qualifications and/or a plan to develop them, to meet the requirements to successfully participate in the planned program. A formal assessment of Reading and Math abilities must be dated within one year of the training start date. (Assessment not required for WIOA customers with previous Bachelor's degree). All Trade customers must complete a Reading and Math assessment.
3. Criteria to be used in determining "in need of training:"
   A. Individual lacks current marketable skills.
   B. Individual had low-growth occupation or is from a declining industry.
   C. Approved career change.
   D. Unable to obtain other financial assistance for training.
   E. Unable to obtain/retain employment leading to self-sufficiency without further education and training.
   F. Individual will benefit from training.
   G. Needs additional assistance beyond that of financial aid.
4. Criteria to demonstrate ability to "successfully participate in the training:"
   A. Goal is realistic and attainable and is a high-growth vocational occupation.
   B. Individual's assessment results are at an appropriate level for the training occupation.
   C. Individual has overcome or is able to overcome any barriers to completing training (for example, childcare, transportation).
   D. Individual meets admittance qualifications of the training program.
   E. Individual must meet physical/mental requirements to not only successfully complete a chosen training program, but also to actually perform required tasks within the occupation for which they receive training. (***If a physical/mental issue is disclosed, or which is easily observable, customer must provide a doctor's release prior to approval for training***.)
5. Priority will be given to individuals who are veterans and eligible spouses, individuals receiving public assistance, and/or other low-income individuals, or basic skills deficient.

Training services may consist of completion of coursework or classes that leads to earning a certificate recognizing an individual's attainment of technical or occupational skills as awarded by one of the entities listed below. On-the-job training services are covered in the OJT policies. ITAs must be with training providers approved in IWDS.

Local criteria for training services:

1. Occupation to be trained for must be high growth in the workforce area as appears on the approved Local Training Occupations List and will likely result in employment in the geographical area.
2. Occupation wage has the potential to be equal to the average earnings performance goal.
3. Individual must have the appropriate reading and math levels for the training program and meet all entry requirements outlined by the training provider.
4. If it is a new occupation for the person, that person must have successfully

completed career exploration to determine if goal is realistic and attainable.

5. If the cost of the training program is more than the ITA allowance, the person must provide proof of other means to finance the remaining training dollars before approval will be given. (See LPN letter for process/criteria.)
6. The person must apply for financial aid such as PELL if appropriate. The person should meet with their training service provider's financial aid office to determine grants and loans available. The person must provide proof of application and any determination of financial aid. WIOA funding is the final funding source once other grant funds are exhausted, unless a person demonstrates that they need additional assistance beyond financial aid.
7. Training will also depend on the availability of funds.
8. Training service providers/programs must be listed as approved on the IWDS state provider list and provide vocational/occupational training in a high growth occupation per the approved Local Training Occupation List. Customers must obtain a one-year DOT/medical card, and have a clean driving record before CDL training can be approved.
9. An On-the-Job-Training (OJT) component can be added after the successful completion of a customer's school-based training upon approval of the Director or Assistant Director.
10. An internship (work experience, intensive-level) component may be added to a customer's school-based training upon approval of the Director or Assistant Director.

Additional Criteria:

1. Economically disadvantaged individuals who become employed but are not earning self-sufficiency wages may be eligible for an ITA if their IEP indicates the need for training. If funds are limited, these ITAs may be denied.
2. Dislocated workers who become employed may be eligible for an ITA if their occupation pays less than 75% of their dislocation wages and their IEP indicates the need for training. If funds are limited, these ITAs may be denied.
3. Incumbent workers in McHenry County who are identified as under- employed may be eligible for an ITA if they do not meet local self-sufficiency wages (based on funding levels).
4. On-going and continued training program funding is dependent on successful completion of courses of the approved and enrolled training program.

Criteria that may make a person ineligible for an ITA:

1. Previous income of last two wage quarters is above an average of $30,000 per quarter.*
2. Previous family income is over $45,000 for the last 6 months.*
3. Bachelors, Masters or higher degree in a high growth occupation/industry.*
4. Person has marketable skills and qualifications.
5. Person can't meet pre-requisites or qualifications of training program (for

example, DUI's and truck driving; no lifting and BNA/Nursing – see 4. Criteria to demonstrate ability to "successfully participate in the training" on page 1).

6. Individual has reached ITA allowance limit.
7. Individual has accessed training funds within the last three years. (Individual circumstances will be considered for additional skill enhancement. For example, person worked in field in which training was provided and has consecutive layoffs through no fault of their own and needs to upgrade skills in that field).*
8. Individual resides outside of McHenry County or was not laid off from a McHenry County employer. Waiver may be available based on availability of funds.*
9. Prospective trainee is not likely to succeed in desired training based on in-depth assessment by their case manager.
10. Training course, program, or provider, even though is on the state list, does not meet the local board performance standards and/or other local criteria.
11. The training provider or trainee refuses to comply with local requirements and conditions.
12. The service provider does not accept the trainee.
13. The workforce area does not have the funding needed for training programs.

* Consult with Director or Assistant Director

Policy 8: Paid Internship / Work Experience

1. We consider the intent of an internship program to be an opportunity for the participant to "**obtain experience.**" It is not the intent that the internship employer enter into a contract with the intent to hire the participant at the conclusion of training. However, increased employability and regular employment are the ultimate outcome for the program. Internship experience opportunities will be for adults, dislocated workers, and youth.
2. All participants enrolled in a paid internship program will be considered temporary employees of MCWN. MCWN will be the employer of record and will provide Workers' Compensation Insurance. This program will be considered an unemployment work- training program. According to the (820 ILCS 405/) Unemployment Insurance Act sec. (E), workers who are part of an unemployment work-relief or work-training program assisted or financed in whole or in part by any Federal agency or an agency of this State is excluded from insured employment. All wages, FICA and related worker's compensation costs will be included in the internship.

Internship for Young Adults, Adults & Dislocated Workers

(Considered an allowable training cost toward our training expenditure requirement.)

1. An Internship is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internship may be paid or unpaid, as appropriate. A workplace may be in the private for-profit sector, the non-profit sector, or the public sector. Work Experience worksite may not be a private residence or on the property that is of primary residential use. Labor standards apply in any internship where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists. Local Boards are responsible for developing policies on the use, and duration, of both paid and unpaid internships and work experiences as a service strategy.
2. General provisions for determining appropriateness of internship activities for individuals who fit any of the following categories, listed below. In addition, the participant should be considered in "good standing" with their career planner. This means the participant has shown dedication to finding employment by showing up for appointments on time, dressing appropriately, etc.
   A. Participant has little or no prior experience in the workplace,
   B. Participant has experienced difficulty in maintaining employment in the past due to barriers that can best be addressed and overcome through internship enrollment; (ex. Work ethic, getting along with co-workers, attendance issues)
   C. Participant has a need to experience the fundamentals of maintaining consistent employment,
   D. Dislocated Workers who have been dislocated from employment that existed over a long period of time and are seeking a new career path (career exploration),
   E. Participant will benefit from a worksite that will provide occupation specific knowledge and experience in their area of occupational choice toward meeting their specific career goals.
3. Parameters for identifying required elements and development of internship agreements/contracts are as follows:

A. A workplace may be in the private for-profit sector, the non-profit sector, or the public sector.
B. Labor standards apply as defined by the Fair Labor Standards Act.
C. Participants cannot be placed in a job that may cause the displacement of regular employees.
D. An internship may only be provided to a participant based on an interest inventory, skills assessment, and individual employment plan.
E. Internships are for a limited time. The maximum period will not exceed 960 hours and will be dependent upon the nature of the work and the amount of time necessary to complete the work assignment or fulfill the employment goal as established in the Individual Employment Plan (IEP).
F. Customers with HS diploma/GED or recognized HS equivalency will be paid at the entry level wage of the employer for the position and will not exceed $20.00 per hour. Those without HS diploma/GED or recognized HS equivalency, will be paid at the entry level wage of the employer for the position and will not exceed $15.00 per hour until a recognized equivalency is obtained. All funding is based on availability. Effective 3/05/2023.
G. A sex offender and criminal background check will be required for all **participant supervisors** of youth under age 18.
H. Total paid hours per week will be limited to normal worksite hours for all current employees in similar positions. An employee who is to work (scheduled to work) 7 1/2 continuous hours or more shall be provided an unpaid meal period of 30 minutes. The meal period must be given to an employee no later than 5 hours after beginning work. Illinois has no law regarding breaks. 820 ILCS 140/3. Hours worked are not to exceed 8.0 /day or 40/week, overtime is not permitted.
I. Supportive services may be available to participants in an internship program. All services will be identified in IEP.
J. Employers may be reimbursed for employer paid training that is necessary for a participant to perform the duties of the internship. Training must be identified as necessary, reasonable, and allowable prior to the start of the training. The training will be included in the worksite agreement and list the course name/outline, training provider, cost and dates of training.

COVID 19 Health and Safety guidelines

The health and safety of interns is a priority during the COVID 19 pandemic, so the following guidelines will be followed.

1. All internship worksites must acknowledge their procedures to maintain the health and safety of their staff and interns. At a minimum, they should be following current local, state and federal COVID 19 safety protocols.

2. Career Planners need to ask worksites for their COVID 19 policies and procedures and make sure the interns understand those guidelines. Career Planners should not place an intern in any worksite that is not in compliance with current COVID 19 safety protocols. If possible, a copy of the worksite guidelines should be placed in the intern's file.

3. If a worksite has a confirmed or suspected COVID 19 case, the supervisor should notify the Career Planner as soon as possible so steps can be taken to reduce the risk to intern(s). At a minimum, the internship should be cancelled until the risk of

worksite exposure has passed and the intern(s) can be safely re-instated.

4. The exposed/potentially exposed intern should follow health department guidance on testing and quarantine protocols. The intern should notify the Career Planner of their situation. Career Planner should document the situation in IWDS case notes under "confidential" due to HIPPA law.
5. If the intern will be away from the worksite for a period of time, the Career Planner should note the timeframe and that the internships has been paused in IWDS case notes.

Unemployment Compensation

McHenry County Workforce Network Internship Program is funded 100% by federal Workforce Innovation and Opportunity Act formulas funds and follows the guidelines in WIOA section 134(c)(2)(A)(xii)(VII).

The program is considered a federal work training program designed to help WIOA participants obtain work experience in an employment setting. According to the Unemployment Insurance Act sec.211.3(E), workers who are part a work training program, who's wages are financed in whole or in part by any Federal agency, or an agency of this State, those wages are excluded from insured employment.

WIOA Trainees under the Paid Leave for All Workers Act

WIOA Participants and other individuals in employment and training, transitional jobs, or other subsidized work-based training programs are considered exempt from the Paid Leave for All Workers Act. Such programs are not covered by the Act because they provide practical experience that benefits the individual participant and are part of an educational training program.

Policy 9: On-the-Job Training

General Requirements

1. On-the-job training (OJT) programs must provide potential new employees (adults, dislocated workers or eligible youth, when appropriate) or eligible underemployed workers with the opportunity to acquire new skills or knowledge essential to job performance.
2. OJT is defined as training by an employer that is provided to a paid registrant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. OJT is provided under a contract with an employer or registered apprenticeship sponsor in exchange for the reimbursement of a percentage of the wage rate of the participant, for the extraordinary costs of providing the training and related supervision.
3. The purchase of items required for the OJT such as tools, equipment, and uniforms etc… is allowable as part of the OJT contract as long as such items are at a reasonable cost.
4. The participant must be an employee during the OJT contract period and the employer must agree to the contract prior to the person's start date.
   A. Employment will continue upon successful completion of training. Successful completion includes:
      i. Acquired the skills identified for the training program and met the goals of the Individualized Employment Plan (IEP),
      ii. Complied with all company and employment obligations throughout the training.
   B. The intent of an OJT is full-time paid employment that leads to self- sufficiency according to the most current Lower Living Standard Income Level or at or above the self-sufficiency level established by the LWIB standard.
   C. Consideration may be given to an OJT placement that is less than full- time if an individual has one or more of the following barriers to employment: adult or youth with a disability, an ex-offender, a youth aging out of foster care, eligible migrant and seasonal farmworkers, an individual who is homeless, or an English language learner, who has low literacy levels and faces substantial cultural barriers.
   D. Employers may not hire OJT employees as independent contractors.
5. Employers are ineligible for an OJT contract if they have previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work.
6. Training does not have to occur at the employer's location.
7. OJTs may be combined with other forms of training:
   a. As part of a participant's IEP, OJT may combine other types of training such as work experience, classroom, and remediation. Training is paid for using an Individual Training Account (ITA) with a provider on the Eligible Training Provider List (ETPL).
   b. OJT may combine with ITAs to support placing participants into Registered Apprenticeship programs (§ 680.750 and § 680.330).

c. When combining OJT with other types of training such as those above, only the OJT hours are eligible for wage reimbursement.

8. OJT participants are not eligible to receive Needs Related Payments (NRPs).
9. OJT participants cannot be immediate family members of the business owner or direct supervisor. The term "immediate family" includes a spouse, child, son-in- law, daughter in-law, parent, mother-in-law, father-in-law, sibling, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparent, and grandchild.

Participant Eligibility

1. OJT participants must be determined eligible for each applicable funding source (i.e., WIOA Adult, Dislocated Worker, or Youth formula funded programs) and have worked with the career planner to complete the following:
   A. A thorough personal assessment of the participant's pre-existing knowledge and skills relevant to the OJT position; and
   B. An IEP that meets the specific skill requirements for the position at the hiring employer.
2. OJT may be used to train an underemployed customer who currently works at the OJT employer only if the OJT elevates that employee to reach at least a self-sufficient wage through skill upgrade training that relates to any of the following:
   A. The employee is not earning a self-sufficient wage as determined by the Local Workforce Innovation Board (LWIB) policy,
   B. The OJT contract complies with the OJT Reimbursement section of this policy,
   C. The OJT relates to the introduction of new technologies, new production or service procedures, an upgrade to a higher-skilled position requiring the individual to learn additional skills,
   D. OJT contracts for eligible youth may be used when it is appropriate based on the needs identified by the objective assessment of the individual youth and the individual's likelihood of long-term success if given the opportunity (WIOA Section 129(c)(2)(C)).

Employer Eligibility

1. Employers in the public, private non-profit or private sector may use OJT programs.
2. The McHenry County Workforce Network Board has chosen not to have staffing agencies as an eligible employer for WIOA-funded OJTs.
3. The wage provided by the employer to the OJT participant must be at least the State of Illinois minimum wage.
4. In addition to meeting the General Requirements of this policy, an employer will be ineligible to receive a WIOA OJT contract at the worksite location if:
   A. The employer has any other individual on layoff from the same or equivalent position.
   B. The same or equivalent position is open due to a hiring freeze.
   C. The OJT would infringe upon the promotion of or displacement of currently employed workers or a reduction in their hours.
   D. The employer has terminated the employment of any regular employee or caused an involuntary reduction in its workforce with the intention of filling the

vacancy with OJT participants.
E. The positions are for seasonal employment.

5. Additionally, the following employers will **not** be used under the OJT program:
   A. Any employer who is in violation of any state, local or federal laws
   B. Any firm/industry where abnormal labor conditions such as strike, lay off, lock out or similar condition exists.
   C. Occupations and Industries where minimal training is needed.
   D. Any employer unable to provide quality training and supervision.
   E. Any employer who does not provide safe and healthy working conditions.
   F. Any employer who does not provide the same level of wages and benefits to MCWN participants as other employees.
   G. Any relocating company for the first 120 days after the company begins operations in the LWA if the relocation resulted in the job loss at the original work site.
   H. Any employer who had two or more previous OJT contracts and exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and working conditions at the same level and extent as non-OJT employees. Participants who quit voluntarily, are terminated for cause or are released due to unforeseeable changes in business conditions will not necessarily result in termination of employer eligibility.
6. The employer must have the capacity and commitment to ensuring that the OJT program will address skills gaps specific to the individual and that staff has the time and knowledge to carry out the necessary training.
7. The employer agrees to cooperate with monitoring and reporting efforts as required by WIOA legislation, including a pre-award survey and adhere to all other applicable local, state and federal rules and regulations.
8. OJT participants must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work.

Occupational eligibility

1. OJT is determined allowable only if the following conditions are met:
   A. OJT is consistent with the IEP and customer's fullest capabilities.
   B. OJT leads to economic self-sufficiency.
2. Occupations that will NOT be allowable for an OJT:
   A. Commission based occupations for which an hourly wage cannot be determined.
   B. Occupations that are considered intermittent or seasonal.
   C. Occupations requiring a professional license.
   D. Occupations that require less than two weeks of training.
   E. An OJT contract cannot be written to upgrade an individual's skills with the same employer and the same position. However, this person may qualify for Incumbent Worker Training.
   F. An OJT with the participant's former employer in the same or similar position.

Apprenticeship

1. An OJT contract may be with an employer that has a registered apprenticeship program, but only the OJT hours are eligible for wage reimbursement through the OJT portion of the program.
2. Individual Training Accounts (ITAs) and OJT funds may be combined to support placing participants into a registered apprenticeship program, just as they can be used together for a participant who is not in a registered apprenticeship.
   A. The duration of an OJT may not exceed 1 year from the contract start date and ITA limits are set at the current policy limit.
   B. An ITA may support the classroom portions of the apprenticeship program, and OJT funds may only support the on-the-job training portions of the program.
3. Depending on the length of the registered apprenticeship and local OJT policies, WIOA OJT funds may cover some or all of the registered apprenticeship training.

LWIB Responsibility

1. MCWN staff are authorized to negotiate OJT contracts on behalf of the LWIB.
2. The Workforce Network may only have OJT contracts with employers who have been in business in McHenry County or the region for minimum of 120 days. Documentation proving such must be provided by the company. One of the reasons this is necessary is to ensure that OJT will not be used to assist a company's relocation from one area to another and that funds are not used to cause the dislocation of workers in that other location. OJT contracts must be for either a participant or business that resides within McHenry County.
3. Workforce Network will avoid any conflict of interest or appearance of such involving funds or activities under the contract. No office, employee or agent of the Workforce Network may solicit or accept gratuities, favors or anything of monetary value from an actual or potential subcontractor.
4. Upon initial contact with a company at which an OJT is contemplated, a company representative must complete and submit a "Pre-Award Review" sheet which will help Workforce Network personnel determine if a company meets all the OJT requirements and is therefore eligible for an OJT contract.
5. When the employer and the Workforce Network agree, changes may be made to the contract in writing and incorporated in the agreement as an amendment. No oral statement of any person and no written statement other than the Workforce Network authorized signatory shall be allowed to modify or otherwise affect the terms or meaning of the agreement.
   Note: Exception to any of the above will be handled on a case-by-case basis.
6. The following criteria will be used when determining the maximum length of time the OJT may be in place:
   A. The amount of time it should take the individual named in the contract to become proficient in the occupation for which he or she is hired, as defined by DOL's Specific Vocational Preparation (SVP), including apprenticeships.
   B. The participant's pre-existing knowledge and skills relevant to the position for which he or she is hired based on the required personalized knowledge and skills assessment.
   C. The duration for OJTs may not exceed 1 year from the contract start date and

current ITA financial limits.

OJT Contracts and Modifications

1. Upon initial contact with a company at which an OJT is contemplated, a company representative must complete and submit a "Pre-Award Review" sheet which will help Workforce Network personnel determine if a company meets all the OJT requirements and is therefore eligible for an OJT contract.
   A. Upon determining the employer's capacity to provide OJT programs, the LWIB designee negotiates an OJT contract with the employer to determine an individualized training plan, reimbursement rate and training length, among other contract provisions deemed appropriate by the LWIB. The LWIB designee is responsible for selecting and contracting with employers in the public, private non-profit or private sector to provide high quality OJT programs (WIOA Section 134(c)(3)(G)(ii); § 680.700).
   B. The LWIB must perform a standardized pre-award review, prior to receiving a contract that at a minimum:
      i. Is documented jointly by the LWIB designee and the OJT employer that includes names under which the establishment does or has done business, including the name, title, and address of the company official certifying the information.
      ii. Determine whether WIOA assistance in connection with past or impending job losses at other facilities has occurred; including a review of whether the employer filed any WARN notices within the previous four (4) months.
   C. The OJT contract must be limited to the period required for each participant to become proficient in the occupation for which he or she is hired, and the training is being provided (§ 680.700(c)).
      i. The appropriate duration and intensity of the training is based on a skills gap assessment that considers the following:
         a. The skill requirement of the occupation,
         b. The academic and occupational skill level of the participant,
         c. Prior work experience, and
         d. The participant's individual employment plan (WIOA Section 134(c)(2)(A)(1)(xii)(II)).
      ii. The skill requirement of the occupation should align with the SVP time estimate determined by USDOL which includes the time required to learn the techniques, acquire the information and develop the skills needed for average performance in a job. This occupational preparation includes time spent in training programs, academic training, and related work experience.

Level	Time
1	*Short demonstration only
2	*Beyond short demonstration up to and including 30 days
3	Over 30 days, up to and including 3 months
4	Over 3 months, up to and including 6 months
5	Over 6 months, up to and including 1 year
6	Over 1 year, up to and including 2 years
7	Over 2 years, up to and including 4 years
8	Over 4 years, up to and including 10 years

9	Over 10 years

D. OJT contracts with eligible employers may allow the employer to provide OJT to a single employee or to multiple employees. In the case of multiple employees, each person must have an individualized assessment of knowledge and skills relevant to the position to determine the content and duration of the OJT training plan.
E. OJT contracts need to be modified if there are significant changes, such as layoffs or changes in federal, state, and local rules and policies pertaining to the implementation of OJTs.

OJT Reimbursements

1. OJT is provided for a WIOA customer in exchange for a negotiated reimbursement wage rate to compensate for the employer's extraordinary costs of training and additional supervision related to the training (WIOA Section 3(44) and § 680.730).
   A. Employers may be reimbursed up to 50% of the wages rate of an OJT participant for up to 1 year from the OJT contract start date. Based on the size of the business entering into the OJT contract, McHenry County Workforce Network Board has set the following sliding scale (up to):

Employer Size	Rate
1 – 25	75%
26 and above	50%

   B. Reimbursement rate up to 75 % when taking into account the following factors:
      i. The characteristics of the participants taking into consideration whether they are individuals with barriers to employment which is defined as a member of one or more ofthe following populations:
         a. Displaced homemakers
         b. Low-income individuals
         c. Individuals with disabilities
         d. Older individuals
         e. Ex-Offenders
         f. Homeless individuals
         g. Participant is unemployed 26 weeks or longer.
      ii. The size of the employer with an emphasis on small businesses,
      iii. If the contract is for an in-demand occupation,
      iv. The training will lead to an industry recognized credential,
      v. Other factors determined to be appropriate.
   C. McHenry County Workforce Network Board has set the reimbursement rate for on OJT contract to 75% based on any one of the following factors:
      i. If the participant meets anyone of the above-mentioned barriers; or
      ii. The employer has 25 or less employees; or
      iii. The contract is for an in-demand occupation.
      iv. Training will lead to an industry recognized credential.
2. An employee in OJT may work overtime hours, but overtime hours are not eligible for wage reimbursement.
3. Funds provided to employers for OJT must not directly or indirectly assist, promote or

deter union organizing.

Required Documentation for Reimbursement

1. A monthly evaluation of the registrant's progress must be completed by the employer and submitted to the Workforce Network. This form must be signed by the employer representative and the worker. The form includes a subjective account of the worker's progress and stages of training completed.
2. The employer is required to keep a daily log of time and attendance for the duration of the contract. If timecards are used, they should coincide with the times on the daily log. Workers are able to work overtime, however the Workforce Network can only reimburse for straight time as defined by the employer.
3. All costs must be supported by properly executed payrolls, time/attendance records, invoices, cancelled checks, contract, vouchers and /or any other accounting documents necessary.

Contract Completion

1. The MCWN Director shall review, approve and sign all OJT contracts.
2. No customer is to begin employment/training prior to written contract approval. Start date will be the day the participant begins work.
3. The OJT contract must be signed by an employer representative who has signature authority, before the participant begins work.
4. Union concurrence is required in writing from any employer where there is a union in the workplace. Failure to secure the concurrence may void the OJT and prohibit further OJTs with such an employer.
5. No OJT contract may be negotiated with a payment that exceeds the wages paid at the initiation of the OJT contract. Usual and customary increases are between the employee and employer and should occur outside of the OJT contract. Exceptions may be made for Registered Apprentices and in other cases with approval by the program Director.
6. There will be two copies of the contract, one for the employer and for MCWN.
7. Reimbursement shall be done on a monthly basis. All necessary documentation (copies of time sheets & payroll info) will be provided to the fiscal department so the employer can be reimbursed. Any discovery of inconsistencies in attendance, pay or failure to pay an employee properly shall be handled immediately by the staff member who negotiated the contract. Such findings and recommended solutions shall be reported to the Director.
8. All employers are required to have a grievance process and shall follow such process in matters related to the OJT trainee. If the employer does not have such a process, the process followed by MCWN shall be used.
9. All OJT employers are required to carry worker's compensation on their employees and trainees.
10. Each OJT contract will specify the type and duration of training and other services to insure reasonable proposed costs. At a minimum, each contract will specify the numbers of participants to be trained, the wage rate, the method and maximum

amount of reimbursement, the job description and training outline etc…

Exceptions to reimbursement (sick days, holidays and vacations)

1. Training reimbursement is only allowed for actual hours worked under the contract. The employer shall not be entitled to any reimbursement for periods during which no training is given. The maximum amount of reimbursement for any one position covered on the contract shall not exceed the amount specified under that contract for the position. Shift premium pay is not to be included in the base pay for reimbursement.

Billings

1. Reimbursement claims must be received within 60 calendar days of the last day of the month in which the expenditures occurred. After 90 calendar days, the said expenditures incurred may not be honored at the option of the Workforce Network.

Hourly pay increase

1. Workers may be given a wage or salary increase in accordance with employer's personnel policies. However, the reimbursement rate for the cost of training will remain as originally determined rate of the starting wage, unless the wage increase was negotiated at the time of OJT contract development.

Checks paid to workers

1. The employer must pay the worker with a bank negotiable check. The check must be cashed at a place of business other than the worker's place of employment.

No risk clause

1. No obligations will be incurred by the Workforce Network until the OJT contract is approved and signed by the Director.

Worker's Compensation

1. Worker's Compensation Insurance must be available prior to the hiring of a participant. The Workforce Network may withhold reimbursement until all insurance required by the contractor is in effect.

Payroll

1. The employer assures that it has not failed to meet its payroll. An employer that has not been able to meet its payroll will be required to submit a letter of explanation to the Workforce Network for approval.

Records maintenance, reports and inspections

1. The employer shall allow either the Workforce Network and/or an administrative entity representative to conduct on-site monitoring visits.

Nepotism and conflict of interest

1. No person shall be employed under an OJT contract that is a relative of Workforce Network personnel if there is a conflict of interest such that the party utilizing the

contract may stand to benefit from the project to which this contract pertains.

Hires and fires

1. Once a registrant is selected, the employer has the right to hire and terminate employment in accordance with said personnel policy. The Workforce Network must be notified if the workers is being terminated during the course of the training contract prior to the actual termination date or as near to that date as possible.

Equal employment opportunity

1. The employer agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or ancestry, age, disability, political affiliation or belief, in program and activities supported in whole or in part with WIOA obligated funds.
2. In addition, once a worker is hired and starts training with the employer, he/she should be treated on an equal basis to the other employees.

Contract Termination

1. The OJT contract may be terminated by any party for any reason by giving notice to the other party prior to the intended termination date. The Workforce Network may consider cause for termination of a contract: failure of the employer to fulfill its obligations under the contract in a timely and proper manner; violations of the stipulations of the contract. The employer must provide the Workforce Network with the necessary information and documentation for the annual settlement or close-out of the contract.
2. The Workforce Network guarantees that all legal disbursements will be made under the contract agreement, only to the extent that funds are made available by the federal government and/or the State of Illinois to the Workforce Network. If such funds are suspended or terminated, then the contract shall be suspended or terminated.

OJT Monitoring and Evaluation

1. LWIB designee is also responsible for monitoring local OJT outcomes for participants and employers, including whether the OJT programs result in long- term employment or if applicable, an industry-recognized credential.
2. Local procedures ensure verification of reimbursement requests, hours worked and the rate of pay by reviewing such documentation as invoices, timesheets and payroll or other documentation prior to payments being made to ensure compliance with program requirements and contract provisions.
3. Once a month for the duration of the OJT contract, staff will meet with the employer and participant to see how the training is progressing. If any concerns are identified, they will be addressed immediately.
4. OJT programs will be subject to State monitoring.

Policy 10: Incumbent Worker Training

Overview

1. Incumbent Worker Training grants are to provide resources to McHenry County businesses to train currently employed workers in an effort to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skill necessary to retain employment. The grants are designed to meet the special requirements of an employer or group of employers and are conducted with a commitment by the employer to retain or avert the layoffs of the incumbent worker(s) trained. The company decides the type of training, the employees and occupations needing to be trained. All projects require skill attainment goals for workers. Training is not limited by list of pre-approved providers or classes and is to be competitively procured in accordance with local procurement policies and in accordance with 2 CFR Part 200 and Part 2900, as applicable. Funding is provided on a reimbursement basis. Companies may not use ETIP funds in conjunction with Incumbent Worker Training grants.

Company Eligibility

1. McHenry County employers in one of the following targeted industries:
   A. Manufacturing
   B. Healthcare
   C. Transportation/Warehouse/Logistics
   D. Information Technology or Computer Support Occupations in other industries

   For employers outside of these industries, waivers may be requested. See #6 General Requirements for details.

Definitions

Incumbent worker

1. An individual that has an established employment history with a participating employer for six(6) months or more or a group of participating employers in a targeted sector that are utilizing IW training to upgrade the skills of their workers; and
2. An individual who is receiving upgraded skills training:
   A. to increase his/her skills in an occupation in which the individual is already an incumbent; or
   B. to prepare the worker for entry into a new occupation within the targeted workforce (ie: the workforce of the participating employer or group of employers).

Layoff Aversion

ETA considers a layoff averted when:

1. A worker's job is saved with an existing employer that is at risk of downsizing or closing; or
2. A worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences no or minimal unemployment.

Employer

1. The primary customers for incumbent worker training services are the participating employers or group of employers, as cited in the definition of "incumbent worker" above and may be locally defined. Such employers must be actively participating in a WIOA funded incumbent worker training program. The occupations should be in a targeted sector as defined in the local plan. Projects in non-targeted sectors may be approved by the WIB on a case-by-case basis. For example, a group of employers may be associated due to supply relationships, such as an original equipment manufacturer (OEM) and the firms in the OEM's supply chain. Or a group of employers may be associated through a sector-related organization.

Skill Attainment

1. Skills that directly benefit the workers receiving the training by making them more qualified in their field of employment, and/or provide new skills for new product lines or processes.

At "risk" factors

1. Declining sales
2. Supply chain issues
3. Industry/market trends
4. Changes in management philosophy or ownership
5. Worker does not have necessary skills
6. Strong possibility of a job if a worker attains new skills
7. Other "at risk" indicators

General Requirements: The following requirements apply to incumbent worker training programs:

1. Incumbent workers must meet the definition above, (see Part IV, Definitions) and be:
   A. Employed in targeted sectors/or in an occupation outlined above.
   B. Employed by a participating employer, as cited in an IWT project plan; and
   C. Scheduled to receive training as cited in an IWT project plan.
2. Information on the participating employer(s) and incumbent workers will be collected and reported to DCEO as outlined in the reporting section of this policy guidance.
3. The prohibition against using federal workforce funds to encourage business relocation applies to incumbent worker training funds.
   A. If the relocation resulted in any employee losing his or her job at the original location, the 120-day rule must be observed.
   B. In such cases, incumbent worker training services may not be provided until the company has operated at the new location for 120 days.
4. IWT Training Programs
   A. All training programs provided as part of an IWT project must be competitively procured whenever possible.

B. All training programs must include a contract/written agreement that outlines at a minimum the following:
   i. Who is providing the training,
   ii. What training will be provided,
   iii. Where the training will be provided,
   iv. The length of the training to be provided (to include the start and end date, number of days per week, and number of hours per day),
   v. The cost of the training program (to include only reasonable and acceptable costs), and
   vi. The amount of employer matching support and how it will be provided.

5. Requests of 30% or more of the Program Year formula funds budgeted for IWT will need the approval of the Board Chair and Program Operations Committee Chair.
6. Waivers may be requested by non- target industry employers if said employer is doing business with or is a supplier of a targeted industry. The employer must document the relationship to targeted industries in their application. All waivers will need approval from the Board Chair and Program Operations Committee Chair.

Incumbent Worker Training Program Application Process

1. All Incumbent Worker Training Program applications (and subsequent activity documentation, including required reporting elements) must be entered and submitted in the Incumbent Worker Tracking System of Illinois workNet.

Matching and Allowable Costs

Matching Requirements

1. Employers participating in the program are required to provide matching support (in-kind or direct financial support) for the costs of providing the training to incumbent workers.
2. Grantees should not add the employer match to the cost of training when entering project plans.
3. All matching contributions must clearly relate to incumbent worker training.
   A. Costs must meet the requirements described in 2 CFR Part 200 and Part 2900
   B. Employers must provide matching contributions based on company size.**10% match for 1- 50 employees; 25% 51- 100 employees and 50% over 100 employees.**
   C. There is no maximum limit to the amount of matching contributions an employer must provide.
   D. The match paid by an employer or group of employers may include the amount of the wages paid by the employer(s) to an incumbent worker while the incumbent worker is attending a training program.

Allowable activities

1. Allowable activities for the incumbent worker training program include but are not limited to skill training to upgrade existing skills or provide new skills to incumbent workers. Training topics and delivery methods are chosen by the employer. Training that is closely linked to specific jobs, as well as job advancement is strongly encouraged. Proposed training that is loosely related, or unrelated to specific jobs, while not linked include: standalone adult basic education (ABE), standalone English

as a Second Language (ESL), "soft skills" such as team building, communication skills, motivational training and basic computer literacy skills are not allowable. Please note that ABE and ESL training that is fully integrated with specific job-linked skills training are allowable. Costs that are reasonable and necessary for the conduct of training that are allowable:

A. Training development
B. Instructor wages
C. Tuition
D. Training materials and supplies
E. Fees (required to complete training and for certifications)
F. Travel for trainers and trainees beyond normal commute
G. Training facility costs (on-site and off-site)
H. Cost for use of firm's equipment during training
I. Wages of trainees while in training (matching costs only)
J. Fee for technical or professional certifications and/or licensures

Trainee wages while in training may be used to meet the employer's match requirement, but are not reimbursable to the WIOA grant.

Ineligible costs/activities

1. Self-paced learning
2. Personal development courses
3. Non-skill related assessments
4. Administrative costs
5. Food expenses for employees *(may be available for overnight travel and will follow County Travel Policy)*
6. Off the shelf computer training
7. Other non-job-related training

Additionally, the program will not reimburse for job design and analysis statements or activities (e.g. Work Keys), assessments of internal systems and other non-skill related assessments.

Incumbent Worker Eligibility

1. Any worker who receives training must be an incumbent worker based on the following definition:
   A. An individual who has an established employment history with either
      i. a participating employer for six (6) months or more in a targeted industry or
      ii. an employer being provided incumbent worker training with the following exception: In the event the training is being provided to a cohort of employees, not everyone in the cohort must be employed with the employer for six (6) months, as long as the majority of the cohort meet that requirement,
      iii. The Department of Labor approved a waiver to allow items a. and b. in this policy section to be temporarily waived and therefore the requirements are not applicable to IWT conducted from July 1, 2020 through June 30, 2024; and

B. Is receiving upgrade training to:
   i. Increase his/her skills in an occupation in which the individual is already an incumbent or
   ii. Prepare the worker for entry into a new occupation within the targeted workforce (i.e. the workforce of the participating employer or group of employers).
   iii. An adult, age 18 or older
   iv. Authorized to work in the United States

In the event that a project plan is submitted by a group of employers, the percentage of the non-federal match will be calculated using the formula as noted in the WIA Policy Letter No. 07-PL-33.

Reporting Requirements

1. Reporting on incumbent worker training programs will occur quarterly for each project identified in the approved grant or plan submitted pursuant to the requirements of this letter.
2. The quarterly reporting periods will be January through March, April through June, July through September, and October through December.
3. Quarterly reports are to be completed and submitted to DCEO within 30 days from the end of each quarter.
4. Reporting methodology: all IWT projects submit reporting information electronically using the Illinois workNet system.

Reimbursement Process

The applicant may request reimbursement for training that is completed when submitting a Quarterly Report. Final payment will be withheld until the final report is submitted. All reports are to be submitted electronically. Final reports and reimbursement requests are to be submitted electronically and hard copy to the Business Service Representative in charge of the project.

Policy 11: Support Services

1. Supportive services for Adult, Dislocated Worker and Youth WIOA customers are available to those customers who are:
   A. Participating in WIOA career services and/or training services; and
   B. Are unable to obtain supportive services through other programs providing such services.
2. Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.
3. The types of supportive services available through MCWN are transportation, work related clothing, training related clothing and supplies, books, school supplies, technology assistance, payment and fees for employment and training related applications, tests and certifications and childcare. These services will be provided on a case-by-case basis. Other services, such as needs related payments, housing, and/or dependent care, will require consultation and approval by the director or assistant director.
4. Referrals to needed services will be made following an initial assessment of the individual's current situation, followed by referral to partner agencies as needed following the procedures outlined in this manual under "Referral." Information about County social service agencies is available in the Resource Center to provide accurate information about the availability of supportive services in the local area. A career planner will conduct follow-up to ensure that the customer has obtained the needed services through referral.
5. Once it has been determined that the customer is unable to obtain services through other programs, the career planner will initiate a request for supportive services through the director or assistant director and fiscal officer. Documentation will accompany the request outlining circumstances, proof of referral, inability to obtain needed services through other programs, and other necessary documentation that may be needed to act on the request. Customer eligibility for Supportive Services, for items such as Childcare, Clothing, Transportation, Technology, Tools, etc., will be determined after Career Planner review of status per low-income guidelines and availability of other resources and funding. Current customer status of SNAP, TANF, or Income Statement with documentation will be used in determination of eligibility and will require consultation and approval by the director or assistant director. Support services are limited to availability of WIOA funds.

Supportive Services Guidelines

1. McHenry County Workforce Network will make every effort to ensure that funds are available for program participants in need of supportive services. However, funding does not allow for every participant to receive supportive services. Therefore, the following guidelines will be followed to determine eligibility for supportive services.
   A. Effective 7/1/21, per policy approved by the Local Workforce Development Board (LWDB), roundtrip mileage will be reimbursed using the following formula: up to 35 miles at $15.00; 36-74 miles at $20.00; 75 miles and over at $25.00.
   B. Gas and / or ride share cards may be issued to customers who show they

are in need of additional support. These cards are to supplement transportation costs and the customer should not rely on them as their main form of paying for transportation costs, as mileage reimbursement is preferred. Gas and / or ride share cards must be case noted and supporting documentation for the cards must be in the file.

C. Transportation reimbursement will be given for every day the participant is in attendance in their training program. Payment will be made directly to the participant.
D. Effective 4/23/12, the maximum amount for transportation for a participant is $2000 for the duration of program participation.
E. Effective 4/23/12, the maximum amount for childcare for a participant is $2000 for the duration of program participation.
F. Work-related clothing can be purchased for customers who show they are in need of additional support determined by their Career Planner. Costs for the customers' clothing is limited to $300.00.
G. Technology assistance is available for purchase of a computer and / or printer, if required to complete an approved training program. Reimbursement is limited to $300.00 per component.
H. Additional funding, up to $1,000.00, may be available per customer's full program (based on local funding levels and director's approval) for supplies and associated costs related to certain training programs (i.e., uniforms and nursing kits for nursing, tools for HVAC, NCLEX review and exams, etc.). Exceptions may be made on a case-by-case basis for customers receiving alternative sources of tuition funding (i.e. Vets through their IVG program).

Policy 14: Follow-Up Services

General Follow-Up Services

WIOA Policy Chapter 4, Section 3

1. Follow-Up Services:
   A. Are defined as two-way exchanges between the WIOA Title I service provider and the individual (or the individual's advocate or employer) and are designed to provide support and guidance to ensure sustained employment, earning of post-secondary credentials, wage increases, and advancement of career goals.
2. Follow-up should occur as often as necessary throughout the 12 months and at a minimum should:
   A. Occur every 30 days for the first three months (90 days) of follow-up,
   B. After the first three months, once a quarter for the remainder of the 12 months.
   C. Contact should be two-way communication by telephone, in person, email or other social media.
   D. Documentation must be entered as a case note in IWDS each time throughout the twelve (12) months the career planner contacts the participant.
   E. Upon completing all follow-up services, the service must be closed, and the end date populated in IWDS.
   F. Follow-up services do not delay program exit.

Adult and Dislocated Worker Follow-Up Services

WIOA Policy Chapter 4, Section 3.1

1. An Adult or Dislocated Worker customers will be enrolled in IWDS Follow-up service once he/she has completed all services and is working in an unsubsidized occupation. The Career Planner will open a follow up service line and enter a case note of the service in IWDS. It is the responsibility of the Career Planner to evaluate the level of need and to determine, in conjunction with the customer, which follow-up services and intensity needed after exit, would be appropriate for the customer's circumstance. A variety of follow-up services may be provided to meet those needs and may include the following activities:
   A. Guidance about the workplace,
   B. Job retention guidance,
   C. Verifying employment,
   D. Career pathways information for advancement in their field,
   E. Assisting individual in resolving work related issues,
   F. Referral to other community resources.
2. Labor market information
   Support services are not available to Adult or Dislocated Worker in follow-up.
3. Case notes must identify the need for and the type of service(s) to be provided. Additionally, the IEP must also document services to be provided. Support Services are not available to Adult or Dislocated Worker in follow-up.
4. After the 90 days following exit, if a customer is not responsive, cannot be located, or refuses to provide information, the Career Planner may close follow-up services. A case note must be entered into IWDS, and the IEP updated to document the reason for discontinuation of the service.

5. Follow-up may be offered to those who have not obtained employment. If offered, and declined by the customer, it must be noted in the case notes that services were offered and declined.

Youth Follow-Up Services

WIOA Policy Chapter 4, Section 3.2

1. Follow-up services are provided to youth after exit to help ensure the youth is successful in employment or post- secondary education and training. Follow-up services will be available to all WIOA Youth customers for a minimum of twelve (12) months from the exit date. These services may include, but are not limited to the following program elements:
   A. Supportive services as defined by the program, if funding is available and the need for support services are documented in the ISS,
   B. Adult mentoring,
   C. Financial literacy education,
   D. Labor market information about in-demand industries and occupations, career awareness, career counseling and career exploration services,
   E. Activities that help youth prepare for and transition to postsecondary education and training.
2. Other services necessary to ensure the success of the youth in employment and/or post- secondary education.
   The documentation addressing the need and type of the activities provided in follow-up must be added to the ISS since that is a non-enrolling service and will not alter the true last day of services and, therefore, the exit date.
3. Case Notes in the ISS must provide documentation of the need for youth to be provided an allowable youth program element (i.e., supportive services) as part of follow-up services. Final Regulations at 681.580 allow for youth to decline follow-up service altogether.
   There are two options for Youth who are not responsive to attempted contact for follow-up and those that cannot be located for follow-up services:
   A. **Unable to locate (youth only):** The Career Planner has determined that after two (2) quarters of attempted contact for follow-up service and attempts to locate, the customer is not responsive. The Career Planner must document all attempts to locate in the IWDS case notes.
   B. **Opting Out (youth only):** Youth in the twelve (12) month follow-up period may request to opt-out of follow-up services at any point in time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes in IWDS and noted on the ISS.

   The following guidance will be used to determine when a youth customer is unable to be located or contacted:
   i. Runaway/Transient/Homeless
   ii. Incarcerated
   iii. In patient treatment program
   iv. Out of date address, phone number or email for Youth or their additional contacts
   v. Refusal of communication by the Youth
   vi. No access to telephone or email services

Policy 15: WIB Procurement Policy

Background

1. As a department of McHenry County, the McHenry County Workforce Network (LWIA 2) and the McHenry County Workforce Network Board (LWIB 2), will adhere to the Purchasing Ordinance adopted by the McHenry County Board for purchases of equipment, material goods and supplies; and will use a competitive Request for Qualifications (RFQ) process for training and workforce development services and consulting services for the operational requirements of WIOA.
2. LWIB 2 works with public and private agencies, nonprofit organizations, local area businesses, and educational institutions to create and deliver workforce solutions for McHenry County. We are committed to ensuring equal opportunity to all qualified eligible vendors and organizations wishing to provide workforce development services.

Procurement Objectives

1. All LWIA 2 and LWIB 2 expenditures and reimbursements will comply with applicable federal and state laws, regulations, and policies.
2. McHenry County Workforce Network employees shall neither solicit nor accept gratuities, favors or anything of monetary value from vendors/contractors or potential vendors/contractors.
3. All procurement transactions shall maximize open and free competition through solicitation of proposals and bids from potential vendors/contractors.
4. All transactions shall avoid non-competitive practices among vendors/contractors which may restrict or eliminate competition or result in the restraint of trade.
5. Procedures are in place to ensure that unnecessary or duplicative items or services are not purchased to ensure that positive efforts have been made to utilize small business and minority-owned business sources for procurement.
6. Employees are prohibited from participating in the selection, award or administration of a contract if a real or apparent conflict of interest exists. MCWN Staff and Board Members will adhere to the MCWN Board Conflict of Interest Policy.
7. LWIB 2 is responsible for issuing contracts and monitoring for compliance, for workforce development and consultative services. All contracts entered into by LWIB 2 for these services will comply with applicable federal and state laws, regulations, and policies. Contracts entered into by LWIB2 for these workforce development training and consultative services will be reported to the McHenry County Board.
8. Standards of conduct governing the procurement of supplies, equipment, and service providers including subcontracts are followed as outlined in OMB Uniform Guidance 2 CFR 200.94, 200.33, and 200.93.
9. MCWN will disclose in writing any potential conflict of interest to the federal

awarding agency or pass-through entity in accordance with applicable Federal awarding agency policy.

10. MCWN will disclose, in a timely manner, in writing, to the federal awarding agency or pass-through entity all violations of federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the award.
11. Contracts entered into by LWIB 2 for these workforce development training and consultative services will be reported to the McHenry County Board.
12. MCWN employees will maintain oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.

Equipment, Material Goods, and Supplies Procurement

LWIA 2 and LWIB 2 will observe and adhere to the purchasing and procurement policies of the McHenry County Board for purchases of tangible equipment, material goods and supplies.

WIOA Training Procurement

1. The LWIB 2 will establish Individual Training Account (ITA) limits and review and certify local training providers and programs based on:
   A. The degree to which the training programs of such providers relate to in-demand industry sectors and occupations in the LWIA 2.
   B. The ability of the providers to offer programs that lead to recognized postsecondary credentials.
   C. The quality of a program of training services, including a program of training services that leads to a recognized postsecondary credential.
   D. The ability of the providers to provide training services to individuals who are employed and individuals with barriers to employment.
   E. Meet performance accountability measures and other matters for which information is required under WIOA.
   F. ITA's are not procured and LWIA 2 will follow federal and state policies in the selection of eligible training providers and programs.
2. LWIB 2 will select training service providers in consultation with the local employer partner, complying with applicable federal and state laws, regulations and policies where customized training such as On-the-Job Training (OJT), Incumbent Worker Training (IWT), will be utilized.
3. LWIB 2, in consultation with the local employer partner(s), will utilize a competitive RFQ process for Class Sized training services, complying with applicable federal and state laws, regulations and policies where customized Class Sized training will be utilized. LWIB 2 committee will review RFQs to select training service provider.

Youth Program Provider(s) Procurement

1. LWIB 2 and the Youth Committee of LWIB 2 will utilize a competitive RFQ process for providers of youth activities in compliance WIOA.

2. ITAs may be utilized, as determined appropriate, in recommendation by the Title I Director, for eligible Youth Program participants. Training providers and programs will be selected from the list of approved providers and programs under WIOA and as further approved by LWIB 2. ITAs will adhere to the limits set forth by LWIB 2.

One-Stop Operator Procurement

1. LWIB 2 will utilize a competitive RFQ process for the One-Stop Operator Services and One-Stop activities in compliance WIOA. LWIB 2 will select One-Stop providers and activities as is determined to meet and serve the needs of LWIA 2 most effectively and efficiently. LWIB 2 must select the one-stop operator through a competitive process at least once every four years.
2. Any entity that has a real or perceived conflict of interest or could benefit from an issuance of a contract may not participate in any part of the procurement process from drafting through the response review process.

Other Workforce Development activities procurement

LWIB 2 will utilize a competitive RFQ process for procurement for other workforce development activities including but not limited to WIB development, staff development, WIOA implementation and other services as determined necessary.

Requirements for RFP's

RFPs will be publicized and identify all evaluation factors and their relative importance. Any response to publicized requests for proposals will be considered to the maximum extent practical. MCWN has a written RFP policy to follow for conducting technical evaluations of the proposals received and for selecting recipients.

Contract Cost and Price

CWN will adhere to the requirement that a cost or price analysis be provided for every procurement action in excess of the Simplified Acquisition threshold (currently $150,000, including contract modifications). At a minimum, the cost or price analysis will include independent estimates before receiving bids or proposals.

Risk Assessment

MCWN will evaluate each subrecipient's risk of noncompliance with federal regulations and the terms and conditions of the subaward for purposes of determining appropriate subrecipient monitoring. Factors which may be considered include: Subrecipient's prior experience with the same or similar awards, the results of previous audits, whether the subrecipient has new personnel or new or substantially changed systems, the extent and results of federal awarding agency monitoring and the subrecipient must be monitored to ensure performance goals are achieved, as well as compliance with federal regulations and the terms and conditions of the subaward. Pass through entity monitoring must include the following: Reviewing financial and programmatic reports required by the pass-through entity following-up and ensuring that the subrecipient takes timely and appropriate action on all deficiencies detected through audits, on-site reviews, and other means.

Policy 17: Training Provider and Training Program Eligibility – Eligible Training Provider List

WIOA Policy Chapter 7, Section 3

Training Provider Oversight

1. Board Staff share assume responsibility to review and verify the eligibility of training providers and training programs on behalf of the Workforce Board
2. Board staff shall present updates on approved, rejected, and recertified programs at the Program Operations Performance Committee meetings.
3. Board staff will conduct monitoring of all eligible training providers and their certified training programs.

Provider Verification of Initial Eligibility and Continued Eligibility

1. **Requirements for Initial Eligibility and Continued Eligibility of Training Providers and Training Programs under WIOA Title I:**
   A Training Provider must utilize the following guidance when applying for initial eligibility or continued eligibility of a training program. Only eligible training providers may submit an application for training programs. It is the local workforce innovation area's (LWIA) responsibility to inform and assist training providers in completing these steps to ensure they properly complete the application for eligibility.
   A. Once the LWIA has provided the training provider with the web address to the Illinois Workforce Development System (IWDS) (http://iwds.state.il.us), a user ID for the primary contact of the training provider and a temporary password will be emailed to the contact listed on the training provider. The training provider must then log into the system to begin adding additional locations, additional contacts, and/or training programs.
   B. The LWIA must verify that the training provider has entered all of the required data elements for each training program for which they are applying. Data elements are entered on the "Training Program Basic Information" record in IWDS. All required data elements can be found on the 'Requirements for Training Program Initial Eligibility and Continued Eligibility' document located in the Chapter 7 - Section 3 under Attachments on the WIOA Policy Webpage (https://apps.illinoisworknet.com/WIOAPolicy/Policy/Index/58)
2. **Training Provider or Training Program Change in Information**
   A. Training programs are subject to renewal of eligibility status by the Workforce Board, or Program Operations Performance subcommittee, whenever significant information for the training provider or training program has changed.
   B. Change(s) in any significant information must be entered in IWDS within ten (10) business days.
   C. Submission of a change in significant information indicates a training provider's intent to renew eligibility and prompts the same requirements as under the current eligibility determination reviewed above.

Denial or Revocation of Eligibility

1. The Workforce Board has the authority to decertify training programs if:
   A. Its annual performance fails to meet the minimum standards set by the State of Illinois or the LWIB for the WIOA performance measures; (Note: At the time of

issuance of this policy, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data, if available.)
   B. It intentionally provides false information during its initial certification or recertification process.
   C. It substantially violated any requirement under the Workforce Innovation and Opportunity Act.
   D. Voluntarily decides to cease being an eligible training provider, goes out of business, or ceases to function as a training institution.

2. Training programs that are removed from the Eligible Training Provider List (ETPL) because of a failure in performance shall remain off the list for a period of not less than one (1) year at which time the training provider may re-apply for continued eligibility of the program.

3. In accordance with WIOA, training programs that have been removed from the list of approved training programs based on the reasons found in paragraph 1.b. or paragraph 1.c. above:
   A. Shall remain off the ETPL for a period of not less than two (2) years at which time the training provider may reapply for continued eligibility of the training program;
   B. May prompt the revocation and removal of all other training programs of the training provider for a period of no less than two (2) years as determined by the LWIB; and
   C. May result in the following actions being taken against the training provider:
      i. The eligibility of the training provider may be revoked;
      ii. The eligibility of the training provider to receive funds for the program in question may be terminated;
      iii. Any disallowed costs may be recovered; and
      iv. The State of Illinois or LWIB may take any other action it deems appropriate.

4. LWIAs shall cease to enroll customers in a training program that has had its eligibility revoked.
   A. Customers who have already been enrolled in such training programs shall be allowed to remain through Completion.
   B. If it is deemed necessary to immediately close a training program (for such reasons as the training provider committed egregious violations or went out of business) the customers of such program(s) should be provided the opportunity to enroll in a similar program.

Notification and Appeal for Denied Certification/Recertification

1. If a program is denied certification or recertification or revoked its initial or continued eligibility, Board Staff will notify the training provider in writing. The notice will include:
   A. The training program(s) that are being denied certification or being revoked.
   B. The reason for the denial or revocation
   C. Information detailing the appeal process.

2. The notice must be sent within seven business days via registered mail to the training provider.

3. The training provider has twenty-one (21) days, from the date of receipt of the notice of denial or revocation of the eligibility in which to file an appeal in writing via registered mail to the McHenry County Workforce Network Board. The appeal must include the following information:

A. A statement that the training provider is appealing the denial or revocation of its eligibility;
B. The reason(s) the eligibility should be granted; and
C. The signature of the chief executive of the training provider.

4. The McHenry County Workforce Network Board or Program Operations Performance subcommittee will review and request for appeal within twenty-one (21) days of its receipt.
   A. If the decision is reversed, notification will be provided to the training provider via registered mail and forward a request to DCEO's OET to add the training program to the ETPL.
   B. If a decision is not reversed, notification will be provided to the training provider via registered mail and forward a copy of the notification to DCEO's OET within twenty-one (21) days from the receipt of the appeal request. This notification will also include information about how to appeal its denial or certification with DCEO's OET.

Policy 21: Privacy and Security (Personally Identifiable Information)

WIOA and Trade Customer Information

1. All customer files that contain confidential information must be stored in the designated file cabinets at the end of the workday, and the cabinets locked each evening. They will be unlocked each morning. The exit file cabinets will be kept locked at all times. During the day, files not in use by staff will not be left out in the open; but will instead be stored in a secure location such as file cabinet or desk drawer. Staff will lock computers when they are away from their desk for a long period of time such as breaks or lunch.

Resource Room Security

1. Confidential customer information will be kept undercover when not being utilized by staff. After hours, all customer data forms will be stored in a locked cabinet. Once all data entry is complete, the data sheets containing customer information will be shredded.
2. Staff computer screens should be password "locked" anytime a staff member is away from his/her desk.

End of Day Security:

1. At the end of the day, both sets of handicapped doors will be locked, and all doors leading out of the lobby into the staff areas should be closed and locked. Once the front doors are locked, any late departures should exit using the staff entrance, which is kept locked at all times.

Access to Staff Work Areas

1. Access to staff work areas is carefully regulated. Security doors lead off the lobby and resource library to enter the staff work area. Conference room doors that open into the public area must be kept locked when not in use. Customers must be escorted between the staff desks and the lobby/resource library by a staff member with a security fob.

Handling of Customer Information

1. All customer private information is to be held in the highest confidence. No information is to be given out to any individual regarding customer progress throughout the eligibility and enrollment process without a properly executed release of information signed by the customer.

Handling of Fiscal Files

1. All Fiscal documentation, such as—Payroll back up, month-end back up, Contracts, disbursement receipts and invoices—are to be locked up daily in Fiscal cabinets when not being worked on by staff. Old Fiscal Records are locked in storage, onsite for 5 years, and then shredded. Fiscal filing cabinets are only accessible to Management and the Fiscal Department. Fiscal folders on the computer system are accessible only to the Fiscal Officer, Director of Workforce Network, and the Accounting Assistant II.

Policy 22: Complaints

If a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly, that all complaints or comments are taken seriously, and addressed immediately. The policy is not designed to assign blame, to consider the possibility of negligence, or to provide compensation. It is NOT part of our disciplinary policy.

1. Goals
   A. Service users are aware of how to complain, and that the customer is afforded an easy opportunity to convey their complaints.
   B. A named person will be responsible for the administration of the procedure.
   C. Every written complaint is acknowledged within three (3) working days.
   D. Investigations into written complaints are held within 30 days.
   E. All complaints are responded to in writing by a designated workforce employee.
   F. Complaints are dealt with promptly, fairly, and sensitively.

2. Complaints Procedure
   A. Oral Complaints
      i. All oral complaints, no matter how seemingly unimportant, should be taken seriously.
      ii. Front-line staff that receive an oral complaint should seek to solve the problem immediately if possible.
      iii. If staff cannot solve the problem immediately, they should offer to get the Manager to address the problem.
      iv. All contact with the complainant should be polite, courteous, and sympathetic.
      v. Staff should remain calm and respectful always.
      vi. Staff should not accept blame, make excuses, or blame other staff.
      vii. If the complaint is being made on behalf of the service user by an advocate, it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. If in doubt, it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.
      viii. After talking the problem through, the Manager or staff member dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable, then the member of staff should clarify the agreement with the complainant and agree on a way in which the results of the complaint will be communicated to the complainant.
      ix. If the suggested plan of action is not acceptable to the complainant, then the member of staff or Manager should ask the complainant to put their complaint in writing and provide them with a copy of the complaint's procedure and form for completion (Incident Report Form).
      x. In both cases details of the complaints should be recorded on the designated Incident form and submitted to the appropriate Manager.
   B. Written Complaints

i. When a complaint is received in writing, it should be passed on to the Manager of the staff member named in the complaint or the Manager of the area subject to the complaint, as appropriate. The Manager must keep a record of the complaint and send an acknowledgment letter to the customer within two working days. The Manager or a designated employee will manage the complaint until resolution.
ii. If necessary, further details should be obtained from the complainant. If the complaint is not made by the service user but on the service user's behalf, then the consent of the service user, preferably in writing, must be obtained from the complainant.
iii. The Complainant should be given the right to report to DCEO if they are not satisfied with the W.D.D.'s stated resolution.
iv. Immediately on receipt of the complaint, the W.D.D. should launch an investigation and, within 28 days, should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
v. If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of a timeline by which the issue will be resolved.
vi. If a meeting is arranged, the complainant should be advised that they may, if they wish, bring a friend, relative, or other representative to act as an advocate. At the meeting, a detailed explanation of the results of the investigation should be given and an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
vii. After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach the W.D.B., DOL/ETA, and D.O.L. regarding the complaint/incident.
viii. The outcomes of the investigation and the meeting should be recorded, as well as any recommended changes in policy or operations because of the investigation.
ix. The W.D.D. staff should discuss complaints and their outcome at a formal business meeting once each year.

3. Staff Training

A. All staff should be trained in dealing with and responding to complaints. Complaints policy training should be included in the induction training for all new staff, and in-house training sessions on handling complaints should be conducted at least annually, and all relevant staff should attend. Managers are responsible for organizing and coordinating staff training.

Exhibit C: Service Integration Self-Assessment

Appendix D
Self-Assessment Identifying Information (Cover Page)

Local Area Number/Region: 2		
Name, Title and Organization of Contact Person: Jake Rohn, Director of the McHenry County Workforce Board		
Contact Phone Number: 815-334-2785	Contact E-mail: jmrohn@mchenrycountyil.com	Date Self-Assessment Submitted to IWIB (XX/XX/XXXX): Click or tap to enter a date.
WIOA Partner Organizations Participating in Self-Assessment: Illinois Department of Employment Security, McHenry County College Adult Education and Perkins, McHenry County Workforce Network, McHenry County Housing Authority, Division of Rehabilitation Services, Department of Human Services-TANF, and Job Corps		
Documents to be Included in the Submission: ☐ Report on the Process and Results Presented to the LWIB ☒ Self-Assessment ☐ Other: Click or tap here to enter text.		

Goal 1: Customer-Centered Design Goals	**Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.**	**Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.**	**Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the Local Workforce Investment Board (LWIB) on service integration initiatives, timelines, and progress.**	**Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. Workforce Innovation and Opportunity Act (WIOA) partners will not retaliate against users who provide negative feedback, complaints, or make appeals.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.				
Level of Integration of Goal Application	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.				
Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.				
Strategy for Application Point a: What specific tactics will we use to address the application point?	The tactics that are being used are surveys and verbal customer input. Surveys can be accessed electronically at the 'survey' link on the MCWN website or in person at the One-Stop Center in Woodstock. Evaluation of survey results and customer input will be conducted at bi-monthly partner meetings.			

Key Players for Application Point a. Who is responsible? Who else should be involved?	The One-Stop Operators and Workforce Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	The results of these strategies are perodic review and modification of service delivery to match the insights and needs of our customers.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing.
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The tactics that are being used to gather customer input are surveys and verbal customer input. Surveys are available in person at the One-Stop Center in Woodstock and also online at the 'survey' link on the MCWN website. Evaluation of survey results and customer input will be conducted at bi-monthly partner meetings.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The One-Stop Operators, Workforce Partners, and frontline staff

Expected Outcomes for Application Point b. What will be the result of these strategies?	The results of these strategies are an attention to customer needs through their feedback on these surveys. This attention can spur new and innovative ideas that can help address customers needs and reduce possible barriers that customers face within our workforce system.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the LWIB on service integration initiatives, timelines, and progress.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The workforce partners meet every two months to discuss overall workforce system needs including discussion on service integration. An One-Stop Operator report is provided to the Board at every WIB meeting. Periodic consultation with Front Line Staff on feedback from customers regarding what needs they have to assist with addressing the issues preventing them from gaining employment.
Key Players for Application Point c. Who is responsible? Who else should be involved?	The One-Stop Partners on the WIB and the WIB Chair are responsible for this application.
Expected Outcomes for Application Point c. What will be the result of these strategies?	The results of these strategies are continued service delivery improvement including being able to response rapidly to changing economic conditions and improve overall services for our customers.

Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing and will be completed every two months at partner meetings
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	
Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. WIOA partners will not retaliate against users who provide negative feedback, complaints, or make appeals.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	We have feedback options available in paper in the resource room of the One-Stop center and electronically at the 'survey' link on the MCWN website. Also, there are alternative communication tools available for deaf/hard hearing and language interpretation. When there is a verbal feedback from customers, we do take this seriously and provide immediate responses when needed.
Key Players for Application Point d. Who is responsible? Who else should be involved?	One stop operators and partners are responsible to address feedback
Expected Outcomes for Application Point d. What will be the result of these strategies?	The results of these strategies will allow for the issues to be addressed and resolved in a timely fashion. This, in turn, will allow the feedback from customers to have continuous improment of our workforce system. Also, improved utilization of partner resources to assist customers with their service needs.
Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 2: Partner Staff Goals	**Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.**	**Application Point b. Communication across partners is consistent, comprehensive, and timely.**	**Application Point c. All partner staff receives current and relevant professional development to service integration goals.**	**Application Point d. All partner staff are treated as valued and respected team members.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.				
Level of Integration of Goal Application	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.				
Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.				

Strategy for Application Point a: What specific tactics will we use to address the application point?	The first tactic that is being used are monthly partner cross-training sessions. Each cross-training session has been and will continue to be recorded and made available to all partners to watch at later times. This has allowed us to create a library of past trainings. The second tactic that has been used is the development of a partner resource guide. The third tactic is our referral form has quick definition of partner services to help partners provide proper referrals.
Key Players for Application Point a. Who is responsible? Who else should be involved?	One-Stop Operations coordinates training and each Workforce Partner conducts a training each year or if there is a major change to services provided.
Expected Outcomes for Application Point a. What will be the result of these strategies?	That all partners are informed of all the services provided by the partners of the workforce system and all staff have a reference point as to where to look in case they need a refresher on a partner service. Overall, this also improves services for customers as staff will be more knowledgeable to direct customers in the right areas and aid with the transition between partner agencies.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Communication across partners is consistent, comprehensive, and timely.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The first tactic that used is holding partner meetings every two months. These meetings will give access for partners to communicate any issues, suggestions, or achievements that have occurred. The second tactic is that the partner's staff establish relationships to be able to communicate effectively with each other if needed. The third tactic is our partner referral form that allows any partner to referral a customer to any other partner for services.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The One-Stop Operators and Workforce Partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	The results will be meeting customer needs in a timely fashion, and continuous cross training and relationship building between partners.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO

Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. All partner staff receives current and relevant professional development to service integration goals.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The tactic that will be used are monthly partner cross-training sessions. Each cross-training session has been and will continue to be recorded and made available to all partners to watch at later times. This has allowed us to create a library of past trainings.
Key Players for Application Point c. Who is responsible? Who else should be involved?	The One-Stop Operators and Workforce Partners
Expected Outcomes for Application Point c. What will be the result of these strategies?	That all partners are informed of all the services provided by the partners of the workforce system and all staff have a reference point as to where to look in case they need a refresher on a partner service. Overall, this also improves services for customers as staff will be more knowledgeable and services will be more integrated to direct customers in the right areas and aid with the transition between partner agencies.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	

Application Point d. All partner staff are treated as valued and respected team members.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The first tactic is that all partner agencies follow their respective code of conduct. The second tactic is that we use our referral system to align customers with teams' members with the knowledge to help them. The third tactic is to address issues that occur between partner staff at partner meetings.
Key Players for Application Point d. Who is responsible? Who else should be involved?	Partner agency leaders are responsible to ensure ongoing culture of respect
Expected Outcomes for Application Point d. What will be the result of these strategies?	The results of these strategies will be improved retention, positive culture, and a stronger overall workforce system.
Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point d.	None

What questions do you have?	
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 3: Intake and Assessment Goals	**Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.**	**Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.**	**Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.**	**Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.**	**Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.**	**Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.						
Level of Integration of Goal Application	3	3	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.						
Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.						

Strategy for Application Point a:	The first tactic that is being used to address this application point is our partner referral form. This form allows any partner to send a customer referral to any other partner. Another tactic that is being implemented is the sharing of CASAS testing information between Adult Education and Title 1.

What specific tactics will we use to address the application point?	
Key Players for Application Point a. Who is responsible? Who else should be involved?	Workforce Partners and frontline staff making referrals
Expected Outcomes for Application Point a. What will be the result of these strategies?	The expected results are service integration to make sure customers are receiving services in a timely fashion and a streamlined process of referrals.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The tactics that are in use are the development of a partner service brochure, highly informed greeter that is knowledable on all of the services provided by the center, and cross training process for frontline staff.

Key Players for Application Point b. Who is responsible? Who else should be involved?	Workforce Partners frontline staff including greeter at One-Stop center
Expected Outcomes for Application Point b. What will be the result of these strategies?	The results of these strategies have been partners providing apprpriate referrals to partner agencies and better assessment of what services customers can be offered.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The first tactic is the specific intake documentation that will lead to the foundation of the service plan. This intake documentation focuses on partner staff providing information to customers which in turn will allow for customer input and informed choice. The second tactic is to occasionally review this process at partner meetings to make sure this is occurring.
Key Players for Application Point c. Who is responsible? Who else should be involved?	Partner frontline staff are responsible to conduct intakes and assessment and allow for the open dialogue while partner leadership are responsible in overseeing that partner frontline staff adhere to this procedure.

Expected Outcomes for Application Point c. What will be the result of these strategies?	The result of this strategiy is for staff to have a better understanding of the customer needs and this leads to more appropriate referrals. Addtionally, by developing a initial, strong foundational service plan, this will give customers a better foundation to build from and enhance our entire workforce system.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The tactic in use is ultizing CASAS as a baseline assessment and also the RESEA assessment that is conducted by IDES. The RESEA assessment is shared through referral process.
Key Players for Application Point d. Who is responsible? Who else should be involved?	All Workforce Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	The end result will be streamlining services for customers to develop an integrated system, not duplicating processes, and a more efficient use of funding.

Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point d. What questions do you have?	What is your definition of assessment?
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	The tactic that is being used is partner cross training and it helps to identify the documents and verification needed for the program.
Key Players for Application Point e. Who is responsible? Who else should be involved?	Each partner based upon program requirements
Expected Outcomes for Application Point e. What will be the result of these strategies?	The results will be streamlined eligibility and intake process with appropriate referrals while maintaining confidentiality.
Timeline for Application Point e. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point e. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.	
Strategy for Application Point f: What specific tactics will we use to address the application point?	The tactics that will be and are being used are a remote intake process to use of technology to meet customer where they are, the One-Stop Center having office space to have confidential conversations, constantly using best practices developed through partner trainings to help customers, each partner going through confidentiality and DEI training at their respective agency, and increased use of social media to discuss success stories to help reduce stigmas.
Key Players for Application Point f. Who is responsible? Who else should be involved?	All workforce partners
Expected Outcomes for Application Point f. What will be the result of these strategies?	The end result will be high degree of confidentiality and the reduction and removal of barriers and stigmas that impact our customers.
Timeline for Application Point f. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point f. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 4: Service Goals	**Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.**	**Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.**	**Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.**	**Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.**	**Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.					
Level of Integration of Goal Application	3	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.					
Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.					

Strategy for Application Point a: What specific tactics will we use to address the application point?	The first tactic that will be used is meeting every two months for a partner meeting to maintain communication. The second tactic that will be used is to utilize **email and phone communication inbetween meetings and the final tactic that will be used is to distribute information to leaders of workforce partners to disseminate within respective partner agency.**
Key Players for Application Point a. Who is responsible? Who else should be involved?	Workforce partner leaders and staff
Expected Outcomes for Application Point a. What will be the result of these strategies?	The results will be fully informed partner agenecies, enhanced communication between partners, and improved partner services and functions.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The tactics that will be used are partner cross training. This includes planning on further training to inform partners on WIOA eligibility and the utilization of our partner referral guide.

Key Players for Application Point b. Who is responsible? Who else should be involved?	Title One staff to conduct WIOA eligibility training and workforce partners (both frontline and leadership) Frontline to attend trainings to understand eligibility and leadership to holding staff accountable to go to training
Expected Outcomes for Application Point b. What will be the result of these strategies?	The result of this strategy is appropriately targeting WIOA referrals, reduce duplication, and streamlines the WIOA customer process.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The tactics that will be and are being used are specific assessment refers to ensure streamlined and coordinated efforts between partners. This process was implemented with the customer experience in mind and will continue to evolve to the customer's needs.
Key Players for Application Point c. Who is responsible? Who else should be involved?	All workforce partners especially Title 1 and Adult Education that directly involved in CASAS assessment process.

Expected Outcomes for Application Point c. What will be the result of these strategies?	The result will be customers that understand and are able to proceed through the assessment process with little disruption.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The first tactic that is in use is the referral process. This referral process gives the initial information to guide receiving partners of the needs of the customer being referred and can be the foundational piece to the individual service plans. The second tactic is reviewing this process at partner meeting and sharing best practices with this process. The third tactic is to hold partners accountable to provide updates to referrals.
Key Players for Application Point d. Who is responsible? Who else should be involved?	One-Stop Operators are responsible for holding partner meetings and individual partners are responsible for following through with referrals and providing updates to partners to make sure the customer has received their needed services.
Expected Outcomes for Application Point d. What will be the result of these strategies?	The end result will be improved customer outcomes as there is a strategic process in place to referral customers to proper services so they have all the tools they need to be successful.

Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	The first tactic is work with the customer to hold a intake that best suits their needs either virtually or in person. Secondly, provide empoyer and job seeker information virtually on our website and also through weekly email blasts and our monthly brochure of services at the One-Stop Center. This brochure is sent out to community partners as well for them to distribute the information.
Key Players for Application Point e. Who is responsible? Who else should be involved?	Title One providing the monthly services information to partners and the workforce and community partners to distribute information.
Expected Outcomes for Application Point e. What will be the result of these strategies?	The results of the strategy is a well informed community, increased customer participation, and a workforce system that has adapted the different programs and services to the customer needs.
Timeline for Application Point e. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point e. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 5: Career Pathways Goal	**Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.**	**Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.**	**Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.			
Level of Integration of Goal Application	3	3	3

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.

Strategy for Application Point a: What specific tactics will we use to address the application point?	The first tactic will be the utilization of an established referral process. This referral process was developed with the thought that the One-Stop partnership was developed to have wrap around services. The second tactic is to conduct cross training with workforce partners to enhance knowledge and overall collaboration with partners. The final tactic is to work together as partners to deliver services in the community such as job fairs both to address special populations (i.e. disability) and other job seekers and resource fairs such as the People in Need Forum.
Key Players for Application Point a. Who is responsible? Who else should be involved?	Workforce Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	The result of these strategies is expanding the knowledge base of our frontline staff to better provide referral customers to applicable services, streamlined access to the workforce partner services, and reduction in duplication of efforts.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The first tactic is the workforce system participation in different groups to address employer needs. These groups are the Manufacturing Pathways Consortium and Business Resource Team. Additionally, the workforce partners, local unions, economic development, and a local chamber of commerce are represented on the WIB along with employers to be able to work together to make sure that the workforce system is aligning with the needs of the employers. Another tactic to is collaborate on grants for the community with multiple partners that consider job seekers, employers, and other stakeholders as needed.
Key Players for Application Point b. Who is responsible? Who else should be involved?	Workforce Partners, WIB, Chambers, and Economic Development
Expected Outcomes for Application Point b. What will be the result of these strategies?	The result will be a more responsive workforce system to the employer and customer needs. This will also align the needs of the employers with the workforce initiatives to make sure that our community has all of the pieces it needs to thrive.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.	
Strategy for Application Point c:	The first tactic that is being used currently is the development of a yearly labor market data report for McHenry County that is distributed to all workforce partners and key stakeholders. This labor market data report is built from the data on Lightcast.

What specific tactics will we use to address the application point?	Lightcast gives us access to numerous labor reports to be able to inform career planning and sector-based initiatives and this service is built into the MOU budget. The second tactic is the utlilization of IDES's labor market information that is distributed monthly and encompasses multiple areas including unemployment figures.
Key Players for Application Point c. Who is responsible? Who else should be involved?	IDES, Title 1, and workforce partners
Expected Outcomes for Application Point c. What will be the result of these strategies?	The result of these strategies will be informed Career Planners to provide knowledgeable insight into career pathways in our area and sector based initiatives that are supported with data and meet employer demands.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Strategy for Application Point c: What specific tactics will we use to address the application point?	See above

Goal 6 Information Goals:	**Application Point a. All partners will share information on a continual basis.**	**Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.**	**Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.**	**Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.**	**Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.**	**Application Point f. Partners will inform customers of their Appeal Rights.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.						
Level of Integration of Goal Application	3	3	3	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.						
Application Point a. All partners will share information on a continual basis.						

Strategy for Application Point a: What specific tactics will we use to address the application point?	The tactics that will be used are the use of our partner referral form, holding partner meetings, and communicating through phone and email when needed.

Key Players for Application Point a. Who is responsible? Who else should be involved?	All Workforce Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	The results of these strategies are enhancing communications with partners that will lead to better customer experiences.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The tactic that will be used are sharing the DOL and State training webinars to all partners. This tactic also includes sharing where to find past webinars with partners.
Key Players for Application Point b. Who is responsible? Who else should be involved?	Workforce Partners

Expected Outcomes for Application Point b. What will be the result of these strategies?	The end result will be that our workforce system is in compliance will all federal and state regulations.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	No
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The first tactic that is being used is the development of a yearly labor market data report for McHenry County that is distributed to all workforce partners and key stakeholders. This labor market data report is built from the data on Lightcast. Lightcast gives us access to numerous labor reports to be able to inform career planning and sector-based initiatives and this service is built into the MOU budget. The second tactic is the utlilization of IDES's labor market information that is distributed monthly and encompasses multiple areas including unemployment figures. The third tactic is to review workforce services in partner meetings, taking into account the labor market information produced in tactic one and two.
Key Players for Application Point c. Who is responsible? Who else should be involved?	WIB and IDES staff to collect and disterbute labor market data and Workforce Partners to aid in advancing our workforce services with labor market data in mind.

Expected Outcomes for Application Point c. What will be the result of these strategies?	The end result of this strategy will be a workforce system that is built with a foundational pilar of labor market information.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The tactic that will be used to maintain ongoing, consistent communication is meeting every other month and staying connected in between meetings by emails and phone.
Key Players for Application Point d. Who is responsible? Who else should be involved?	One-Stop Operators and Workforce Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	The result will be a well informed workforce system that has the ability to collarberate through various communication methods.

Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	The tactic that is being use is a referral system that allows for sharing of basic information between partners. This referral also has a section that the customer will give consent to provide their information to the partner receiving the referral.
Key Players for Application Point e. Who is responsible? Who else should be involved?	Workforce Partners
Expected Outcomes for Application Point e. What will be the result of these strategies?	The result will be a referral system that maintains confidentiality for the customers being referred.
Timeline for Application Point e. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point e. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point f. Partners will inform customers of their Appeal Rights.	
Strategy for Application Point f: What specific tactics will we use to address the application point?	The tactic that will be used is for all frontline staff to provide guidance on where to go to find out more about their appeal rights. This will include directing customers to the appropriate partner so that partner can aid them in understanding their Appeal Rights.
Key Players for Application Point f. Who is responsible? Who else should be involved?	Workforce Partners
Expected Outcomes for Application Point f. What will be the result of these strategies?	The end result will be a better customer experience due to the customer directly working with the partner that has the most knowledge of their appeal rights in their program. Overall, this increases satisfaction from the customer, as they will have a more streamlined approach to addressing their concerns.
Timeline for Application Point f. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point e. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 7: Evaluation Goals	**Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.**	**Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.**
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.		
Level of Integration of Goal Application	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.		
Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.		
Strategy for Application Point a: What specific tactics will we use to address the application point?	The tactics that will be used to gather customer input are surveys and verbal. Surveys are avalible in person at the One-Stop Center in Woodstock and also online at https://www.mchenrycountyil.gov/departments/workforce-network/opinion-survey. Evaulation of survey results and customer input will be conducted at bi-monthly partner meetings.	
Key Players for Application Point a. Who is responsible? Who else should be involved?	The One-Stop Operators and Workforce Partners	
Expected Outcomes for Application Point a. What will be the result of these strategies?	The results of these strategies are an attention to customer needs through their feedback on these customer satisfaction tools. This attention can spur new and innovative ideas that can help address customers needs and reduce possible barriers that customers face within our workforce system.	

Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The tactic that will be used is to convey the partners together to review local service integration on a periodic basis.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The One-Stop Operators and Workforce Partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	The result of these strategy is that it has been useful to help us prioritize needs for service integration for the next year.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point b. What questions do you have?	No
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Exhibit D: Public Comment

PUBLIC NOTICE

ATTN: Local Workforce Development, Economic Development, Education Agencies, Community Based Organizations, and Other Interested Persons, McHenry County Workforce Network has drafted its Workforce Innovation and Opportunity Act (WIOA) Four-Year Plan for Local Workforce Area #2 - McHenry County and Northeast Illinois Economic Development Region Plan. The Local Plan will be integrated into the Northeast Economic Development Regional's (NEEDR's) Four-Year Plan to address local and regional workforce needs.

The Plans may be viewed on-site at the McHenry County Workforce Network Center, located at 500 Russel Ct., Woodstock, IL 60098, M-F from 8:30am to 4pm, or at the McHenry County Workforce Network Board website: https://www.mchenrycountyil.gov/departments/workforce-network-board/ planning.

Comments will be accepted on-line through email to the mcwnboard@mchenrycountyil.gov or in-person at the McHenry County Workforce Network Center M-F from 8:30am to 4pm through March 16th.

In conjunction with this release of the McHenry County Workforce Network's draft of the WIOA Four-Year Local and Regional Plans, a public meeting will be held to also gather comments on the plans. The meeting will be held at the McHenry County Workforce Network Center, located at 500 Russel Ct., Woodstock, IL 60098, from 9am to 11am on Friday, March 1st, 2024. A brief presentation will be provided on the plans and subsequent comments will be collected.

(Northwest Herald February 16, 2024) 2144120

McHENRY COUNTY
Workforce Network Board

ILLINOIS workNet Partner

LWIA 2 WIOA Local Plan Presentation

Date: 3/1/24

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