

***Local Workforce Investment Area 24  
(LWIA 24)  
WIOA Local Plan  
Revised March 2026***

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## CHAPTER 4: OPERATING SYSTEMS AND POLICIES

This chapter provides an overview of all the operating systems and policies within the Local Workforce Innovation Areas (LWIAs). LWIAs must incorporate key documents into the plan that describe the one-stop delivery system and the services that are provided by the workforce partners. LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with the local operating system and policies.

A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan. As part of this plan, the LWIA will complete a Service Integration Self-Assessment of its progress on service integration. A copy of the documentation associated with the self-assessment process will be submitted as an appendix to this plan. Additionally, this plan must include the following statements in this chapter:

1. The Local Workforce Innovation Area 24 **Memorandum of Understanding** 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. **Attachment 1**
2. The Local Workforce Innovation Area 24 **Service Integration Action Plan** 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. **Attachment 2**

B. Provide a copy of the following local policies and agreements:

1. Chief Elected Official (CEO) Functions and Agreement Between Multiple Chief Elected Officials (WIOA Policy Chapter 1, Section 2) **Attachment 3**
2. Chief Elected Official Delegation of Authority and Acknowledgment of Financial Liability (WIOA Policy Chapter 1, Section 3) **Attachment 3**
3. Local Workforce Innovation Board (LWIB) Certification and Recertification Requirements (WIOA Policy Chapter 1, Section 5) We have no local policy. **We currently use the State policy and are waiting for guidance.**
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We have no local policy. **We currently use the State policy and are waiting for guidance.**

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C. Describe how the use of technology and other alternative means of service delivery in the one-stop delivery system, including a description of:

1. How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).
2. How the local area is using multiple methods to provide orientations for customers, including but not limited to, virtual and asynchronous orientations.
3. How the Local Board will facilitate access to services provided through the one-stop delivery system through the use of technology and other means, such as online meeting software and mobile workforce centers. (§ 679.560(b)(5)(ii)).

Local Workforce Innovation Area 24 (LWIA 24) will continue to utilize the Illinois Workforce Development System (IWDS) for intake, case management, and to track resource room usage. In an effort to be able to share information, LWIA 24 and its partners are utilizing the Illinois Career Information System portfolios and Career Planner, which is accessible to all partners. Also, as part of the Service Integration Action Plan, the partners have implemented a uniformed profile and referral form. Illinois Department of Employment Security (IDES) continues to utilize Illinois Job Link (IJL) for case management, tracking of services, referrals for employment opportunities and employer outreach. The Economic Development Region 9 (EDR 9) Business Services Team (BST) has also been granted access to IJL and has been trained to use it as to “case note” business services to avoid duplication of services. Due to the closure of state facilities during the pandemic, LWIA 24 (the One-Stop is housed in a state building) implemented new technology in order to effectively serve our customers. Surface Pro computers, iPhones, and Verizon Jet Pack hot-spots were implemented to add remote intake capabilities. Drop boxes were added at several sites for customer convenience providing documentation. A variety of web-based meeting tools were added, and staff were trained in order to accommodate remote intake and training needs. One-stop services orientations are held in-person and by Zoom. This shift in the delivery model also reduces the barriers to transportation and helps increase inclusion.

LWIA 24 facilitates access to services through social media, websites, conference calls, webinars, email blasts and other means of technology, as well as, through more traditional networking partnerships. These include, but are not limited to, job fairs/hiring events, local chamber events, LWIA 24 partner meetings & events, public libraries and other opportunities as they present themselves. The local One-Stop reopened to the public fully in October 2022.

D. Describe how the Local Board will support the strategies identified in the WIOA State Plan and work with entities carrying out core programs, including a description of the following (§ 679.560(b)(1)(ii)):

1. Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));

To expand access to programs for individuals, particularly those that are eligible but have barriers to

employment, LWIA 24 will continue to work with area businesses to evaluate sector needs and to provide training opportunities in high growth occupations as part of a career pathway model. By leveraging resources and braiding funding with core and other partners, these programs and services will be expanded and more readily available. Employers are faced with labor shortages. This has opened the door to labor pools with barrier populations that employers have often overlooked. LWIA 24 staff are educating employers on how to engage and employ barrier populations. These barrier populations are often diverse leading to accessibility and inclusivity opportunities.

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

Supportive services for eligible individuals, especially those with barriers, have greatly expanded and continue to grow through a variety of resources provided by the LWIA 24 Memorandum of Understanding (MOU) partners. These include, but are not limited to, Integrated Career Academic Preparation Skills (ICAPS) and Bridge programs, provided by Adult Education. These programs prepare students to enter academic and vocational training programs at the postsecondary level through integrated contextualized learning focused on career pathways. LWIA 22 & 24 are experiencing an increase in Spanish speaking individuals. To increase equitable opportunity, LWIA 24 has a bilingual staff member on the Latino Roundtable, a regional organization that assists Hispanic individuals with resources, education, and advocacy. LWIA 24 staff presents on resources and opportunities each year at the Latino Roundtable's annual conference titled "Immigrants in Our Midst".

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

The BST is composed of those charged with attending to the needs of the business community in EDR 9 and are core Workforce Innovation and Opportunity Act (WIOA) partners. Members include representatives from Southwestern Illinois College (SWIC) Adult Basic Education (ABE) and Career and Technical Programs (CTE); Kaskaskia College (KC) Workforce Engagement and Technical Career Services; Lewis and Clark Community (LCC) College Adult Basic Education and Career Services; Business Service Representatives from LWA 22 & 24; Illinois Department of Employment Security Business Service Representative and Veterans' Service Representative; Department of Vocational Rehabilitation (DVR); Gateway Apprenticeship Grant; and Office of Regional Economic Development. The BST meets once a month and discusses businesses contacted and business needs as well as strategies to effectively support local employers. The BST has conducted internal cross-training and developed an asset map of the BST member's services and abilities. The BST has developed a business referral process.

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

LWIA 24 facilitates access to services primarily through community partnerships including job fairs, local and regional Chamber events, system partners, LWIA 24 partners, public libraries, social media and additional marketing opportunities as they present themselves.

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

LWIA 24 and its partners work with area high schools and postsecondary educational institutions to offer career fairs and career assessment. High school and college counselors are using the assessment results to complete individual career plans with high school students to make the students and the parents aware of the educational and occupational opportunities available throughout our local area & region. LWIA 24 staff are working with area secondary education providers to understand the benefits of using the Illinois Career Information System to assess students learning styles and career interests and how to use the results in career planning and contextualized lesson planning. LWIA 24 requests and receives an Excel spreadsheet every month of the Help Wanted online job listings from the IDES Labor Market Economist. The job postings are less than 30 days old and non-repetitive. LWIA 24 sends the jobs spreadsheet to the local Career & Tech. Ed. (CTE) Programs. The job ads contain the skills necessary in their “Job Text” section. This helps the CTE programs understand what employability skills need to be taught and what jobs are in demand locally.

6. How 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:

The BST is working with numerous organizations that serve hard to serve and underserved populations to promote the alternative and often short-term work-based learning opportunities in our area. Business Services Team will be a “gatekeeper” for a variety of populations as they seek services and will be able to assist in identifying customers that may be suitable for short term training opportunities. The BST educates employers on how to look at their job descriptions and enter Illinois JobLink to look at resumes for transferrable skills that could shorten training time and reduce onboarding costs. The BST also educates employers on available funding for WIOA qualified individuals as an incentive for hiring.

7. Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii)); and

By utilizing the collaborative partnerships already established through the MOU, Service Integration Needs Assessment and One-Stop Certification, LWIA 24 will continue to forge ahead with developing career pathway initiatives and work-based learning projects. LWIA 24 is in the process of developing “stackable” apprenticeships to enhance career pathway opportunities. An example is LWIA 24, Barnes Jewish Hospital Systems (BJC), and Midwest Career Source Vocational School (MCS) have multiple cohorts of Certified Nurse Assistant/Patient Care Technical (CNA/PCT) one-year registered apprenticeships.

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) (§ 679.560(b)(2)(iii)).

In order to expand, facilitate and improve core programs, LWIA 24 will continue to work with area employers to evaluate sector needs and train to in demand occupations. LWIA 24 will continue to promote traditional On-the Job (OJT) and OJT with a classroom learning component to ensure

employees are equipped with stackable and portable credentials. LWIA 24 will also continue to work with local colleges developing career pathways and help forge dialogue between employers and training providers. In addition, we will leverage resources and collaborate with core and other partners to expand services to those with barriers to employment. LWIA 24 is working to educate employers on the existence of barrier pools of diverse talent and how WIOA funding can fund short-term post-secondary credentials.

E. Describe how local strategies will be coordinated with state (including the Illinois' WIOA State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of the following:

1. Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).

In coordination with the regional plan and Unified State Plan, the one-stop delivery system in LWIA 24 will continue to coordinate strategies concerning Adult, Dislocated Worker and Youth employment and training activities under WIOA Title 1 in the following ways: To prevent duplication of services, the partners rely heavily on the communication by the LWIA 22 & LWIA 24 Business Service Team members. The BST is made up of all 4 core partners and currently has twenty-seven members. The BST holds monthly meetings to discuss business contacts, business needs, referrals, follow-ups, resources available, and events.

- Current education and training service provisions have been designed and implemented in conjunction with local labor market information and are designed to meet customer needs
- Partnerships exist with the community colleges and other organizations to help administer job search, financial, and educational opportunity workshops within the Career Centers
- Robust resource rooms have been established and are continuously updated to assist job seekers with their job search, other employment and training services, and to connect them with other agencies resources
- Job seekers have access to current labor market information relating to growing and emerging industries now via Zoom by a Career Planner
- Customers have access to the career planning tools in the Illinois Career Information System now via Zoom by a Career Planner
- Local businesses will be and are engaged to identify industry needs and local educational and training entities are consulted to develop customized training to address needs
- Customers are engaged at first point of entry through the Help Desk and meet with a Career Planner after orientation
- Customers requiring more intense services are provided the opportunity to work individually with a Career Planner in a holistic approach in addressing barriers of employment and the provision of resources, including training opportunities, to meet job seeker needs
- Individual Employment Plans are developed with customers so that they can move strategically along a career pathway
- The BST will meet regularly and will ensure non-duplication of services and activities amongst partners

- Focus and emphasis on combining skills training with work-based learning that enables customers to not only receive hands-on experience but that also allows them to earn while they learn are in the form of paid work experience and on-the-job training opportunities
- Title 1 staff will continue to review training programs, graduation rates, employment and wage information, labor market and career information to focus more sharply on sector approaches that produce both short and long-term employment outcomes, including an approved list of training providers/programs that produce the best trained graduates
- Marketing efforts will continue to inform the public and stakeholders about what we do well, increase our visibility, and allow for more diversity while increasing enrollments among the adult, dislocated worker and youth populations we serve.

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 (§ 679.560(b)(12)).

LWIA 24 will continue to work with local providers of Adult Education and the Illinois Community College Board (ICCB) to ensure continuity and compliance as guidance is released. Providers of workforce activities under Title I of WIOA, Adult Education and literacy activities under Title II of WIOA and career and technical education will be asked to submit a joint report to the Mid America Workforce Investment Board (MAWIB) Systems Development and Oversight (SD & O) Committee describing how services complement each other without duplication. In addition, the SD&O Committee will review applications to provide adult education and literacy activities for recommendations to the MAWIB Executive Committee. Systems Development and Oversight Committee meetings are held quarterly.

3. Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).

IDES' Employment Services and Outreach is a program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individual's unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois JobLink for the claimant to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client. IDES Business Service conducts employer visits, and workshops to build relationships and to provide employers with information on all IDES and partners programs and services to meet the employer's need. IDES has been providing one on one Re-Employment Services and Eligibility Assessments over the last 2 years.

The exponential increase in demand for IDES services during the pandemic revealed the need for new and increased just-in-time communication strategies for the unemployed. Because every unemployed person's experience and need is unique, IDES has looked at multiple ways to improve communications with a focus on those individuals who experience barriers to accessing public services. IDES improved web-based information (making IDES website mobile-friendly; adding information about other types of assistance; using plain language; and providing information in the top 6 languages spoken in IL). The options that we offer are considerate of barriers that people in poverty typically face (transportation, caregiving, digital and language access) and are intended to reduce the time associated with receiving services, reduce the chances of not getting benefits in a timely manner; and provide information about how to find WIOA partner services and financial resources from other sources (SNAP, TANF, utility relief, etc).

#### 4. Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).

DVR provides assistance for people with disabilities through vocational rehabilitation, continuing to focus on employment opportunities that including OJT and education, work experience and training services, as well as job placement, supported employment, job coaching and job retention services. As appropriate, DVR will refer to partners for other services that may better meet customers' needs and/or collaborate with partners to ensure customer success. DVR staff meet with customers via Webex or by phone. To facilitate this, DVR staff received work cell phones and updated technology. (While the updated technology was planned prior to the pandemic, it was actually distributed about 9 months into the pandemic.) DVR staff can now meet with customers in the community if necessary. Our partner Community Rehabilitation Agencies meet with customers in person, via phone, or online as well. Customers are getting jobs and working. Duplication of activities will be avoided through coordination of services by the Regional Business Services Team.

#### 5. Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).

LWIA 24 works with secondary and post-secondary institutions to encourage and support career and employer focused events. LWIA 24 staff is also engaged with East Side Align, a United Way sponsored organization formed to create the conditions that will prepare every child for success through aligning and advancing policy, practice and investment across sectors. LWIA 24 has also partnered with Southern Illinois Builders Association to sponsor a construction trades career expo each year. The St. Clair County Regional Superintendent of Schools serves on the MAWIB as well as participating in other ad hoc committees and projects. In addition, LWIA 24 will continue to work with secondary and post-secondary providers to develop career pathways within key sectors. Currently, these sectors are defined in collaboration with education, business and economic development, and include advanced manufacturing, healthcare, IT and transportation/logistics. The EDR 9 regional plan describes these efforts in fuller detail.

For customers who enter the job center system without an academic and/or career plan, the utilization of career assessments, identification of an initial career goal and exploration of potential next steps

within a career pathway are organized in Career Plan in the Illinois Career Information System, in collaboration with our Community College Adult Ed partners and other post-secondary institutions. Customers are encouraged to participate in accelerated training programs, which match their interest areas and skill levels. Current programs include bridge programs for individuals lacking high school equivalence in both Commercial Driver's License (CDL) truck driving and Certified Nurse Assistant (CNA) options. LWIA 24 continues to administer additional training options as well including Registered Apprenticeship Programs in Medical Assisting and Process Operations. The Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program also leverages the partnership with the job center partners. Other partners are the DVR, Urban League, IDES and the MAWIB Youth Council members. Collaboration and communication remain open, and partners are engaged in promoting all services to our customers, as a cohesive team. Duplication of activities will be avoided through coordination of services by the BST.

6. How the Local Board will support the state strategies identified under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21<sup>st</sup> Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).

SWIC and KC both offer initiatives and activities for secondary and post-secondary students that lead to college and career readiness. Both offer a smooth transition from secondary to postsecondary education and the workforce through rigorous CTE programs that prepare students for today's competitive work force and designed to meet local employer need to help maintain our area's competitive edge. Area community colleges partner with area high schools to develop and implement programs of study using the career cluster model that serves as a framework for counselors and parents and a roadmap for students to plan that pathway to the future. In addition, LWIA 24 currently partners with SWIC and other educational entities, when possible, to braid funding for WIOA eligible students as a means to complete programs geared toward in demand occupations after vocational education dollars have been exhausted. LWIA 24 is working closely with Belleville Township District 201 Schools to partner dual-credit vocational programs with internship and registered apprenticeship opportunities with local employers. Belleville Township District 201 Schools opened the Center for Advanced Vocational Education (CAVE) in August 2022. LWIA 24 is working with local businesses to partner with the CAVE and District 201 to develop dual-credit talent pipelines. District 201 is very diverse, and this opportunity will increase diversity in the workforce. LWIA 24 works closely with the 201 Education for Employment Coordinators for secondary education CTE programs in the region to provide professional development awareness and training regarding CTE employment opportunities.

7. Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.

LWIA 24's Supportive Service Policy is included as **Attachment 11**. The Local Workforce Investment Board realizes there may be situations or circumstances where the customer may need

assistance to fill an employment or training need. An example of this may be transportation to a job interview, limited childcare assistance while conducting a job search or attending an interview, car repair payment, rent assistance, temporary shelter payment, travel assistance for full time employment, utility payment, job interview clothing, or other legitimate need of a customer that is reasonable and necessary. Each individual circumstance and amount of support may be different. Since it would be difficult to outline each scenario, the MAWIB has decided that supportive services may be available to the customer, utilizing WIOA funds, when no other sources are available. Duplication of activities will be avoided through coordination of services by the BST.

Customers who need services not available through our centers will be referred to the most appropriate one-stop or community resource as soon as the need for referral is established. The St. Clair County 708 Board Resource Guide and the United Way 211 Service Locator, offered as **Attachment 14**, will be utilized when referring customers to outside resources. An entry in the IWDS case management system will be made to track each referral. For WIOA program participants, the referral and the follow-up will be documented in the case notes in the IWDS case management system. Each customer being referred will be evaluated by a Career Planner to ensure that they are able to access the available service.

F. Describe how the local area will provide adult and dislocated worker employment and training activities including:

1. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).

LWIA 24 will provide a continuum of sequenced services to adult job seekers that are based on an “on-demand” philosophy. Services traditionally provided through separate agencies should be truly integrated (vs. collocated), appearing seamless to the customers and in accordance with service integration. The levels of service include the required career services and individual training services. LWIA 24 will work closely with dislocated workers to assist them to smoothly transition into a new job or career. Based on this team approach and a seamless service delivery system, partnering agencies will work together to address customer needs.

Available career services for adults or dislocated workers may include:

- Determination of eligibility to receive services under Title 1B
- Outreach, intake (which may include profiling) and orientation to one-stop centers and programs
- Initial assessment of skill levels, aptitudes and abilities and need for supportive services using the Illinois Career Information System Career Planner, Career Scope, CASAS and TABE
- Employment statistics, information including job vacancy listings, job skill requirements for job postings and local labor market information for on demand occupations
- Performance information about eligible training providers and the local one-stop delivery system
- Information on support services and referral to support services
- Information regarding filing for Unemployment Insurance
- Assistance in establishing eligibility for training and education programs
- Resource room usage, including Internet job search

- Internet accounts
- Self-service access to job vacancy listings
- Initial development of employment plan
- Workshops and job club
- Follow-up services including counseling regarding the workplace
- Individual job development
- Staff-assisted job referral services (testing and background checks done before referral or when operating as an employer's agent)
- Comprehensive and specialized assessment, including diagnostic testing and interviewing
- Full development of individual employment plans
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term pre-vocational services
- Follow-up services after entering employment
- Possible partnerships with public libraries to remotely offer service

Available adult or dislocated worker training services may include:

- Occupational skills training
- Work-Based Learning: Registered Apprenticeships, OJT training, Paid Work
- Experience (PWE), Incumbent Worker Training and other “earn while you learn” mode
- Entrepreneurial training
- Adult education and literacy activities in combination with training
- Customized training
- Possible partnerships with public libraries to remotely offer services

2. A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)).

LWIA 24, in cooperation with the Illinois Department of Commerce & Economic Opportunity (DCEO), will coordinate rapid response activities in our 5-county region. If the layoff/trade event affects less than 25 employees, LWIA 24 will take the lead in coordinating the rapid response workshops. If over 25 employees, DCEO will be the lead organization. LWIA 24 will be responsible for the presentation and administration of employment and training services to affected employees. Also included in the presentation of available services will be the following local and state partners: LWIA 24, DCEO, IDES, Illinois Department of Insurance, United Way and other relevant service providers. In some instances, the affected company and/or union will also have representatives at the rapid response workshops. Following that, customers are referred to their local one-stop for an orientation as well as a meeting with a Career Planner, who works with the customer to develop the individual career plan. LWIA 24 and DCEO will also be responsible for collecting surveys and entering data into the Illinois Employment Business System (IEBS) system.

G. Describe how the local area will provide youth activities including:

1. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).

The organizations providing workforce activities for youth in LWIA 24 include SWIC, IDES, DVR and St. Clair County Intergovernmental Grants Department (IGD) - Workforce Development Group (WFDG). Each of these organizations provides selected workforce activities to youth with barriers to employment and/or youth with disabilities. The organizations provide resources and workforce activities to youth with barriers such as homelessness, criminal background, pregnant or parenting, youth with disabilities, youth that are basic skills deficient, high school dropouts, youth in foster care or who have aged out of the foster care system, etc. The activities include soft skills training, job readiness training, tutoring, dropout prevention activities, financial literacy, as well as the other required elements of the WIOA. There are currently three WIOA youth programs operating who provide all the required elements of WIOA or have a referral source for each of the elements. The IGD Programs – WFDG, the SWIC Youth Program and IDES Hire the Future Program, all provide workforce activities to the out-of-school youth population in the WIA 24 region. IDES Hire the Future program offers the full range of employment services to youth ages 16-24 years of age and works with educational institutions, community-based organizations and faith-based organizations to provide the tools necessary to transition from education to workforce. Employment services staff assist this population with career assessments, comprehensive job search using online tools, various job readiness skills and other techniques to increase their chances of gainful employment. IGD – WFDG also provide workforce activities to in-school youth. DVR provides employment and independent living services for individuals with disabilities-physical, mental or developmental. The Secondary Transitional Experience Program (STEP) through DVR serves as a training/placement program that prepares students for transition to employment and optimum community participation during and after high school. Other successful workforce investment models for in-school youth include pairing secondary education with work-based learning opportunities and post-secondary exposure. This type of model provides the opportunity for career pathway development while the youth is in high school, during their junior and senior year. High school juniors and seniors can participate in work-based learning opportunities such as subsidized work experience, job shadowing opportunities, work-place tours, etc. to assist in the development of their career plan. Successful workforce investment models for out-of-school youth include re-engaging disconnected youth who have dropped out of high school or obtained their high school diploma or recognized equivalent. The out-of-school youth are exposed to post-secondary opportunities such as occupational skills training, two-year and four-year degrees, and participate in work-based learning opportunities to determine their career interest. Youth create a career plan based on their desired career pathway and are given the necessary tools and resources to accomplish their plan. All four youth programs have been successful models and have assisted us in meeting and exceeding performance measures each year. IGD and SWIC youth programs assist youth in completing their education and help them develop basic work skills. Youth are provided one-on-one tutoring when needed, job readiness training and mentoring. They are also encouraged to participate in the youth PWE. As a participant in PWE, youth are assigned a worksite and are supervised by an employee at the worksite. Youth learn job skills such as proper work attire, keeping

track of work hours, completing work tasks, money management, etc. Some of the businesses that have served as worksites for the youth programs include: BJC Memorial East Hospital, Millstadt Library, Perfect Pop Gourmet Popcorn, Sunnen Products, Lonnie's Tire & Auto, to name a few. The youth programs work with high schools, community colleges and agencies throughout the area to provide opportunities for a diverse group of clients. The programs provide opportunities for youth in two particular high school districts that have programs for developmentally disabled youth. These youth also participate in the paid work experience program to learn basic job skills and many of them are hired as permanent employees when the work experience ends. A majority of participants in the youth programs represent groups that have faced inequalities based on race, disabilities, gender, etc. With supports provided by the youth programs, these youth can excel and continue reaching their educational and career goals.

2. A description of how local areas will meet the minimum expenditure rate for out-of-school youth.

To meet the 75% minimum out of school expenditure requirement by the Department of Labor, our focus will be to partner with the East St. Louis Housing Authority (ESTLHA) and the St. Clair County Housing Authority (SCCHA) to host events and identify out of school youth ages 16-24 that qualify for WIOA funding. LWIA 24 has also increased its work-based learning efforts to meet the 20% minimum expenditure requirement and under the guidance of the MAWIB Youth Council has also moved toward bringing more of the youth services "in-house". This is designed to free up more available funding for work-based learning and other training opportunities for youth.

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).

When youth are certified into the IGD WIOA Youth Program, the Individual Service Strategy (ISS) will be administered, and program elements indicated for the individual youth will be identified. A Start Date and Projected End Date will be determined for each program element goal, that the youth is working towards, to be accomplished. When the element goal has been achieved, an Actual End Date will be determined and recorded in the youth's file. The youth will continue working on other program elements that were indicated at Intake. Youth will be offered a variety of options in securing the 14 program elements.

Youth may access the 14 program elements in some ways listed below:

The IGD WIOA Youth Program works closely with SWIC in assisting youth in earning their Illinois High School Diploma and getting the support they need for tutoring to pass the GED Exam. The youth program will provide Supportive Services by paying for test vouchers to assist youth in taking practice tests and the actual GED Tests. Assistance will be provided with transportation to get to test sites, as well.

PWE, OJT and apprenticeships are available to youth. We constantly look for worksites for youth and have steady enrollment numbers of youth in PWE, especially. Work clothes and transportation assistance, i.e., bus passes and gas cards are provided to youth enrolled in Paid Work Experience. Labor market and career information is provided to these youth while they are in these work experiences to prepare them for more education, training or unsubsidized employment as they leave

the work experience. At least 80% of our youth enrolled, in the past year, have participated in a PWE.

Youth are encouraged to enroll in Occupational Skills Training. There are many opportunities available from CDL Training to Nursing, Industrial Technology, Computers, Construction, etc. When youth enroll in our program, their goals are discussed. The Illinois Career Information System Assessment (CIS) is administered, and youth are made aware of fields that may be a good match for them in seeking employment, education or training once they complete high school or earn their Illinois High School Diploma.

Leadership opportunities are available through paid work experience. Youth in our program have been promoted to leadership positions during the work experience and hired into leadership positions when the work experience ends. We have also invited youth to serve on our local LWIA 24 Youth Council.

Financial Literacy is available for youth needing assistance. We actively work with businesses in our local community in securing the needed services for youth in educating them about personal financial management. Local banks/credit unions are available to provide one-on-one, as well as small classes to improve financial literacy education.

Guidance and counseling referrals are made when needed. There are local agencies available that will provide their services at no cost or on a sliding fee scale to their clients. Some agencies in the local area that provide counseling are Chestnut Health Systems, St Clair County Mental Health Center, Caritas Family Solutions and Lutheran Child & Family Services, to name a few.

H. Provide a description of how the local area will provide services to individuals with barriers to employment and training<sup>8</sup> as outlined in Illinois' WIOA State Plan:

1. How priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).

In accordance with WIOA priority requirements, rules and regulations, LWIA 24 has established the following Priority of Service Policy:

1. Priority of Service must be provided in the following order:

- a. First, to veterans and eligible spouses\* who are also included in the groups given statutory priority for WIOA Adult Formula funds.

*\*For Veterans Priority of Service an eligible spouse is/was married to a veteran who:*

- Dies of service-connected disability or died while a total service-connected disability per VA evaluation was in existence;
- Service member is missing in action, captured or forcibly detained by a foreign power for more than 90 days; or,
- Veteran has total service-connected disability, per (Veteran's Administration) VA evaluation.

Note: This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.

- b. Second, to non-covered persons (that is, individuals who are not veterans or eligible

spouses) who are included in the groups will be given priority for WIOA adult formula funds (recipients of Public Assistance, other low-income individuals, individuals who are basic skills deficient).

- c. Third, to veterans and eligible spouses who are not included in WIOA's priority groups;
- d. Last, to non-covered persons outside the groups given priority under WIOA.

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

LWIA 24 uses a Local Supportive Services Policy to assist individuals with barriers to employment and training. Resources available through the supportive service policy includes mileage reimbursement, bus passes, and/or childcare assistance. Also, through supportive services, the opportunity for safety glasses, work boots, and uniforms has been made available. Relationships have been developed with local and state Department of Corrections to partner with those who are re-entering our area. The business service team identifies employers who are receptive to individuals who are justice involved. A referral process is in place for those needing assistance through vocational rehabilitation. In addition, we are partnered with agencies from around the area to collaborate on providing employment opportunities and training for those with disabilities. It has been possible to partner with another IGD to provide funding to pay fines for vehicle infractions. Continuous networking by staff allows for staying current in the knowledge of available community resources such as food pantries, rental assistance, shelter, personal care items, and energy assistance.

We currently support eligible immigrants and migrants and will continue to do so with compliance to WIOA policies.

In order to support SNAP recipients that need to work, the SNAP Family and Children's resource Center (FCRC) Case Managers were made aware of the referral process and sent the referral form. Staff were made aware of how to process referrals received.

We will coordinate with Workforce Pell Grant recipients based on future guidance by the State.

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.

Through constant and up to date Labor Market Information (LMI) from our regional labor market economist, LWIA is afforded the opportunity to dig deep into the data to identify and pull out information related to target areas of disparity and inequities. Analyzing the target area data versus existing policies and programs has led, and will continue to lead, to improved and equitable service delivery.

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

LWIA 24 and its partners are working closely with high schools, community colleges and private institutions to sponsor career fairs and industry/business tours as a way to expose high school students,

especially the hard to serve and underserved, as well as parents to the numerous education and employment opportunities in our area. These efforts have been focused in manufacturing, healthcare and IT as well as non-traditional sectors that are often times overlooked when it comes to Science Technology Engineering and Math STEM related occupations. LWIA 24 is working with local high schools to expose high school guidance counselors to career pathways that involve STEM opportunities. Exposing the guidance counselors to STEM opportunities.

We will be reviewing opportunities to create career pathway pre-apprenticeships, if the local schools, vocational centers, and community colleges are not offering programs for the jobs of the future. Occupational examples and skills would include chip manufacturing, medication reconciliation, and electrical construction.

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

LWIA 24 has taken the mentoring model and applied it to working with the adult population, most notable within the registered apprenticeship programs. As part of the OJT portion of the Incumbent Worker Training projects, an official employer mentor will be used to provide a more hands-on, oversight approach during this portion of the apprenticeship training. The model has been proven successful up to this point and will be replicated in other OJT/work-based learning projects in the future. LWIA 24 will continue to use registered apprenticeships as a tool assist those displaced from the workforce along with other barrier populations to increase accessibility and inclusivity.

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

LWIA 24 has a certified, comprehensive one-stop located at 7650 Magna Dr. Suite 120, Belleville, IL 62223, commonly referred to as the Belleville One-Stop (BOS) which is centrally located to serve the area's population most in need as well as being located on the public transportation route. In addition, the WIOA core partners have integrated their orientation presentation and make the information available offsite at the Department of Human Services and other social service organizations serving those most in need. Also, in addition to covering St. Clair County, LWIA 24 has affiliate offices located in each of the other 4 counties (Randolph, Monroe, Clinton, and Washington) and partnerships in libraries and other organizations throughout the area. LWIA 24 is currently working on a strategy to develop partnerships with local public libraries to make services more available to individuals with barriers.

LWIA 24 also utilizes non-formula funding streams, including State Supplemental General Revenue Fund projects, to deliver and coordinate workforce services in communities experiencing high unemployment and limited access to training. In Program Year 2025, supplemental GRF funding directly supports training efforts with Midwest Career Source, a WIOA-approved provider located in and serving underinvested areas such as East St. Louis, ensuring services are accessible to residents most impacted by employment barriers. This project also supports hospitality and food service employers through targeted training and development resources designed to encourage the hiring and retention of individuals from underinvested communities, strengthening employer engagement while reducing geographic and access-related barriers to employment.

- I. Describe how the local area will utilize a customer-centered approach to its service delivery model,

including the following:

1. How a customer-centered or human-centered approach will be used over the course of this plan to improve local service delivery methods<sup>9</sup>.

LWIA 24, at full strength, has 19 staff members. Currently all staff members have Illinois workforce Development system (IWDS) training. Approximately one-third of the staff have attended Human Centered Design training in May 2022 that was provided by Illinois Center for Professional Development. The remaining staff will receive the training when it is offered again. LWIA 24 holds Management Team meetings every Monday and customer centered design is discussed regularly. LWIA 24 holds an all-staff meeting once a month. Customer Centered Design is regularly discussed.

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).

LWIA 24 partners with local libraries to meet customers for assessment, in-take, and case management purposes. LWIA 24 has mobile technology solutions that allow Career Specialist to meet a potential or current customer anywhere and provide services.

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 24 and our partners have a universal referral process. The process will undergo periodic assessment during the upcoming integrated services exercise and meetings in January of 2024. Changes will be made, as needed.

J. Describe training activities in the local area, including the following:

1. How the local area 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;

Work-based learning is best addressed by a high utilization of Registered Apprenticeships and OJT, where a job and a worker are directly connected. In addition, work experience will be used to serve the youth which in our area (and nationally) have much less actual work experience than previous generations. The key is to develop meaningful work and instill the “soft skills” necessary for an attachment to the workforce. Employers are using registered apprenticeships to up-skill to fill jobs of important need. This has led to more diversity and inclusion for companies using registered apprenticeships.

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.

LWIA 24 takes advantage of WIOA Wednesday training webinars for professional and staff development. Management highly encourages staff to attend webinars and training at conferences such as the WIOA Summit, National Association of Workforce Professionals (NAWDP) National Conference, NAWDP Youth Symposium and National Association of Workforce Boards (NAWB)

National Conference that offer trauma components, customer centered design components, best practices, and emerging trends and technologies to provide the best possible case management and customer service

<sup>8</sup>The term “individual with barrier to employment” means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of Title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

<sup>9</sup>There are multiple online resources describing how to incorporate human-centered/customer-centered design into your work. One recommended article for reading is available here: <https://online.hbs.edu/blog/post/what-is-human-centered-design>

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));

LWIA 24’s ITA policy is included as **Attachment 8**. DCEO will maintain the State’s list of eligible providers of training services available to customers in the one-stops. Customers may access IWDS to obtain cost and performance information from each provider. LWIA 24 will maintain a local list of providers and all information will be updated routinely.

MAWIB has established a maximum of \$17,000 for training programs one-year or less in duration and \$20,000 for two-year programs. Flexibility is allowed for work-based learning training programs, especially registered apprenticeship programs and OJT, which could exceed the maximum. LWIA 24 ensures that such limitations will not be implemented in a manner which undermines WIOA’s requirement to maximize customer choice in the selection of an eligible training provider.

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; and

A local training provider policy and procedure outline was written and approved by the MAWIB to be effective July 1, 2022. **Attachment 10**. LWIA 24 will review the results of training providers to determine the most successful providers. The LWIA will look for best practices for successful providers and share these best practices to elevate all providers to seek the best possible outcomes.

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

All individuals that come to the BOS are met by greeters and determine the reason for the visit. They are given a customer profile that allows them to give the following: name, demographics, employment status, grade level, race, gender, preferred language, Limited English Proficiency, disabled, and veteran status. If they need local services, they are led to the resource center.

For those interested in WIOA services they are invited to WIOA Orientation and vetted to determine eligibility for WIOA Services.

They may or may not qualify for local services in either case, an IWDS record is entered, and the case notes are recorded to verify the communication between career planner and customer. If they need assistance with career services such as resume or employment assistance the career planner follow-up accordingly.

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.

As the need arises, pending DCEO approval, a transfer of up to 100% of funds between the adult and dislocated worker funding streams will be made.

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

Incumbent Worker Training (IWT) will also be determined by the needs of our businesses and by the opportunities those activities provide for wage growth and new employment within the business.

LWIA 24 will utilize up to 20% of adult and dislocated worker funds for IWT projects.

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

LWIA 24 does not plan to use funds for transitional jobs at this time. However, if the need arises, LWIA 24 will consider using up to 10% of its combined total of adult and dislocated worker funds for transitional jobs.

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

LWIA 24 does not plan to use funds to pay for performance contracts at this time.

L. Describe how responsiveness, inclusivity, accessibility is or will be incorporated in the operating systems and policies as part of the Local Workforce Innovation Areas (LWIAs).

One of the ways that equity can be explored, and goals developed is by participating in the Comprehensive Local Needs Assessment (CLNA) required as we undertake implementation of Perkins V. The following is taken directly from the plan, “the CLNA process is meant to be completed alongside a diverse body of external stakeholders. Using a responsiveness, accessibility, and inclusivity approach, the CLNA requires disaggregation of data to highlight, analyze, and work toward closing equity gaps for underserved populations. The CLNA process also crosswalks Perkins V and the WIOA requirements for standards and examination of equity and access for specific student subpopulations (Perkins V). Community colleges are required under Perkins V to engage a diverse body of stakeholders in the CLNA process.” In order to achieve equity, local boards and partners must be able to reflect on how existing practices and systems may be creating barriers for underrepresented and marginalized groups. They must then be willing to make changes that rectify these inequities.

Participating in the CLNA process will guide our development of equity goals as well as ensure that we prepare action plans to achieve these goals.

One example of promoting equitable access and overcoming a barrier for individuals is to offer services in multiple locations so that they can access services in a less intimidating location that may be closer to home. This effort is especially helpful for communities of color, English Language Learners and adult education students, many of whom have not had the experience of navigating a college environment. LWIA 24 has started to offer workforce workshops, such as resume writing, at the O'Fallon and Belleville Libraries, with intentions to expand to all of the libraries in LWIA 24. Some Career Planners have been trained on Human Centered Customer Design principles. LWIA 24 plans to train all remaining employees as soon as the training is made available. LWIA 24 plans to train all employees on data analysis to identify equity gaps and motivational interview techniques to better deliver services and increase equity.

Title 1B, under the responsiveness, accessibility, and inclusivity approach, advocates for participants to their training providers if they need a reasonable accommodation or modification that will allow them to complete the requirements of their program within the guidelines of the provider.

## CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with performance goals and evaluation.

A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)).

### 1. WIOA Performance Measures

#### WIOA Performance Measure:

	PY 2024	PY 2025
Adult Employment Rate 2nd Quarter after Exit	72.0%	74.0%
Employment Rate 4th Quarter after Exit	69.0%	70.0%
Median Earnings 2nd Quarter after Exit	\$8,600	\$9,000
Credential Attainment within 4 Quarters after Exit	76.0%	76.0%
Measurable Skill Gains	73.0%	73.0%

Dislocated Worker		
Employment Rate 2nd Quarter after Exit	75.0%	75.0%
Employment Rate 4th Quarter after Exit	73.0%	75.0%
Median Earnings 2nd Quarter after Exit	\$10,500	\$10,700
Credential Attainment within 4 Quarters after Exit	78.0%	80.0%
Measurable Skill Gains	75.0%	75.0%
Youth		
Employment or Education Rate 2nd Quarter after Exit	65.0%	67.0%
Employment or Education Rate 4th Quarter after Exit	67.0%	69.0%
Median Earnings 2nd Quarter after Exit	\$3,250	\$3,500
Credential Attainment within 4 Quarters after Exit	75.0%	77.0%
Measurable Skill Gains	63.0%	65.0%

## 2. Additional State Performance Measures

### **Regional Adult Education Performance Measures:**

#### **National Reporting System – FY2025 Illinois Targets**

MEASURE	
<b>Educational Functioning Levels</b>	
<b>Rolled-up Level Completion</b>	<b>41%</b>

**DRS Performance Measure:**

<b>County</b>	<b>Served FYTD</b>	<b>Competitive Closures FYTD</b>
<b>Bond</b>	86	6
<b>Calhoun</b>	8	0
<b>Clinton</b>	85	12
<b>Jersey</b>	67	7
<b>Madison</b>	953	91
<b>Monroe</b>	56	13
<b>Randolph</b>	87	20
<b>St. Clair</b>	719	103
<b>Washington</b>	40	4

B. Describe how 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?

LWIA 24 is expanding a number of effective service delivery strategies. The use of registered apprenticeships has produced a great return on investment related to the actual number of registered apprenticeship programs and apprentices in our local area and region. This has also greatly increased equity and inclusion in our area. Also, through the efforts of the BST, LWIA 24 has seen a great increase in the number of businesses not only involved in work-based learning activities but also when it comes to utilizing business services in general. The BSR, along with key business services staff, has also successfully completed the Talent Pipeline Management (TPM) Academy training and is implementing this talent & skills development approach with numerous chambers of commerce and economic development organizations throughout the area. All of these strategies will be continuously evaluated through surveys, data collection and feedback on an ongoing basis. The paid internships to registered apprenticeships are successful and are being expanded.

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

Existing service strategies are being evaluated through surveys, data collection, feedback and input from studies by Southern Illinois University Edwardsville (SIUE), St. Louis Regional Chamber and other LWIA 24 partnering organizations. Based on results, LWIA 24 and the MAWIB will consider reducing or completing eliminating any strategies that do not show a positive return on investment. Some in-school and out-of-school youth services were brought in-house, and staff hired to deliver the services. This has led to a better return on investment for funding used for youth services.

3. What new service strategies will be used to address regional educational and training needs

based on promising return on investment?

4. LWIA 24 will continue to expand work-based learning and registered apprenticeships as service strategies that are proving to provide a high return on investment for regional education and training needs. New strategies will be evaluated when new strategies are presented or learned about. No new strategies are currently being considered.
  - a. What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?

Return on investment for education and training programs will be evaluated based on reporting from IWDS, Incumbent Worker Training System (IWTS), IDES labor market information, TPM surveys and other data provided by LWIA 24 partners as well as local & regional skills studies. Due to the quickly changing nature of workforce needs throughout the area, data will need to be collected, analyzed and shared on an ongoing basis.

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

Work-Based learn while you earn approaches will greatly assist customers overcome barriers to employment by providing critical skills upgrades, transferrable/stackable credentials, and the opportunity to earn a wage while completing training. Also, the numerous support systems in place within LWIA 24 will provide much needed assistance for successful completion and moving upward as part of a career pathway. In addition, this involves the business community and many partners as part of a greater community investment.

- C. Describe how a responsiveness, inclusivity, accessibility is or will be incorporated in the analysis of performance goals and implementation of evaluation activities.

When reviewing annual results, LWIA #24 monitors those individuals we serve in WIOA programs through responsiveness, inclusivity, accessibility. Historically and anticipated in the future we will continue to serve above average, the percentage of African Americans and Latinos in our area.

## **CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES**

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec. 121 (c)(2)(iv)). LWIAs are required to provide information and analysis regarding the challenges and opportunities that are associated with meeting the administrative requirement of the Workforce Innovation and Opportunity Act programs.

### A. Fiscal Management

- a. 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)).

IGD – WFDG will be the entity responsible for disbursing grant funds under the direction of the MAWIB.

LWIA 24's grant administrator, IGD, is a department of St. Clair County Government. Each

department of St. Clair County Government is required by law to adhere to the purchasing and procurement policies and procedures adopted and revised by the County Board. These policies and procedures are available for review at the Administrative Offices of the St. Clair County Intergovernmental Grants Department 19 Public Square, Suite 200, Belleville IL 62220. The County Purchasing and Procurement Policies and Procedures are included as **Attachment 4**. For most purposes, the competitive process that will be used is a Request for Proposal (RFP). The St. Clair County Intergovernmental Grants Department will publicize the RFP in a sufficient number of newspapers, on appropriate websites and in other media that will provide for a general circulation throughout the area served. This public notice will be made concurrent with the release of the RFP. This public notice shall also contain information on the bidders' conference. A bidder's list shall be maintained of all entities that have indicated in writing an interest in providing workforce services in the LWIA. A notice indicating the service or activity being procured, date, time, location of the RFP release, etc., shall be sent to all individuals on this list, all existing service providers, and others as applicable.

At the MAWIB's discretion, procurement may be for either single or multi-year program proposals and contracts may be for a single year or multiple years. Multi-year contracts may not exceed a three (3) year period. Such multi-year contracts shall include provisions for first year funding and activity levels and provisions and conditions for the negotiation of subsequent year funding and activity levels. Bidders will be required to submit their qualifications to be a service provider. The provider, at a minimum, shall submit a brief description of the following: 1) organizational structure and experience; 2) personnel standards; 3) financial system; 4) latest audit; 5) bonding coverage; 6) procurement procedures; and, 7) monitoring procedures. A log will be maintained of all bidders that have requested and been sent an RFP. A potential bidders' conference shall be held after the RFP becomes publicly available. To maintain fair and open competition, the answers to questions that arise from the bidders' conference shall be provided to all entities on the bidders' list and all entities that have requested an RFP. The closing submission date must be clearly stated in the RFP. Where late proposals come in, these shall be accepted, and the date and time recorded. A letter shall then be sent to the bidder returning its proposal package and explaining why it is not being considered. The MAWIB in conjunction with St. Clair County reserves the right to accept or reject any and all proposals received in response to the RFP. Obligation to the bidder is contingent upon the availability of grant funds. No legal liability on the part of the MAWIB or St. Clair County for payment of any money shall arise unless and until funds are made available. The bidders shall be responsible for all costs involved in the development of the proposal.

- b. 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)).

Using the evaluation criteria contained in the RFP, the local staff/MAWIB committee members will review all proposals that meet the submission requirements and will submit summary reports of all proposals received to the appropriate committee of the MAWIB along with recommendations for

contractors it deems best able to operate the program efficiently and effectively, with price and other factors considered. At its discretion the MAWIB/MAWIB committee may conduct additional reviews or direct local staff to obtain additional information. After evaluation and recommendation of the proposals received, the final selection of service providers will be made by the MAWIB and St. Clair County. Communication will be sent to each successful and unsuccessful bidder that contains the decision related to that procurement.

## B. Physical and Programmatic Accessibility

- a. 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)).

In accordance with Section 188, LWIA 24 prohibits discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or, for beneficiaries, applicants and participants only, citizenship status or because of an individual's participation in a program or activity that receives financial assistance under Title I of WIOA.

LWIA 24 ensures American's with Disabilities Act (ADA) compliance and provides support to individuals with disabilities to make services available. Staff training and support to assist in meeting the needs of individuals with disabilities is ongoing. The local area Equal opportunity (EO) officer participates in several training workshops each year, including training on ADA compliance provisions updates. LWIA #24 was awarded an Assistive Technology Grant to purchases required Assistive Technology equipment for the One Stop such as Desktop with required operating system, 22" computer monitor, large print keyboard with braille, Video magnifier and roller ball mouse. Several ADA software items (Dragon & Vispero) have been installed on the computer: Non-visual Desktop, Windows magnifier and SprintCapTel. Other auxiliary aids and services available include Qualified Interpreters upon request, Assistive Listening headsets, State of Illinois Relay Number and signature cards for the visually impaired. LWIA #24 is in the process of providing formal training on the ADA technology and equipment. One-Stop partners are committed to providing the most inclusive and appropriate accommodations for all individuals including those with disabilities. We are also accessible to public transportation.

All public information includes the tag "auxiliary aids and services" and is available upon request to individuals with disabilities on local recruitment and marketing materials. Fonts are enlarged on printed materials to accommodate a visually impaired person. Both DCEO and the local EO officer monitor the comprehensive site and affiliate site for physical and programmatic accessibility to individuals with disabilities. When customers need assistance in a language other than English, the one-stop centers use the Propio Language Services, LLC provided by a contracted vendor through the Illinois Department of Central Management Services. A Spanish speaking Interpreter who works for LAMP (Language Access Metro Project) has been utilized in the past at our annual regional job fair

held each September, and LAMP may also be utilized as needed on an individual basis for a small fee. If local interpreter services are available either through the local college or a local church, these services may also be utilized. Outside the one stop buildings, accessible parking spaces are available as well as outside ramps, and either an automatic door or automatic door button are available at each entrance.

- b. 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.

The local Memorandum of Understanding (MOU) – **Attachment 1** and Service Integration Self-Assessment – **Attachment 2** will be submitted as separate attachments.

#### C. Plan Development and Public Comment

- a. 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 plan is made available to the public for review and comment for 30 days prior to submittal. Any comments will be included on **Attachment 16**. The local plan is posted in the local newspaper as well as on the St. Clair County website at [www.co.st-clair.il.us](http://www.co.st-clair.il.us) under “Public Notices” and Certificates of Publication are provided as **Attachment 15**. Copies of the plan are available for review at the administrative office of IGD – WFDG.

The ability to provide formal comment on the local plan by the public and by representatives of business, education and labor organizations is made available at open meetings of the full Board. Public notices of all MAWIB meetings are also posted on the St. Clair County Website. Comments and questions from all concerned individuals and groups are welcomed and considered. Any resulting revisions to the plan are incorporated after being approved and adopted by the MAWIB and the Chief Executive officer (CEO).

- b. 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.

As previously cited, a summary of public comments received and how this information was addressed by the persons or groups above are included as **Attachment 16**.

- c. Provide information regarding the regional and local plan modification procedures.

Local plans will be modified as needed by LWIA 24, and the same procedure will be followed

regarding publication, the 30-day public comment period, and resulting revisions made to the modification. Once modified, it will be submitted to the Department of Commerce & Economic Opportunity.

D. Describe how responsiveness, inclusivity, accessibility is or will be incorporated in with meeting the administrative requirement of the Workforce Innovation and Opportunity Act programs.

LWIA #24 reviews the make-up of the local board with responsiveness, inclusivity, accessibility to ensure it is reflective of the racial make-up of the local workforce area.

**APPENDIX ITEM I**  
**REGIONAL ECONOMIC DEVELOPMENT REGIONS AND**  
**LOCAL WORKFORCE INNOVATION AREAS**  
**UPDATED JULY 1, 2019**

