State of Illinois
Department of Commerce and Economic Opportunity

ILLINOIS WORKFORCE DEVELOPMENT

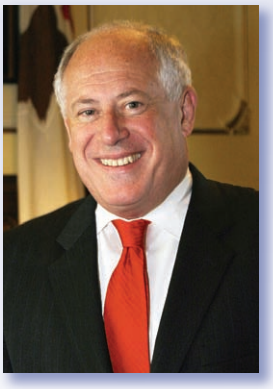
FPY'13/SFY'14 *Annual Report*

WIA WORKS ILLINOIS

ILLINOIS workNet® CENTER

TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

State of Illinois



Pat Quinn, *Governor*

I am pleased to present the 2014 Illinois Workforce Development Annual Report, which provides the activities of the Workforce Investment Act (WIA) partners. Throughout these pages, we illustrate the strong relationship between Illinois businesses and the workforce development system. Across Illinois, the Department of Commerce and Economic Opportunity (DCEO) along with its local and state partners, is taking the lead in convening our economic development, business, and educational systems to create initiatives that lead to living wage employment and fill the skills gaps for employers.

These innovative programs contribute to Illinois building a thriving economy where jobseekers gain meaningful employment and businesses have access to the skilled workers they need. Employer driven strategies have increased opportunities to the most vulnerable jobseekers, including the long-term unemployed, persons with disabilities, and low-income youth. In addition, Illinois went further; in July 2013, the Illinois Employment First Act became law. As an employment first state, the workforce development system has taken the lead to ensure that competitive employment is the first option for persons with disabilities.

Illinois will continue to address critical needs through investments in work-based learning models, bridge programs, and incumbent worker training strategies provided through the local workforce boards, community colleges, and community-based organizations. Approximately 90,000 adults and youth that entered one of our 102 Illinois workNet® Centers and their affiliates across the state accessed solutions like these, along with career readiness and support services. In addition, our work over the last year, matching workers with expanding industries, has resulted in providing 5,965 employers with qualified workers through our WIA program.

The success stories we highlight in this report not only provide evidence of the importance of the workforce development system, but also the positive impact they are having on individuals and businesses. I am proud of our initiatives, and our commitment in meeting the employment and training needs of Illinois' businesses and its workers.

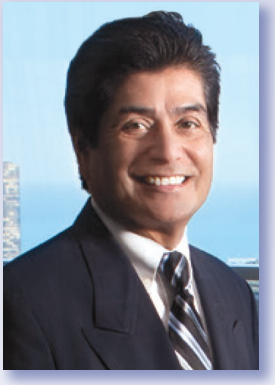
A MESSAGE FROM IWIB CO-CHAIRS

As Co-Chairs for the Illinois Workforce Investment Board (IWIB), we are pleased to present you with the 2014 Illinois Workforce Development Annual Report. Our business members and agency partners actively work to address the needs of businesses to give individuals jobs and increase the skills of the current workforce. This strong business participation within our board and partnerships supports Illinois' economic competitiveness.

Tying workforce, economic development and education together is the cornerstone for creating flexible employer-driven training. Illinois applies multiple strategies across various platforms to develop a skilled workforce that meets the needs of our businesses. This includes our Illinois Pathways Learning Exchanges, the ATIM (Advanced Training in Manufacturing) initiative, our online portal (Illinois workNet) and our enhanced mobile JobPrep application.

In addition, our WIA administrative agency, the Illinois Department of Commerce and Economic Opportunity (DCEO), leverages WIA dollars to fund initiatives with employers, local workforce areas, industry associations, economic development entities, and community colleges to create sector-based models, develop career pathways, and customize training solutions for special populations such as long-term unemployed, people with disabilities and low-income youth. These partnerships have a strong focus on work-based learning options including work experience, on-the-job training, customized training and incumbent worker training.

Over the next year, Illinois will remain focused on creating stronger business and industry partnerships that will keep us uniquely positioned to remain a leader in implementing innovative solutions.



John Rico, Rico Enterprises
Co-Chair, Illinois Workforce Investment Board

Adam Pollet, *Director*
Illinois Department of
Commerce and Economic Opportunity
Co-Chair, Illinois Workforce Investment Board

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INTRODUCTION

Illinois is a leader in aligning economic and workforce development with education initiatives through sector-based approaches that engage businesses in work-based learning opportunities for jobseekers. These achievements focus on training individuals in industry recognized credentials and certifications that pay living wage jobs and reflect the partnership DCEO has with employers in tailoring programs that meet the need for skilled workers. The 2014 Illinois Workforce Development Annual Report (which is Federal Program Year 2013 and State Fiscal Year 2014 – FPY'13/SFY'14), demonstrates this by highlighting our successes over the last year.

Sector Focus

Over the last ten years, Illinois has maximized the alignment of state, regional and local initiatives around key industry sectors essential to economic development such as manufacturing, agriculture, information technology and healthcare. Each of these sector career pathway strategies and employer based partnerships increase jobs in these areas. Briefly highlighted are examples of sector-focused strategies during FPY'13/SFY'14:

- Illinois Pathways continues of developing sector-specific Learning Exchanges in nine Science, Technology, Engineering and Math (STEM) areas. This innovative project engages business, education and workforce development around a sector focus to provide academic instruction and work-based learning opportunities for Illinois' students and jobseekers (of all ages).
- ATIM's (Advanced Training in Manufacturing) manufacturing focus is emphasizing employer engagement for a demand-driven pull model, integration of program services, and lean principles to reduce the time needed to fill critical job openings with qualified workers.
- An Illinois Workforce Investment Board (IWIB) Healthcare Task Force developed an analytic framework and action plan for the Illinois healthcare sector to meet the workforce-related challenges of adapting to new provisions of healthcare, particularly in the ambulatory care sector.

Business Engagement

Engaging employers by aligning the training with the skills needed, and matching them with qualified workers remains the highest priority for the WIA program. By working with public and private strategic partners to engage employers, we are making the workforce development system more responsive to the needs of employers and all jobseekers regardless of skill level. Two examples of how Illinois is assessing the skills demand, providing accelerated training and matching the worker with available job openings to includes:

- An IWIB Task Force on Employers Hiring People with Disabilities will lead to a strategy for highlighting employer practices for replication to increase the employment rate for this population.
- As part of the ATIM sector strategy, approximately 100 manufacturing businesses throughout the state, provided interview opportunities for the customers that participated in the project.

Work-Based Learning

Illinois has been forward-looking in developing initiatives that increase work-based learning in an accelerated environment. Using targeted approaches to match employers and workers through internships, job shadowing, work experience, and on-the-job training, reduces the time needed to fill critical job openings and

provides a way to earn while learning. This report has examples of these projects woven throughout; however, we have highlighted one below:

- As part of a strategy to give long-term unemployed individuals a leg up, Illinois received a two-year grant for $3 million to combine classroom and work-based learning training. At the end of the first year, over 300 dislocated workers received training with 1/3 of them participating in a work-based learning component. This gave the jobseekers the opportunity to connect with employers and earn a paycheck while learning skills at a worksite.

The information within this report displays how Illinois' workforce development system provides the greatest range opportunities to explore careers, gain skills, maximize potential and generate economic growth for students, job seekers, workers, and business. As we move forward, these experiences serve as a springboard for Illinois to provide advanced opportunities to the businesses and people of this state.

WIA WORKS ILLINOIS

The Illinois Workforce Investment Board (IWIB) provides oversight and strategic leadership to workforce development programs that further the state's goals of meeting the needs of employers and workers. Appointed by the governor, the IWIB is charged with the task of reviewing the progress of the state's workforce development efforts. The IWIB's leadership of the various initiatives described throughout this report informs the development and implementation of related policies. To meet this directive, the IWIB, in accordance with federal legislation, includes leaders from business, state agencies, industry, labor, education and community-based organizations. The governor also appoints the two Co-chairs for the IWIB. John Rico, President and CEO of Rico Enterprises, serves as the private sector co-chair, and Adam Pollet, Director of the Illinois Department of Commerce and Economic Opportunity (DCEO) serves as the Co-chair representing the governor.

Through a task force structure, representatives from the mandated and optional private/public partners develop recommendations to present to the full IWIB for consideration. All policies developed or commented upon through the IWIB structure include input from the public and workforce partners. The following IWIB task force and committee met during FPY'13/SFY'14:

- Legislative Task Force
- Executive Outreach Committee
- Task Force on Employers Hiring People with Disabilities
- Education & Training Task Force
- Healthcare Task Force

Legislative Task Force

The Legislative Task Force was established to respond to funding cuts and legislative challenges within the workforce development system. Since its creation, members have been active in the legislative process, meeting with the majority of Illinois' Congressional Delegation including Senator Durbin and Senator Kirk, with a particular emphasis on the many legislative issues facing Illinois. It has always been the vision of the Task Force to continue to build a strong bond with members of the various business sectors committed to making Illinois' workforce stronger and taking the lead in the employer-driven campaign to reach out to the Congressional members.

The Task Force concluded its work with a final report to the IWIB in December 2013. Final recommendations included a focus on the implementation of different pathways to engage and build stronger private-public partnerships, better use of cross-funding streams, and implementing models across sectors within the current authority of funding with the hope of promoting more innovative solutions that may be tailored within local areas by sector.

Executive Outreach Committee

The Executive Outreach Committee is a business-led group of IWIB members charged with providing the IWIB Co-Chairs with recommendations for new members in key sectors emphasizing geographic balance, and to develop a plan to orient private sector members and better prepare those members to take active roles (including legislative outreach) within the IWIB. It has been the purpose of this group to identify private sector members that work on existing boards within various demand sectors (e.g., healthcare), to draw on the knowledge, experience and resources of these other groups to further the activities of the IWIB.

This committee does not circumvent the current recruitment and vetting process, but acts as a peer network to identify members for consideration. The committee's actions enhance and strengthen the recruiting process by providing another avenue to identify potential private sector members.

Task Force on Employers Hiring People with Disabilities

The IWIB has actively been working on reducing the high unemployment rate of individuals with disabilities. The Task Force on Employers Hiring People with Disabilities has a charge to identify and showcase leading employer practices on the benefits of hiring people with disabilities might further increase employment of these individuals.

Mr. Sandeep Nain, the President of SNtial Technologies, Inc. agreed to be the Chairperson for the Committee. The initial objectives of the Task Force were to: 1) Develop statewide hiring goals for people with disabilities based on national, statewide, and industry benchmarks; 2) Identify at least five business "champions" representing the key sectors that portray a commitment to employing people with disabilities; 3) Facilitate peer-to-peer sharing among employers and their partners regarding full inclusion models, laying out common features and implementation strategies; and, 4) Provide a final report with recommendations to the IWIB at the December 2014 meeting.

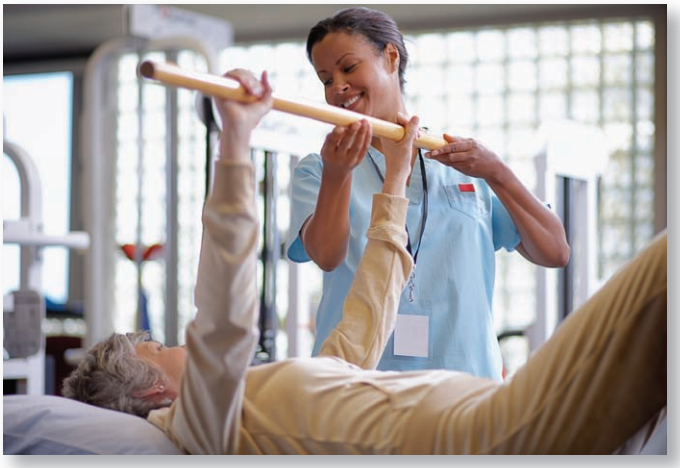
By the end of FPY'13/SFY'14, the Task Force has a priority to identify major employers who have a priority to make a concerted effort to recruit, hire, and/or provide support for individuals with disabilities. The Task Force will interview employers to discuss this priority and their willingness to educate other employers and replicate their efforts.

Education & Training Task Force

The Education & Training Task Force is reviewing the impact student loan default rates will have on WIA, Pell Grants, and other funding sources available to the students and what policies and procedures might be implemented to help reduce default rates. Current regulations state that if an educational institution has a 30% or higher default rate for three years, Pell Grant funding will no longer be available to that education institution for disbursement to students. The Task Force believes that opportunities are available to educate community colleges on alternative funding mechanisms such as WIA to ensure that those institutions and their students are successful.

Among the issues the Task Force has begun to monitor is the status of the WIA, Carl Perkins and Higher Education reauthorizations, how these reauthorizations might impact community colleges throughout the state, and how the Task Force may assist in relieving some of the associated stresses. The Task Force has also committed to assisting with the alignment of Trade Act grant funding through a concentrated effort on the part of community colleges and Local Workforce Investment Areas to identify eligible clients. These and other concerns are being addressed not only at the Community College Board, but also through outreach to Local Workforce Investment Areas to form partnerships and exchange knowledge.

Healthcare Task Force



During 2013, the IWIB re-established the Healthcare Task Force to develop recommendations for addressing workforce development needs for Illinois' healthcare sector. The task force was asked to focus on identifying major trends and new directions in the healthcare sector, and to make recommendations for ensuring that the healthcare workforce is prepared to respond to those trends and directions. Stephen Konya, Chief of Staff of the Illinois Department of Public Health, and Francisco Menchaca, Division of Financial Institutions Director for the Illinois Department of Financial and Professional Regulation co-chair the task force. Representatives from healthcare providers, employers, professional associations, unions, universities and community colleges, as well as state education, workforce development and economic development comprise the task force membership.

One major issue addressed by this task force is the impact the new health service delivery has on its workforce, public health and coordinated, and community-based healthcare. These new models are in response to changing population and patient needs, federal and state healthcare reforms, and innovations in delivery models, professional practices and technology. They also place stronger emphasis on prevention and primary care and use professional and paraprofessional healthcare workers in new roles with different skill requirements.

Five working groups consisting of task force members and other industry experts from across the state convened to address the recommendations for the concerns. Each of these five working groups met at least 3 times between January and July of 2014 to develop a report, which was then reviewed and approved by the full Healthcare Task Force.

The report examines current and ongoing changes in healthcare delivery, the effects of those changes on Illinois' statewide and regional occupational demand and supply, and the implications of those changes for Illinois' workforce development system. In particular, it examines the coordination of healthcare professionals

within the context of scope of practice frameworks, the development of the front-line healthcare workforce, and the implementation of inter-professional education and collaborative practices. Finally, the report summarizes findings, makes recommendations, and considers next steps in the process of responding to trends and changes in the healthcare workforce.

WORKFORCE INNOVATION FUND INITIATIVES

ARROW GEAR COMPANY

Workforce Innovation Fund
Downers Grove, IL

LWIA 7

Arrow Gear Company is a manufacturer of precision gears for the aerospace industry and other precision gear applications. Our customers expect the highest standards of quality.

We knew that to address this challenge we had to empower our production employees to use their skills to build in quality at the point of manufacture.

Our training program has had significant and improvements have been substantial.

- *Improved productivity*
- *Operations*
- *Profitability*
- *Quality*
- *Company culture - Significant improvement. The training has led to the improved communication skills and confidence of the employees.*
- *Progressing trainees through to the top of their job classifications*

Seven (7) trainee employees have been promoted to B job classifications in 2013 and two (2) trainee employees have been promoted to B classifications to date in 2014.

For the future, new products, new business and global growth, are three factors that will determine our continued success. Arrow Gear needs to stay at the cutting edge of technology and a trained, confident, earnest workforce will be our competitive advantage.

REGIONAL ECONOMIC DEVELOPMENT & SECTOR INITIATIVES

Workforce Innovation Fund Initiatives

Through a partnership between DCEO, the Illinois Department of Employment Security, the Illinois Community College Board and the Illinois Pathways Manufacturing Learning Exchange, Illinois received approximately $12 million from the U.S. Department of Labor (DOL) Workforce Innovation Fund (WIF) to implement an Accelerated Training for Illinois Manufacturing (ATIM) initiative. A portion of the grant ($6.4 million) is set aside to train at least 600 WIA eligible individuals for manufacturing occupations in five regions that applied for funding. Agency partners and DCEO are using the remaining $5.6 million for system development, project implementation, and evaluation.

There are three key elements to the program:

1. Responding directly to regional demand to fill current manufacturing vacancies and near-term projected job postings through unprecedented opportunities for employer involvement;
2. Providing accelerated industry-recognized skills training and credentials along with on-the-job training (OJT) opportunities so employers know trainees are ready for work on day one; and
3. Increased integration of services through multiple programs to get people trained rapidly and into good paying jobs.

The project has a strong evaluation component that will track the progress of all enrollees and compare them to a control group to determine the impact of the program.

DCEO's Office of Employment and Training (OET) proactively worked with state and regional partners to implement the overall program model and refine procedures as needed throughout the program year. Regional implementation plans were approved in July and the first enrollments started in August. By the end of the reporting period 379 individuals, or 63 percent of the goal, were enrolled. Of these, 306 had started training and 182 had earned at least one industry-recognized stackable credential. A total of 434 credentials were conferred as of June 30, indicating most individuals have opted to pursue multiple certifications. At the close of the reporting period, 33 were officially recorded as having entered employment; however, this number is a bit understated due to several planned June placements being moved into July based on employer need. OET has provided extensive ongoing technical assistance and weekly opportunities for peer-to-peer information exchange for the leadership and line staff in the five regional projects. These efforts led to DOL asking OET and Illinois workNet staff to present our online application and client tracking system to the leadership teams of 25 other states at a national WIF grantee meeting. (See the Illinois workNet section for more information.)

We were also requested to provide information for the national Workforce Innovators website on the Illinois workNet ATIM system and our outreach and recruitment efforts to employers and jobseekers. In addition, DOL asked OET staff to present our program design and implementation strategies on its Eye on the Workforce Innovation Fund Stakeholder Engagement Series of national technical assistance webinars. OET staff has also responded to DOL requests to directly speak with the leaders of other participant-serving WIF projects across the country.

Training will continue throughout PY2015. A year-long evaluation period will follow. Promising practices and lessons learned will be shared with DOL to use in formulating national workforce development policy.

Five Participating Regions

PROJECT AREAS	LEAD LWIA	OTHER LWIAs	COUNTIES	FUNDING (in thousands)	PLANNED PARTICIPANTS	Actual Participants As of 6/30/14
Rockford	3	5 (partial)	Boone, DeKalb, Stephenson, Winnebago	$ 1,231,960	133	74
Collar Counties	10	1, 2, 5 (partial), 6, 10	DuPage, Kane, Kendall, Lake, McHenry, Will	$ 2,027,250	177	185
Peoria/North Central	15	4, 14 (partial), 15, 16	Bureau, Carroll, Fulton, Hancock, Henderson, Jo Daviess, Knox, LaSalle, Lee, Marshall, Mason, McDonough, McLean, Ogle, Peoria, Putnam, Schuyler, Stark, Tazewell, Warren, Whiteside, Woodford	$ 991,312	91	36
Decatur/Central	19	14 (partial), 17, 18, 19, 20, 21 (partial)	Adams, Brown, Cass, Champaign, Christian, DeWitt, Ford, Iroquois, Logan, Macon, Menard, Montgomery, Morgan, Piatt, Pike, Sangamon, Scott, Shelby, Vermillion	$ 960,025	88	64
Metro East	22	21 (partial), 22, 24	Bond, Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Randolph, St. Clair, Washington	$ 1,189,453	111	20
TOTAL				**$ 6,400,000**	**600**	**379**

Information Technology Initiative

JobPrep

In partnership with Illinois workNet (IwN), DCEO updated its job search mobile application. The application, known as JobPrep, is a free phone app for Android and iOS phone systems that was designed to assist job seekers with their employment needs from their mobile device. The upgraded app features intuitive, streamlined tools that are user friendly and provide quick access to valuable job searching assistance. JobPrep provides: a list of job openings based upon search filter options chosen; supportive services to build a resume or get interview coaching; training programs to get credentials or certificates; employment resources and articles for job seekers to learn how to land that dream job; and a calendar showing local events such as job fairs or Veteran's hiring events. The design and development of the jobPrep app, itself, was a collaborative effort between DCEO, IwN, Solstice Mobile, and the not-for-profit i.c. stars.

Based in Chicago, i.c. stars recruits inner city young adults and places them into a real life, on-the-job training environment where they learn to become programmers, designers and analysts through an intensive and accelerated mentoring process. One of the students that worked on JobPrep accepted full time employment with Solstice. JobPrep app is free and available now. Use key word JobPrep and visit http://www.illinoisworknet.com/jobprep.

Manufacturing Initiatives

North Business and Industrial Council

The North Business and Industrial Council (NORBIC) and DCEO continued to collaborate with WIA agencies and members of its network of manufacturing employers and training providers to upgrade the skills of dislocated workers. Due to the promising results of the previous grant, NORBIC was awarded another Rapid Response grant for $400,000 during this program year. Again, the purpose was to leverage NORBIC's employer relationships to broker successful OJT and Incumbent Worker training. Additional training opportunities arose during the grant, and funding was increased to $562,400. The final outcomes included: 166 incumbent workers trained and 30 dislocated workers entering employment.

University of Illinois Business Innovation Services

A $400,000 grant was provided to the University of Illinois Business Innovation Services (U of I BIS) to work with Illinois companies to conduct incumbent worker training for layoff aversion

through a continuous improvement approach. This project is unique in that it addresses competitive challenges faced by companies through the implementation of quality initiatives designed to have company-wide impact. These include lean manufacturing, Six Sigma, green technology, innovation methods, and the latest quality standards by offering specific technical training to supplement internal continuous improvement efforts within a company. The primary focus is employers in the manufacturing, healthcare, information technology, agriculture, and transportation distribution and logistics sectors. Through the end of the program year, this grant had trained 489 individuals at 26 employers.

National Emergency Grant-Disaster Project

In response to the severe Spring 2011 weather resulting in flooding in southern Illinois, the US Department of Labor awarded DCEO $4.3 million in National Emergency Grant (NEG) funds to assist local governments with flood and storm clean-up. The three-year project ended June 30, 2014 with 241 individuals working in temporary jobs assisting local governments with disaster clean-up efforts. 100 of those workers continued with the program to receive employment and training services to help them obtain permanent employment with nearly half obtaining permanent employment to date.

The NEG Disaster project served multiple purposes, providing temporary workers to local governments to clean-up public areas so that communities could begin to recover; providing a much-needed paycheck to unemployed individuals; injecting significant funds into communities through payroll and local purchases of tools, equipment, and work clothing needed for the clean-up project; and assisting participants with finding permanent employment following their temporary work assignment.

The project was administered in southern Illinois by three Workforce Investment Act (WIA) service providers in the affected areas: CEFS Economic Opportunity Corporation, Man-Tra-Con Corporation, and Shawnee Development Council. These agencies worked with 30 communities impacted by the severe weather determining the need for clean-up assistance and developing plans to put local WIA eligible dislocated workers to work. Worksites included local governments such as cities and villages, counties, and state parks. The type of work performed included clerical work assisting with flood-related office tasks, as well as debris removal activities such as cleaning river fronts and drainage ditches, clearing levees, reseeding, removal of trash, driftwood and downed trees, repair of damaged trails and parks, and repairing flood-damaged facilities.

Through the life of the three-year project, grant expenditures totaled nearly $4.3 million. With 241 participants working for a period of up to six months and earning wages ranging from $10-$16.50 per hour, total payroll injected into southern Illinois communities totaled nearly $2 million.

Dislocated Worker Training-National Emergency Grant

In June of 2013, DCEO was awarded $3,577,056 by the U. S. Department of Labor to administer a two-year Dislocated Worker Training National Emergency Grant to provide classroom training and work-based learning to dislocated workers. The project's target group is the long-term unemployed and individuals likely to exhaust their unemployment insurance benefits. Industries that are a primary focus of the project include Healthcare, Information Technology, and Transportation, Distribution and Logistics (TDL).

At the end of the first year of project implementation, 314 dislocated workers have received training services to assist them in obtaining permanent employment. Over 100 participants to date received some type of work-based learning, connecting them with employers and providing them the opportunity to earn a paycheck while learning skills at a worksite. Nearly 300 of the participants received occupational training resulting in industry-recognized credentials. It is expected that 430 participants will receive assistance by the end of the project in June 2015.

Incumbent Worker Training – Local Area Formula Grants

During PY 2013 the trend of LWIAs initiating fewer formula-funded incumbent worker training projects continued. Although nine LWIAs set aside a total of $373,094 of their Dislocated Worker funds to support incumbent worker training, only four operated projects this past year. No training was completed for two of those projects since they did not begin until the last week of the program year. LWIA participation in IWT projects supported by other funds such as Rapid Response money, may have contributed to the decrease in formula-funded projects along with the need locally to use formula funds for unemployed workers instead.

MANUFACTURING INITIATIVES

Morgan Bronze Products, Inc.

Incumbent Worker Training Program
Lake Zurich, IL

LWIA 1

Morgan Bronze Products has realized improvements in various areas of business as a result of the University of Illinois Business Innovation Services (U of I BIS) training program. Tim Collins, Quality Assurance Manager, indicated they have recently implemented Advanced Product Quality Planning (APQP) to our business processes for significant new work received from new and existing customers. The APQP process is being introduced at the RFQ/Contract Review process. The Contract Review process now reports to Quality Assurance to ensure customer requirements are properly defined. Morgan Bronze has also gained new business with current customers as well as new customers/new business. Morgan Bronze Products has also recently promoted individuals from Set-Up Operator to Floor Engineer, Machinist to QA Tech and QA Tech to QA Coordinator as a result of U of I BIS training.

NATIONAL EMERGENCY GRANT-DISASTER PROJECT

Anthony Malawy

Parkway Manor (Liberty Village)
Marion, IL

LWIA 23

After quitting his job of seven years as manager with Dollar General, Tony began selling insurance for Mid-America Insurance Company. Thirty-three days later Tony was applying for UI benefits at the Illinois Department of Employment Security, a result of being laid off. Prior to Tony being laid off, Centralia had been hit by a storm that resulted in damage and flooding in the area. A National Emergency Grant (NEG) was awarded to LWIA 23 to provide assistance to affected areas and to provide work for those that needed employment. Tony was given the opportunity to be part of the NEG grant and accepted. He was assigned to work with the City of Centralia Public Works Department and began work in September 2011. By the end of December 2011, work had been completed and Tony was faced with another decision. The NEG grant offered him an opportunity to return to school to train in an occupation that would enable him to gain skills needed to re-enter the workforce. Opting for retraining, Tony continued working with his LWIA/CEFS case manager and completed a battery of assessments that pointed him to the medical field. His decision was to begin training as an Occupational Therapy Assistant at Kaskaskia College/Southern Illinois Common Collegiate Market. He began training in the Occupational Therapy Assistant program in January 2012. Working hard and making excellent grades, Tony completed his training in May 2014 with a 3.8 GPA. Shortly after graduation Tony passed his State Board exam and began working as a licensed Occupational Therapy Assistant at Parkway Manor. He is excited to be working in a field that enables him to assist others.

NATIONAL EMERGENCY GRANT-DISASTER PROJECT

Tessa Humphrey

City of Beardstown, Public Works Department
National Emergency Grant – Flood Grant

LWIA 20

Tessa Humphrey was laid off when the Ansell-Hawkeye Glove Factory in Beardstown closed in the fall of 2012, dislocating 51 employees. She had been the administrative assistant there for 12 years. After the closure, Tessa was recruited for a work experience as a Peer Counselor, in order to assist the other dislocated workers with WIA services, and their job search. She assisted many of the dislocated workers, especially those with limited computer skills, who had also worked for the company most of their careers.

The next Spring, Beardstown experienced record flood waters and shortly after Tessa had completed her work experience as a Peer Counselor, she applied for the National Emergency Grant (NEG) Flood Grant Temporary Job project. Because of her experience as an administrative assistant, she was assigned as the Crew Leader, and she maintained all of the project documentation and Federal Emergency Management Agency (FEMA) related paperwork. Her professionalism and supervisory skills were invaluable. She not only maintained all the necessary paperwork for the crew members and flood related reports, she was not afraid to be hands-on, clearing brush, deconstructing a flooded cabin in the Marina, clearing storm drains , driving city vehicles and literally getting into the trenches with her crew members.

Since being dislocated from the Glove Factory, Tessa not only continued to pursue her own job search, but also assisted her crew members in their job search as well, resulting in a 100% successful post-project employment rate for the crew. As the Flood Project began to wrap up, she interviewed for an Adminstrative Assistant position with the Cass County Highway Department. She was hired for that position and is now working full-time.

She said the experience she acquired during the NEG project has really helped her in her new position. She now works closely with the County Treasurer updating ledgers and reviewing invoices for the Highway Department. "I think they were surprised that I knew how to figure tonnage, but during the NEG project, I hauled gravel, so I knew how to do it, and I understand the supplies, equipment and the language of the projects, since I actively worked on or documented the work done with the Public Works Department during the flood project. The work experience there also helped me learn to work with my crew. At the glove factory I worked mainly with women and now I work mainly with men."

Tessa's current boss at the Cass County Highway Department, Tim Icenogle, said, "Tessa seems to have fit right in here, and gets along with everyone. Her experience at the Beardstown Public Works Department has given her an advantage over other administrative assistants, in being able to understand our projects from hand's-on experience." The director of the Beardstown Public Works Department , Gary Hamiliton, said Tessa did a good job of keeping her crew in line and focused, "Mrs. Humphrey was a great asset to the program. She kept track of time sheets, receipts, also recorded many of our jobs with pictures and notes. She was not afraid to get dirty". Of the project in general, Gary Hamilton stated, "Outstanding, (we) would not have been able to make the needed repairs from last year's flood without this program, providing much needed labor."

DISLOCATED WORKER TRAINING-NATIONAL EMERGENCY GRANT

Doug Longstaff

National Emergency Grant – Dislocated Worker Training Program
Springfield, IL

LWIA 20

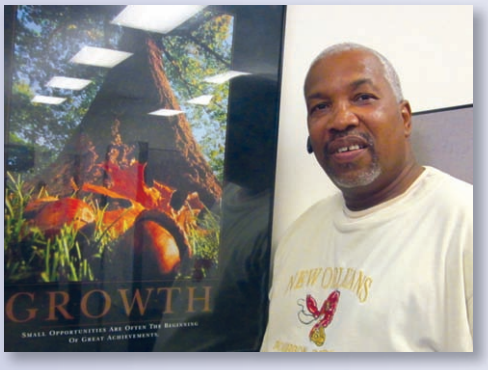
Doug Longstaff had worked in shipping and receiving for a manufacturer in Ohio for 8 years before relocating to Springfield for his wife's employment. Doug is a veteran who had been deployed to the Middle East several times and attended training while in the Air Force. Even with Doug's varied experience, he had difficulty finding employment in the Springfield labor market.

Doug came to the Springfield workNet Center to attend the Back-to-Work workshops and learned about the Transportation, Distribution and Logistics (TDL) training program. He enrolled in the program and was successful in receiving certificates in Logistics Associate, Logistics Technician and Forklift Operator, in addition to his Commercial Drivers' License. Doug credits the TDL certifications as opening employment doors for him. Doug is gainfully employed with FedEx in the TDL industry. When asked if he believed the training helped him find employment, Doug responded that "prior to the TDL training, I was lucky to hear back from maybe one employer a month. Afterwards, I received 4 job offers!"

The training and certifications really helped employers take notice of him.

In addition, during training, Doug was recognized as a respected class leader who offered insightful suggestions. His previous shipping and receiving experience and positive demeanor led the college to offer Doug a trainer position with the TDL program. He readily accepted the offer, loves teaching the class and opens the first class session by asking students "Why are you here?" Doug Longstaff 's success is a result of the NEG DWT grant program, which provided Transportation, Distribution and Logistics training to long-term unemployed individuals in LWIA 20.

DISLOCATED WORKER TRAINING-NATIONAL EMERGENCY GRANT



James Cannon

National Emergency Grant – Dislocated Worker Training Program
Lake County

LWIA 21

Mr. Cannon described the Workforce Development program as part of a team that helped him to rebuild his life in collaboration with Veteran's Administration intensive counseling programs.

Long term unemployment lead to homelessness and also triggered a health condition with no clear path to change his situations. He learned of the National Emergency Grant (NEG) Dislocated Worker Training (DWT) program through an advertisement and was surprised by the various services that help people to reinvent their career paths.

He quickly learned that he needed to add skills to leverage his education and work history to compete in today's job market after 10 months of unemployment. LWIA staff indicated, "Passing the Professional Commercial Truck Driver course was not easy, however he knew this opportunity was vital to re-employment and the phones have not stopped ringing since." Initially, he faced a few employment rejections due to a criminal conviction 28 years prior. He accepted a position which includes advanced truck driver training that almost doubles his past annual income.

James said, "Although times were rough, the WIA program provided hope during a very bleak time in my life and helped me to defeat those challenges and I am very optimistic going into the future."

DISLOCATED WORKER TRAINING-NATIONAL EMERGENCY GRANT

Roger Krueger

DuPage County Health Department
National Emergency Grant – Dislocated Worker Training Program

LWIA 6

Roger came to workNet DuPage in July 2013 after almost 2 years of unemployment. He had worked in information technology management for over 2 decades, and had owned his own sub-contracting business for 16 years. Through the National Emergency Grant (NEG), Roger began a Project Management Professional (PMP) and Cisco Certified Network Associate (CCNA) training program at MicroTrain Technologies in order to sharpen his IT skills.

As his training was about to conclude, Roger was selected for an NEG internship in the IT department at the DuPage County Health Department. On the job, Roger was able to use the Cisco knowledge he had picked up in training. He played an integral role in a server room move including installation of new Cisco equipment and quickly became an asset to his supervisors and colleagues. Throughout the internship, Roger made a point to "absorb as much as possible" and take full advantage of applying what he'd learned at MicroTrain. The Health Department had an opening for a Network Administrator and in March 2014, Roger applied for and secured the position. He is working full time with benefits making $29.00 per hour. He has continued applying his training and internship knowledge to his full-time work.

INCUMBENT WORKER TRAINING – LOCAL AREA FORMULA GRANTS

Bryan Bernatek

Illinois Aviation Academy
West Chicago, IL

LWIA 6

Illinois Aviation Academy (IAA) is a small business in West Chicago, IL (DuPage County) that provides corporate aircraft management and flight training. The company originally focused exclusively on flight instruction and was operated out of the trunk of a car. Profit and stability were marginal. Over the years, IAA began cultivating corporate clients who required services other than flight instruction. These services grew to include aircraft storage, maintenance, flight crews, bookkeeping, etc. IAA has expanded and created more and better jobs as a result of this shift in focus. Currently, IAA is contracted by several corporate clients to fly personnel around the country. All of these companies started their flight departments with smaller piston powered aircraft (Cirrus, Aztec, and Cessna 421), but each have now upgraded to larger turbine powered planes (Pilatus PC-12, King Air 200, Premier Jet.) Two of IAA's three pilots have the training needed to fly these larger aircrafts. The third pilot, Bryan Bernatek, did not, and needed to be trained appropriately to ensure coverage in all three aircrafts. Without training, his position with the company would have been in jeopardy.

Mr. Bernatek successfully completed King Air 200 Pilot Training paid for with an Incumbent Worker Training grant. He not only retained his employment, but he received a promotion and pay increase as well. Mr. Bernatek had this to say about his IWT experience: "The Dupage County Workforce Development Division helped me advance my career and gain the necessary experience needed to move forward within a competitive aviation industry. It is through this advancement that my aviation dreams were able to take flight."

Illinois Aviation Academy was able to retain key corporate contracts as a result of having a sufficient number of trained personnel. This provides work for mechanics, pilots, and hangar service staff. They have also been able to explore other corporate relationships. They are grateful for the assistance provided through the Incumbent Worker Training program, as it has allowed them to remain current and competitive with other businesses in our area.

2013 SUMMER YOUTH EMPLOYMENT PROGRAM

The Office of Employment and Training (OET) administered a grant program to provide eligible youth with age-appropriate job training, life skills, counseling, work-readiness and meaningful work experience. The program provided youth with structured career exploration, training and paid work experience administered by community-based organizations.

Services Offered

The grants placed youth participants at appropriate worksites to gain work experience earning a wage of $9.00 an hour. Grantees also provided training on the work readiness skills needed for employment using the Illinois workNet portal www.illinoisworknet.com. Participants completed an on-line pre-test and post-test that is used to measure the success of the program. Each participant was also provided:

- Exploring Careers and Training
- Financial Literacy
- Workplace Skills
- Job Search Skills
- Resume Writing
- Applying for a Job
- Interviewing Skills
- Personal responsibility/safety, violence awareness, and prevention

Grant Funding

This program was funded at $14 million in Fiscal Year 2014 out of the FY'09 Budget Relief Fund. DCEO directly administered approximately $6.4 million in Summer Youth Employment Program (SYEP) grants with the balance of the funds committed to the Department of Human Services.

Outcomes

PLACEMENTS		COMPLETED TESTING		PLACED IN A PERMANENT JOB	ENROLLED IN A JOB TRAINING PROGRAM	ENROLLED IN AN EDUCATION PROGRAM
Planned	Actual	Pre Test	Post Test			
2,447	2,819	2,752	2,572	206	50	1,056

Employment and Industries

Employment Facts		Industries Hiring Youth
Number of employer's	636	Manufacturing
		Healthcare
Cumulative hours worked	438,589	Transportation/ Distribution/Logistics
		Hospitality
Total youth earnings	$3,950,025	Retail
		Education
		Community Based Organization
		Local Government

Administrators & Grant Awards

Community Based Organization	Award
ABJ Community Services Inc.	$ 199,534
African American Christian Foundation	$ 160,000
Albany Park Neighborhood Council	$ 38,000
Alternative Schools Network	$ 800,000
Asian Human Services, Inc.	$ 75,000
Aunt Martha's Youth Service Center, Inc.	$ 304,000
Brighton Park Neighborhood Council (BPNC)	$ 240,000
Business Employment Skills Team, Inc. (BEST, Inc.)	$ 240,000
Chicago Botanic Gardens	$ 57,608
Community Assistance Programs	$ 320,000
Emerson Park Development Corporation	$ 540,000
Employee Connections, Inc., NFP	$ 320,000
Enlace Chicago	$ 88,470
Gary Comer Youth Center, Inc.	$ 192,000
Grundy Livingston Kankakee Workforce Board	$ 75,000
Jewish Vocational Service and Employment Center	$ 96,000
Macon County (Homework Hangout)	$ 480,000
Metropolitan Family Services	$ 160,000
Quad County Urban League, Inc.	$ 424,000
Rock River Training Corporation, Inc.	$ 200,000
SGA Youth and Family Services	$ 175,000
Southern Workforce Investment Board, Inc.	$ 450,000
Springfield Urban League, Inc.	$ 200,000
Tri-County (Peoria) Urban League, Inc.	$ 140,000
United Workforce Development Board	$ 240,000
Youth Connection Charter School	$ 100,000
Youth Job Center of Evanston	$ 128,000
Total	**$6,482,612**

YOUTH SUMMER EMPLOYMENT

Alternative Schools Network
Chicago, Illinois (West Englewood)

"I was a recent high school graduate in search of training programs than could assist me with finding job placement. My summer job has given me on-the-job experience and helped prepare me for future employment. I learned about managing money, preparing for an interview, how to dress for an interview, and learned what not to post online. I also learned how to prepare my resume, what info is important to put on my resume, and what information I should not be listing on my resume. I am very grateful to have been a part of this program. I learned what good leadership and teamwork are and will take in everything I learned from the program and apply it to my future jobs."

United Workforce Development Board
Bloomington, Illinois

Tashae is a 20 year old youth who came into the local workforce office after hearing about the SYEP program. She was looking for a job in childcare, but didn't have a lot of work experience. After meeting with her, staff knew she would be a great asset to the SYEP and set her up with an interview at YWCA. After she met with the supervisors at the YWCA, they instantly knew she would be a great fit with their team. Her supervisor said she was mature, helpful and became an important part of the classroom very quickly. They enjoyed her and felt she did such an outstanding job, they are going to hire her on as a regular employee once the grant ends. Tashae said with this experience, she gained knowledge of the rules and regulations in the child care industry and built experiences to put on her résumé. She is very appreciative of this experience and looks forward to joining the YWCA team as a regular employee.

Youth Job Center of Evanston
Evanston, Illinois

Luis was a participant in the SYEP program with the Youth Job Center of Evanston. He worked at the Maya Romanoff Corporation. His supervisor said that, "Luis takes initiative and completes assigned tasks from start to finish, shows an effort to communicate in a manner and language appropriate for the workplace, uses supervisor's feedback to improve his work performance and works well with co-workers. When the program ends, I am going to offer Luis a full-time job in the Samples Department." Luis really enjoyed his experience and learned a lot during his time at the Maya Romanoff Corporation and with the Youth Job Center of Evanston. He is very happy to be leaving the program with not only a bunch of new knowledge and skills, but also who a full time job!

Albany Park Neighborhood Council
Chicago, Illinois (Albany Park)

"When I first came to Bikes N' Roses, I didn't know anything about bikes, not even the basics. At first, I didn't think that I was able to fulfill the requirements needed for this job: public speaking, multi-tasking, and being on time. However, as the program continued, I was able to speak confidently in public places. Multi-tasking was also a skill that I was able to develop, as the job required it. I was successfully able to balance school and the program without any problems. Punctuality is another skill that I was able to develop. Being on time for the program has helped me get better at time management outside of work. Working in this program has definitely made me a better person. I gained confidence that I greatly lacked and increased my self-esteem. I fixed a bike that I thought wouldn't work again and now use it to keep myself fit, which I honestly did not have any interest in doing before. I definitely think that we have made a difference in our community."

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM

Over 1916 Illinois workers, who lost their jobs due to international trade, received services this past program year through one of the three Trade Adjustment Assistance (Trade) programs. OET is the primary designated agency to administer the programs in conjunction with IDES. Benefits and services vary depending upon the applicable law at the time of certification. The programs are:

- Trade Adjustment Assistance Reform Act (TAA) of 2002
- Trade and Globalization Adjustment Assistance Act (TGAAA) of 2009
- Trade Adjustment Assistance Extension Act (TAAEA) of 2011
- Reversion 2014 – Sunset Provisions of the Amendments to the Trade Act of 1974, Enacted by the Trade Adjustment Assistance Extension Act of 2011

The Trade program assists workers in reentering the workforce as quickly as possible through a variety of benefits and services that may include:

- Job training (including payments for transportation and subsistence where required for training)
- Waivers from the training requirement for workers for eligible participants under certain circumstances including no training program is available, immediate enrollment is not available, or the individual is unable to participate in or complete training due to health reason.
- Income support in the form of the payment of weekly Trade Readjustment Assistance benefits to eligible participants
- Job search and relocation allowance

In addition, workers 50 years of age or older have the option to receive a temporary wage subsidy through the Readjustment Trade Adjustment Assistance (RTAA) Program. It is available upon prompt reemployment at a lower pay than their previous adversely affected employment as an alternative to training and other Trade benefits.

During FPY'13/SFY'14 Illinois expended more than $3.6 million in combined training funds and provided 1,017 Trade affected workers with training services in demand occupations. Illinois has a strong Trade program at the state and local level in which we strive to provide timely and proper outreach, reemployment and retraining to all affected workers. All of these efforts have culminated in the United States Department of Labor touting the program in Illinois as "the best in the country" following a recent monitoring.

The law currently funding Trade activities, Reversion 2014, which was implemented in January 2014, is set to expire at the end of this calendar year. Unless reauthorized, all versions of the Trade program will expire. OET is engaging Congressional members and the National Governor's Association to educate them on the importance of the continuation of the program in some form and are working on contingencies in the event the Trade program is allowed to expire.

In the first three rounds the federal government has awarded Illinois colleges and universities $51,500,000 in Trade Adjustment Assistance Community College and Career Training (TAACCCT) grants to specifically design curriculum to train impacted Trade workers. In the most recent Round 4 funding request, OET went through an extensive collaboration process with Illinois community colleges and universities to secure funding. We wrote letters of support and committed up to $2 million in training funds to train Trade affected workers in TAACCCT developed training programs.

During the reporting period, Trade Act training was conducted for 40 Local Workforce Investment Area and DCEO staff and three Trade technical assistance reviews were conducted.

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM

Casey Gossett

The Upchurch Group
Trade Adjustment Assistance
Mattoon, IL

LWIA 23

Casey worked for 9 years at American Pad and Paper, LLC in Mattoon, Illinois, but was permanently laid off when the plant closed after being impacted by foreign trade. Since he was unable to find employment at a wage to support his family, he decided to request training in the field of Civil Engineering. While participating in the Trade Adjustment Assistance (TAA) Program, Casey received assessment, Individual Employment Plan (IEP), classroom training, transportation assistance, child care assistance, supportive services, and case management.

Casey enrolled in the two year Civil Engineering Technology Program at Lake Land College in January 2012. He received straight A's for all but two of his classes, for which he received two B's during his entire training program. Casey was on the President's List every semester. Casey always had a positive and upbeat attitude, and was eager to learn new things and apply his knowledge during his SOE. He always kept his case manager informed of any changes or concerns he had, and graduated Magna Cum Laude in May 2014. Before he graduated, he had already targeted the employer he desired to work for and secured an interview for the position shortly after his graduation. Casey was hired as a Civil Engineering Technician for The Upchurch Group in Mattoon, IL and began working on June 3, 2014. Casey states that even though he is outside in the heat, it doesn't bother him at all, because he is doing what he loves and what he's always wanted to do!

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM

Manivanh Chipongsay

Trade and Globalization
Adjustment Assistance Act
Itasca, IL

LWIA 7

Manivanh (pronounced "Money-won") Chipongsay immigrated to the USA from Laos. She took an AAS Degree in Computer Information Systems from Harper College in Palatine, Illinois and then joined Direct Marketing Technology in Schaumburg, IL as a Mainframe Computer Operator. She worked for the company for over 25 years until she was laid off in 2013.

The layoff allowed Manivanh to modernize her credentials. She chose the professional Information Technology (IT) program, "CareerPro E-Commerce Comprehensive" offered by Management Information Technology Solutions (MITS) of Schaumburg, IL in which she earned industry standard certifications including Oracle (database)/SQL Expert Certification, Java Certification, and Data Analytics/Oracle Combo Certification. Data Analytics is commonly called "Big Data."

July 2014 she joined GOGO, LLC the pioneer and leading provider of in-flight Web connection services, located in Itasca, IL as a Financial Systems Developer responsible for software design and specifications, testing, and using data analytics tools in working with the main company business database. Chipongsay says, "I believe the training, which included Oracle SQL, that I received from the Trade Act program, and the help from the Illinois WorkNet Center with my resume, got me the job."

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM

Tonya Brown

Trade Adjustment Assistance Act
Godfrey, IL

LWIA 22

Tonya Brown was laid off from Apria Healthcare as a Customer Service Specialist. Apria filed for Trade Adjustment Assistance Certification Status with the US Department of Labor and was certified under the Trade Adjustment Assistance (TAA) Act. Seizing the opportunity to obtain credentials and new work skills, Tonya researched growth occupations that would lead to employment and that offered a salary that would allow her to support her family. With assessments and testing, she ultimately decided that the Dental Hygienist AAS Degree at Lewis and Clark Community College (LCCC) was the right path for her.

As a former student of the college, Tonya was able to use most of the previous earned credits towards her degree. She was still required to take prerequisite courses related to the Dental Hygienist Degree Program. While this delayed her anticipated completion date by an additional semester, it did not discourage her from completing her goal.

The Dental Hygienist program at LCCC is a two part program. First the student must complete the one year Dental Assisting Certificate program and then to complete an additional year of required curriculum to obtain the Dental Hygienist AAS Degree.

Tonya was able to complete the training while maintaining a high standard of excellence in her classes. As a student, she achieved academic honors throughout her program and received award recognition for Dental Hygiene Academic Honors. As a mother, she had the ability to multi-task to ensure that her husband and children remained a priority.

After completing her training program and graduating from LCCC, she found herself back into the job market equipped with a credential and marketable skills. She completed a short span of job searches before she was hired on as a Dental Hygienist at a local dental office.

Today, Tonya Brown is gainfully employed earning nearly double the amount she was earning before being laid off from Apria Healthcare. As a result of taking advantage of the Trade Act and available training, she now has a nationally recognized credential, a Dental Hygienist license in two states and in-demand skills. Tonya is able to support her family with confidence.

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAM

Liliana Garcia

Trade Adjustment Assistance Act
Chicago, IL

LWIA 7

Liliana Garcia worked for Metaldyne from 2005 – 2009 as a Quality Coordinator. Liliana had an Associate's degree at the time of her lay-off and has disclosed a disability as well (epilepsy). Despite the challenges she endured after the lay-off and raising her kids as a single-parent, Liliana successfully completed a Bachelor's in Social Work degree from St. Augustine College.

While in school, Liliana did really well and maintained As and Bs. She received an A in her internship with the Latino Organization of the Southwest. Although she completed her training in May of 2014, Liliana is on an active job search.

Consequently, she has been hired to temporarily assist with the Adult Education program at National Able Network. During this assignment, Liliana will continue to enhance her employability by learning new skills and enrolling in intensive job readiness classes.

Liliana has expressed her gratitude towards the opportunites she has received through the TAA program. She is extremely grateful that she was able to complete a Bachelor's degree as that has been an immediate goal.

SERVICES TO INDIVIDUALS WITH DISABILITIES

DCEO has been a leader in the development, implementation, and support of innovative programs and initiatives that promote employment and training opportunities for individuals with disabilities. During FPY'13/SFY'14, DCEO continued this leadership role and collaborated with other State agencies, non-profit organizations, community service providers, and private businesses to promote employment as a first priority in serving these individuals.

The 2013 passage of the Illinois Employment First Act has enhanced our efforts. As an Employment First state, Illinois will be coordinating resources among agency partners and providers to address the barriers to employment for people with disabilities. Additionally, DCEO completed the transition of its nationally recognized disabilityworks program from the Chicagoland Chamber of Commerce, finalized its three-year participation in the Disability Employment Initiative (DEI) Round I grant, while being awarded a Round IV DEI grant to further support partnerships, collaboration and services. During the transition between Round I and Round IV, DCEO participated for the first time in the Project SEARCH High School Transition Program. Further details of each of these successes are highlighted in this section of the report.

Employment and Economic Opportunity for Persons with Disabilities Task Force (EEOPWD)/Employment First

The Employment and Economic Opportunity for Persons with Disabilities Task Force (EEOPWD) has the charge to review and analyze the status of employment services for persons with disabilities, identifying best practices across the nation and submitting its findings annually to the Governor and the General Assembly. In the prior program year, the Employment First Act was signed by the Governor with an additional charge to the EEOPWD to establish measurable goals and monitor progress towards these goals and objectives and provide annual progress reports. As part of the implementation of the Act, the EEPOWD used this past program year to draft and seek approval of an Executive Order that outlines the implementation of Employment First. Governor Quinn signed this Executive Order in June of 2014.

In addition, state agency members of the Task Force participated in an Employment First State Mentoring Program Vision Quest Series. The DOL Office of Disability Employment Policy hosted the technical assistance to assist states in pursing system and funding alignment as well as policy reform that aligns with the Employment First vision. Illinois was one of 30 states selected to participate and chose to focus on "Improving School-to-Work Transition Outcomes for Youth and Young Adults with Significant Disabilities thru Cross-Systems Policy Collaboration, Service Coordination, and Funding Alignment." This work group met to share information and discuss strategies that leverage funding and resources across public systems.

At the end of this reporting year, the EEOPWD began the process of developing a strategic plan to implement the requirements of the law and the Executive Order.

Disability Employment Initiative (DEI) Round I

Administration of disabilityworks was successfully transitioned to the Department of Commerce and Economic Opportunity (DCEO) during PY 2013. Linking the disability resources available on the Illinois workNet portal provided a statewide presence through the creation of innovative partnerships. disabilityworks was successful in continuing the implementation of the Disability Employment Initiative (DEI). Illinois, as one of nine recipients of the Round I grant, continued to improve education, training and employment opportunities for youth and adult with disabilities.

During the Fall of 2013, Illinois partnered with the Julie & Michael Tracy Family Foundation (JMTF) to provide vocational training services in urban agricultural settings with young adults with autism. In collaboration with Have Dreams, a Chicago area autism resource organization based in Evanston, and DCEO, the JMTF opportunity met three goals: coordinate the extraordinary strengths and talents of each organization, develop metrics regarding costs related to productive and independence while teaching gardening skills, and showcase the success of the project to promote future expansion to the Illinois Medical District.

Have Dreams collaborated to provide the curriculum and materials, pre– and post assessments, supervision, training and transportation. Through the DEI Round I grant, Have Dreams acquired financial support for its efforts.

DEI continued to support the efforts of Southern Illinois University at Carbondale to upgrade the disabilityworks menu of resources available through the Illinois workNet portal. Employers, organizations, and individuals with disabilities are able to receive information on disability-employment topics and increase employment opportunities through the redesigned site.

TEC Services Consulting, Inc. utilized its long standing relationships with employers and service providers to successfully recruit, assess, train and place individuals with disabilities in long term employment. The Neumann Family Services provided sustainable applications of customized employment models in WIA funded programs. Up to fifteen individuals with disabilities aged 18-64 were the targeted population working collaboratively with DCEO to use LEAD Center discovery strategies. These job seekers were provided training and job supports to ensure retention upon successful employment. Serving the same population as Neumann Family Services, Medusa Consulting Group, Inc. provided WIA eligible participants with disabilities with intensive or training services through work ready boot camp educational courses.

Project Search

Began in 1996 through the Cincinnati Children's Hospital Medical Center, Project SEARCH Collaborates for Autism (PSCA) was launched in Illinois in the Fall of 2013. Project SEARCH's High School Transition Program is a one-year school-to-work program that leads youth with significant disabilities through a series of classroom instruction, career exploration, and on-the-job training experiences. Illinois' initial partnership with PSCA was a business led partnership with Have Dreams, Northwestern University, New York Collaborates for Autism, the Evanston Township, New Trier and Glenbrook High Schools, Clearbrook, the Illinois Department of Commerce and Economic Opportunity (DCEO), and the Illinois Department of Human Services – Division of Rehabilitation Services (DRS). Illinois' project introduced five students with Autism Spectrum Disorder (ASD) in their final year of high school to a variety of career options and job skills as part of three ten week interships.

Illinois' involvement was the first of more than 220 projects nationally in 39 states that utilized funding from the Workforce Investment Act to support the licensing fee, supplement the education costs for those individuals who turned 22 years of age during their involvement in the project, and provide additional supportive services. Soft skills learned during the classroom portion of the training, combined with the employment aspect of the program build confidence and independence for the student that allows them to be placed into meaningful employment.

During the reporting period, Illinois began efforts to continue the PSCA model in other areas of the state and school districts. It is anticipated that as many as four projects will occur in the Northern and Southern portions of the state.

Disability Employment Initiative Round IV

Following the successes experienced by Illinois during Round I of the Disability Employment Initiative (DEI), Illinois was awarded a Round IV grant by the Office of Disability Employment Policy (ODEP). Whereas the Round I grant supported extensive partnerships, collaboration and services provided across multiple workforce disability systems, Illinois' Round IV efforts are built upon furthering these relationships through the development of integrated resource teams (IRT) by the two participating local workforce areas (LWIA). In addition, these LWIAs (1 and 25) have hired a Disability Resource Coordinator, with disability and workforce expertise, to coordinate local efforts to increase access to services to individuals with disabilities.

Through Round IV, the LWIAs will further improve the abilities of the nation's largest minority group to gain meaningful and sustainable employment by participating in Social Security Administration's Ticket to Work Program as an active Employment Network (i.e. assign Tickets).

Illinois began its efforts to meet the performance goals of Round IV by holding an orientation with staff from the pilot LWIAs in Springfield. National Disability Institute (ND) technical assistance team members helped facilitate the sessions covering the project goals and implementation.

In addition, during this time frame, LWIAs actively participated in NDI technical assistance webinars on topics including Asset Development, IRTs, and Ticket to Work. The project coordinator and a staff member from LWIA 1 participated in the National DEI exchange in June to learn best practices from DEI grant recipients from other states.

Local Workforce Investment Areas (LWIASs) 1 and 25 developed grant agreements that include budget development, scope of work, and plan implementation. Each received approval as Employment Networks (ENs) and were awaiting final EN security clearance.

This Round of the DEI, similar to Round I, is a three-year grant with the global program goal of building sustainability in the workforce system to support the efforts that will be learned and implemented during the project. Ultimately, support earned through ticket assignment and employment placements of the ticket holders will continue to support the local efforts beyond the terms of the grant.

Through weekly progress reports, identifying activities of the DEI staff at the local area, documented services to individuals with disabilities, along with the successful business outreach activities, Illinois is already seeing its efforts improved. While a goal of the program exists to serve more than 1000 customers, these early efforts indicate the LWIAs, and State are on a course to exceed this total.

A web-based project management system within Illinois workNet has begun to provide a customer intake and information tracking dashboard. Changes to the Illinois Workforce Development System, the State's workforce tracking and data system, are also being implemented to track individuals who were previously unaccounted for in performance reports.

Both sites are working on building partner relationships with state and local service providers, employers, and education providers. Meetings have been held with partners to highlight DEI initiatives and build cooperative relationships. One LWIA has developed an employer outreach brochure with both LWIAs conducting outreach activities with community organizations and IRT partners.

PROJECT SEARCH

Allan Grach

Project SEARCH Collaborates for Autism Northwestern University
Evanston, IL

LWIA 7

Have Dreams®
HELPING AUTISTIC VOICES EMERGE SINCE 1996

Allan graduated from Glenbrook South High School. Although he has employment experience in retail, facilities maintenance, and technology, his goal is to pursue full-time employment with a technology related business. Through a partnership with the Illinois Department of Commerce and Economic Opportunity's Disability Employment Initiative and Have Dreams (a non-profit autism resource agency), Allan was able to participate in Project SEARCH at Northwestern University. There he completed internships at the Kellogg School of Management and with the University Services Department. His duties included office and clerical tasks, as well as sorting and delivering mail.

Allan is a very interactive young man who loves humor, is independent in the community and extremely diligent with his work responsibilities. He has a strong knowledge base, possesses skills with an array of technology applications, and holds an interest in many entertainment topics including animated films. On June 16th, he began full time employment at E-Works, a technology recycling firm in Elk Grove Village, Illinois. After investing his year in Project SEARCH at Northwestern, Allan has achieved the first the first step in a meaningful and independent career path.

Illinois workNet® provides information as well as multiple job search sites and related resources, and houses a content area for partners to post jobs and employer branding features. Below are usage counts for PY 2013 (July 1, 2013 – June 30, 2014) for some of the workNet web pages, tools and webinars. This is not a complete list, only items related to job posting and searching and career planning.

General Web Stats Illinois workNet (only)

July 1, 2013 – June 30, 2014

- Total Page Views: Entire Site = 19,209,681
- Average Page Views/Day = 630,936
- Visits: Average Visit Length (min:sec) = 11:14
- Unique IPs = 615,099
- **Total Visitors = 1,243,310**

Other Stats

July 1, 2013 – June 30, 2014

- Completed Certified Illinois workNet Advisor Online Course = 140 (2,555 completions from 2011-2014)
- Partner sites = 1,203 (Of the sites, 101 are WIA funded.)

Job Search and Resume Web Stats

July 1, 2013 – June 30, 2014

- Job Search Web Page Hits = 228,504
- Jobs posted directly to workNet = 150
- Employer branding features = 24
- Illinois workNet Resume Builder:
  - ☐ Resumes created = 494 (February 2014 – June 2014)
  - ☐ Letters created = 65 (February 2014 – June 2014)
  - ☐ Portfolios created = 65 (February 2014 – June 2014)

New Accounts Created

July 1, 2013 – June 30, 2014

	Individuals	Workforce Professionals	Business	Totals
Totals	58,777	1,043	542	60,362

Resume and Skill Webinars

July 1, 2013 – June 30, 2014

	Webinar/Meeting	# of Sessions	Number of Participants
Total		12	389

All Meetings/Webinars

July 1, 2013 – June 30, 2014

Webinar/Meeting	Number of Sessions	Number of Participants
ATIM (Accelerated Training for Illinois Manufacturing)	46	1,002
DEI (Disability Employment Initiative)/ disabilityworks	8	121
Discover Manufacturing	5	46
ISLE (Illinois Shared Learning Environment)	20	513
Lincoln's Challenge Academy	1	375
SYEP (Summer Youth Program	19	702
Women's Business Owners Symposium	1	750
Workforce Innovation Fund Conference, Washington D.C.	1	200
Others (less than 100 attendees each)	55	954
Total	156	4,663

* Individuals may have attended more than one of the training/webinar sessions provided.

ILLINOIS PATHWAYS

By 2020, Illinois employers will offer approximately 270,000 jobs requiring education and training in Science, Technology, Engineering and Math (STEM), which is an increase of nearly 16 percent since 2010. According to Georgetown University's Center on Education and the Workforce, over 90 percent of those STEM occupations will require postsecondary education or training. Preparing students for STEM careers is essential to maintain the competitiveness of Illinois' workforce and grow our economy.

Illinois' P-20 Council set a goal to increase the proportion of Illinoisans with high-quality degrees and credentials from 44 percent to 60 percent by the year 2025 to support this need. Illinois Pathways is a new and innovative State of Illinois-led STEM initiative which provides a gateway to college and career readiness for learners and better prepares youth and adults for transitions into employment. The STEM learning exchanges are supported by the newly developed Illinois Shared Learning Environment (ISLE) Open Educational Resources (OER) platform providing libraries and a curriculum builder.

Through partnerships between the State of Illinois' education and economic development agencies, schools, colleges, private industry, and non-profits, Illinois Pathways supports local programs that empower students to explore their academic and career interests through two strategies.

1. Better support local schools, postsecondary institutions, and programs to enable learners to explore their academic and career interests in STEM fields; and
2. Improve coordination of public and private investment, including business and industry, in supporting the development of a workforce that can be competitive in tomorrow's economy.

In addition, the Illinois Pathways initiative has created statewide, public-private partnerships known as Learning Exchanges to coordinate investments, resources and planning for these programs. Learning Exchanges provide a new infrastructure by voluntary association that helps coordinate investments at a statewide level to better connect and serve local programs in a similar career cluster while also tracking local and statewide performance. The Illinois Business Roundtable worked with leading industry groups to establish Learning Exchanges for several major sectors in FPY'13.

Each sector-based Learning Exchange is governed by a consortium of education, business and community partners with a specific entity serving as a fiscal agent to receive public investment.

The STEM Learning Exchanges have continued to build their networks to support schools and help develop Career Pathway systems. Collectively, the Learning Exchanges have impacted approximately 650 schools and 36,000 students across Illinois. To support local pathways systems, the STEM Learning Exchanges are focused on delivering e-learning curriculum resources; expanding access to classroom and laboratory space and equipment; supporting student organizations; providing internships and work-based learning opportunities; sponsoring challenges and competitions; providing professional development resources for teachers and administrators; and expanding awareness of STEM-related programs and careers through career development and outreach resources.

Examples of STEM Learning Exchange activities include:

- The Research & Development Learning Exchange held the annual R&D Challenge Event in May 2014 at the Museum of Science & Industry, where 130 students presented the work of approximately 400 students who participated in semester-long competitions with industry partners on topics such as food safety and health, missile defense, and mobile applications for emergency and disaster situations.

- The Energy Learning Exchange sponsored the Illinois State Regional Science Bowl in February 2014, which is part of the U.S. Department of Energy's Science Bowl academic competition. Student teams were comprised of four students, an alternate, and a teacher advisor. Teams faced off in a fast-paced question-and-answer competition and were tested on a range of science disciplines including energy. Winners of the regional competition won an all-expense paid trip to the National Finals in Washington, D.C.
- The Health Science Learning Exchange (HSLE) helped lead the Illinois Junior Academy of Science Annual Science Exposition held at Northern Illinois University in May 2014. The HSLE gave out over 40 awards to students who exhibited high-quality health science projects at the event. The HSLE also created 16 health science curriculum models and lesson plans and funded a curriculum designer/manager to work with schools to improve their existing curricula and lesson plans.
- The Agriculture, Food, and Natural Resources Learning Exchange (AFNR) has offered 390 high school and 97 post-secondary agriculture teachers the opportunity to attend professional development workshops and/or graduate courses which covered a range of topics from Agriculture Mechanics to Beginning Agriculture.
- The Manufacturing Learning Exchange has been instrumental in pushing industry and education partners to recognize the importance of credentialing in the manufacturing sector and has made headway with the National Institute for Metalworking Skills (NIMS) and National Career Readiness Certification (NCRC) for students across the state. Illinois is now the #2 state in the nation in the number of NIMS credentials issued, with 176 of 1,482 credentials issued in 2013 at the high school level.
- The Information Technology (IT) Learning Exchange worked with its parent organization, CompTIA, and former coordinators of daylong programs for CPS elementary guidance counselors to create a modularized program for presentations about careers in IT. They are also creating programs of study for high schools wherein students can earn IT credentials while taking networking and IT essential courses.

ILLINOIS Pathways
Science, Technology, Engineering & Math

For more information on Illinois Pathways and the STEM Learning Exchanges, visit http://www.ilpathways.com/Pages/Home.aspx.

	Implementation Organizations
AGRICULTURE FOOD & NATURAL RESOURCES	Illinois Foundation for Future Farmers of America Jess Smithers | 217-893-0091 | jsmithers@agriculturaleducation.org
HEALTH SCIENCE	University of Illinois at Chicago Dr. Bruce C. Neimeyer | 312-996-8820 | neimeyer@uic.edu
INFORMATION TECHNOLOGY	CompTIA Workforce Development LLC Gretchen Koch | 630-678-8425 | gkoch@comptia.org
MANUFACTURING	Illinois Manufacturers Association (IMA) Education Foundation Jim Nelson | 217-522-1240 ext. 4211 | jnelson@ima-net.org
RESEARCH & DEVELOPMENT	Illinois Science and Technology Institute Allie Scully Barwise | 312-239-0350 | allie@istcoalition.org
ENERGY	Illinois State University David Loomis | 309-438-7979 | dloomis@ilstu.edu
TRANSPORTATION DISTRIBUTION AND LOGISTICS	Illinois Manufacturers Association (IMA) Education Foundation Joe Calomino | 847-204-8514 | goneagain@prodigy.net
	Planning Organizations
FINANCE	Econ Illinois/Northern Illinois University Beth Metzler | 815-753-0356 | bmetzler@niu.edu

Illinois workNet® is sponsored by DCEO and made possible through state, local, and private sector partnerships. For the purpose of expanding economic opportunity, the Illinois workNet Portal and Program utilizes partnerships and technology to expand seamless and real-time access to workforce development resources aimed at individuals, businesses and workforce professionals. Innovative partnerships span state economic development, workforce development, education agencies, and local workforce investment boards along with their public and private partners including local governments, community colleges and non-profit organizations. Through partnerships that leverage technology, a common vision to plan for the economic futures of communities and provide a seamless array of services is realized.

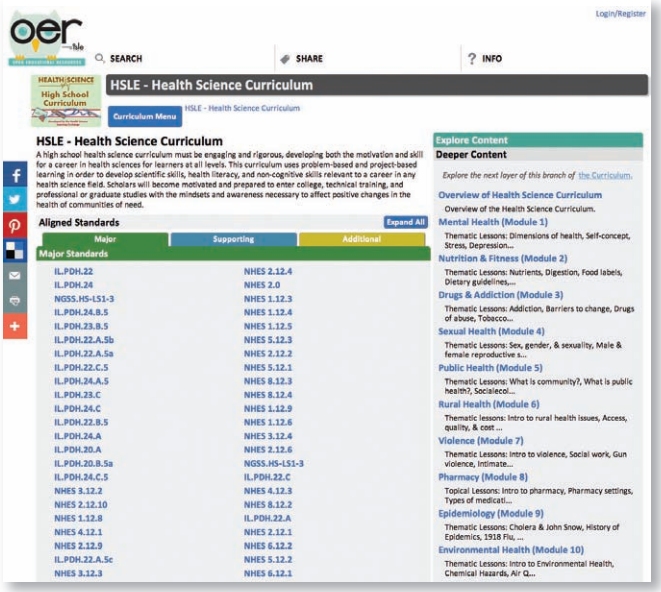
During PY 2014, July 1, 2013 through June 30, 2014, the Illinois workNet continued to innovate and provided the following program and tools for individuals, employers and workforce partners:

- Illinois Shared Learning Environment (ISLE) Open Career and Educational Resources
- Accelerated Training for Illinois Manufacturing
- Layoff Recovery Guides, Information and Tools
- disabilityworks
- Summer and Community Youth Employment Program 2014
- Illinois workNet Updated Design

Illinois Shared Learning Environment Open Career and Educational Resources

The Illinois workNet team designed and developed the ISLE Open Educational Resources (OER). The ISLE OER system provides a free and open platform for workforce, education partners, and learners to create and access open career and education resources. The platform supports the work of the Illinois Pathways STEM Learning Exchanges providing libraries for each Learning Exchange and a curriculum builder for providing partial or complete curriculum. It is also available directly to school districts putting not only traditional academic education resources in the hands of teachers but also career resources from Illinois workNet and career and education resources from the STEM Learning Exchanges are directly available from the ISLE school district dashboard.

Each STEM Learning Exchange can create new resources, upload files, upload curriculum aligned to state and national learning standards and paste their library and curriculum widgets on their own websites. The widgets provide seamless access to learning exchange resources making it easy for their customers and reducing redundancy across the exchanges. For example, using the ISLE OER, the Health Science Learning Exchange was able to provide



a complete high school curriculum aligned to state and national standards that are open and accessible to any teacher in Illinois or other states. The Health Science Learning Exchange has the curriculum widget on their website making curriculum access seamless to customers. The Information Technology Learning Exchange has their library widget on their website making access to their resources seamless to their customers.

The ISLE OER is also integrated with Illinois workNet, disabilityworks, and the JobPrep app providing curated resources from the Illinois workNet team including documents of many types, websites, and curriculum. The integration provides seamless access to resources through Illinois workNet and ensures educators will easily find Illinois workNet resources on the ISLE OER. This also means that the Illinois workNet web pages with resources look seamless to the user but require no maintenance on Illinois workNet. Users will see the ISLE OER resources throughout the new Illinois workNet site and when reading articles on the JobPrep app.

ATIM ACCELERATED TRAINING FOR ILLINOIS MANUFACTURING

The Accelerated Training for Illinois Manufacturing (ATIM) project was implemented through the Discover Manufacturing web application built off of the Illinois workNet Web portal system. The ATIM Web application provided the framework for regional and state partners to implement the program. This included:

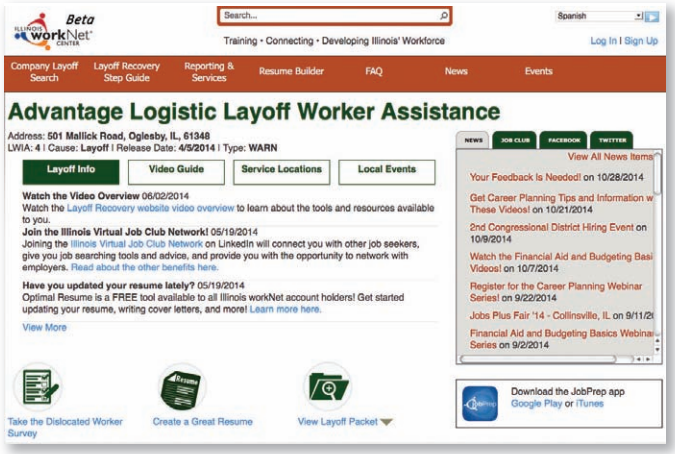
- Website http://www.ilworknetmanufacturing.com providing outreach for participant and employer recruitment
- Online application to apply for enrollment into the program
- Online tools and guides for participants and individuals interested in manufacturing but not enrolled in the program:
  - ☐ Personalized training and employment plan with work-based learning and job postings
  - ☐ Access to see the services provided to them
  - ☐ Credentials offered by the program
  - ☐ Resume and portfolio builder
  - ☐ Assessments for skills and interests
  - ☐ Events
- Real-time dashboards, regional teams for facilitating and engaging customers, personalized training and employment plan with commenting and signoff by partners; online program implementation guide; ongoing webinars and training opportunities; reports, work-based learning and job posting and forecasting and openings, and integration with the Illinois Workforce Development System.

Providing real-time data and information to partners and customers ensured state and regional partners could easily see exactly their intake, enrollment, and outcomes across large geographic regions and across LWIA partnerships with adult education, employers, and postsecondary training programs.

Layoff Recovery Guides, Information and Tools

A set of layoff recovery guides, information and tools was launched to help Local Workforce Investment Areas (LWIA) quickly assist workers impacted by layoffs. The system is integrated with the Dislocated Worker Events Tracking System (DETS). Resources and Tools include:

- LWIAs can create company-specific layoff pages in minutes. Once created, workers can bookmark the page and follow it for new information and opportunities.
- LWIAs can release surveys to be completed online or via handouts at workshops. Survey data is stored in the system and available with graphical reports.
- Video Guide and Step Guides provide options to connect to helpful resources and tools.
- Local events, news, and social media are directly available through each company-specific layoff page.
- Information to assist employers is also available as well as WARN notices.
- LWIAs use the online guide with resources and outreach materials and login to access their dashboard, web page and survey creation tools and reports.
- LWIAs can post messages on workshops and other events and opportunities specific to each layoff event.



Training was provided via webinars and the online guide to all Local Workforce Investment Areas. Immediately following training, LWIAs had access to begin using the site's tools.

disabilityworks

The disabilityworks website was transferred to Illinois workNet and launched on October 11, 2013. By moving disabiltyworks to Illinois workNet, users have all of the benefits of Illinois workNets' resources and tools plus disabilityworks, specializing in information and tools to help individuals with disabilities achieve their training and employment goals. The website includes:

- **Tools:** Employment Guide, Benefits Estimator, Service Locator, and Community Survey
- **Resources:** Curated Resources Search using the Illinois Shared Learning Environment disabilityworks library, FAQ, and videos
- News and Events

Webinars were held to introduce the site to individuals, employers and partners.

Summer and Community Youth Employment Program 2014

Illinois workNet provided the online outreach, tools and training needed for the Summer and Community Youth Employment Programs sponsored by DCEO and DHS. Illinois workNet provided:

- Online outreach and application to apply for the program.
- Resources and tools for youth enrolled in the program and for those who were not enrolled
- Online workplace skills assessments, activities, and certificate of completion
- Online partner guide and ongoing bi-weekly webinar series to ensure all providers were trained on using the Illinois workNet system
- Dashboard for real-time intake tracking; eligibility and enrollment; employer and worksite identification and tracking; assessment scores; provider staff groups to facilitate customer engagement; youth worksite placements; payroll tracking, reports and resources

The Illinois workNet system was essential to ensure statewide outreach, intake, training for providers, and tools for providers and youth to succeed in the program.

Illinois workNet Updated Design

During PY 2014, behind-the-scenes work was happening to transform Illinois workNet to new technologies, navigation, tools, and look and feel. The site is expected to be launched as a "beta" during January 2015 while technology transformation continues behind the scenes during 2015. Planning and migrating content and technologies was ongoing as well as opportunities to review plans and get feedback from state and local partners. Illinois workNet has been evolving continually since launching in 2005 – 2006. The conversion moves the portal system to the most current technologies and includes:

- Presenting a new look, feel and navigation.
- Optimizing for smart phones, iPads, PCs and more
- Providing more interactive and dynamic content
- Personalizing for individuals with My Dashboard.
- Simplifying niche content as articles with related materials, articles, and resources
- Hosting special programs
- Providing partners with guides and tools

Illinois workNet has always been the state's workforce development portal. This does not change; connecting individuals, employers and workforce and education partners to achieve their training and employment goals continues to be the core mission of the site. The audience is:

- Adults
- Youth (middle school up)
- Dislocated Workers
- Veterans
- Individual with Disabilities
- Employers
- Workforce and Education Partners (state, regional, and community)

Some of the goals of the upgraded site include:

- Connects all citizens to resources for achieving training and employment goals
- Easy to understand, use, and benefit from
- Addresses key trends for web applications:
  - Highly interactive
  - Streamlined
  - Visual
  - Adaptive to range of devices from mobile to PCs
  - Complementary app for android and iOS

The main site ensures there is "no wrong door" to access state programs, provides 24-7, no-cost access to career and workforce development resources, services and tools to all citizens of our state. It is built as a technology that is flexible to adapt to new programs and share data back and forth with the state's workforce development reporting system.

Current programs include:

- Accelerated Training for Illinois Manufacturing
- disabilityworks
- Illinois Pathways
- Illinois Shared Learning Environment
- Job Driven NEG
- Summer and Community Youth Employment Program
- WIA Works for Illinois

Kathy LiveLy
IWP PresIdent

The Illinois Workforce Partnership (IWP) is comprised of workforce professionals from throughout the state who are dedicated to the enhancement of the Illinois workforce development system. Through effective partnerships with business, economic development, education and training partners, we collaborate to achieve our vision for Illinois as a "high quality, employer driven, innovative, proactive workforce development system that supports economic development."

Thousands of workforce professionals and community partners work daily to ensure that individuals at all skill levels are able to obtain the training and education needed to gain and retain jobs that lead to economic security. We also work to ensure that employers in high-growth and emerging industries are able to find qualified workers to fill current and projected job openings. Each workforce board is led by private sector men and women dedicated to articulating the business needs of the region and crafting workforce training solutions to meet those demands. The Illinois Workforce Partnership, and the hundreds of workforce professionals it represents, is committed to developing a skilled workforce to support Illinois' business community.

IWP is committed to delivering the workforce leadership necessary to support our business community and the economic prosperity of Illinois. Learn more about the Illinois Workforce Partnership by visiting our website at www.illinoisworkforce.net.

IWP: MakIng a DIfference!

The Illinois Workforce Partnership is making a difference in workforce development for the State of Illinois. We are pleased to present the following summary of results:

- **43** adult/dislocated worker, **16** youth, and **21** business customers were honored at our first annual IWP Workforce Development Award Dinner in April 2013.
- **23** workforce investment areas
- **23** business-led Workforce Investment Boards
- **106** Illinois workNet® Centers and satellites
- over **541** Illinoisworknet.com access points
- **395** businesses serving as workforce board members
- **38** labor organizations serving our workforce boards
- **10,763** adults are enrolled in workforce programs
- **16,098** dislocated workers are enrolled in workforce programs
- **8,136** youth are enrolled in workforce programs
- **160,772** job seekers received **1,450,182** services at our Centers including resume development, on-line applications, job search and interview workshops, basic computer training and job referral assistance

Return on Investment for Adult and Dislocated Worker Services*

Adult Services	Dislocated Worker Services
Total Wages Earned: $90,671,428	Total Wages Earned: $226,859,866
Total Allocations: $33,362,116	Total Allocations: $48,863,557
Return on Every Dollar Invested: $2.72	**Return on Every Dollar Invested:** $4.64

*Workforce Investment Act Statistics for Program Year 2012.

Illinois Department of Employment Security

Employment Service

With Illinois experiencing one of the worst recessions in decades, the Illinois Department of Employment Security (IDES) has, in recent years, expended the lion's share of its resources to assist the workforce's job losers. Through its administration of the unemployment insurance (UI) program, the Department's efforts have been directed toward paying benefits to claimants under state and a myriad of federal programs. Nonetheless, even before the economy started showing signs of improvement, IDES' Employment Service (ES) prepared for recovery. By Program Year (PY) 2012, it was again ready to meet the needs of an expanding job market and resume its role as the state's Employment Office.

A product of the Great Depression, the Wagner-Peyser Act of 1933 established the nationwide system of public employment offices of which IDES' Employment Service is a member. Even as the Act was amended by the Workforce Investment Act of 1998 and IDES and the Employment Service merged into partnership with the Illinois workNet® system, the program's two-pronged mission has remained constant: to assist job seekers in finding jobs and employers in finding qualified workers.

While its role may have been overshadowed by the immediate need to assist the unemployed, the Employment Service continued building the necessary supports for jobseekers' return to the workforce. Whether through participation with its partners in Rapid Response workshops or intake at its field offices, IDES offers assessment, an online job application process, and job search and placement services.

The Employment Service can make the job search process seem less daunting for those who participate in its job finding workshops. First time job seekers, those who have not had to look for a job for some time, and individuals who need help to adjust to a new economic environment can benefit from workshop components that show them how to organize their job searches; improve their interviewing skills; use labor market and career choice tools to target prospective jobs and industries for contact; and access the many employment and supportive services available. Local office staff conduct specialized workshops for military veterans, youth, and ex-offenders as needed and regularly scheduled workshops for the greater number of UI claimants. In conjunction with the UI profiling program, which identifies claimants that may have a particularly difficult time finding employment, the Reemployment Services program conducts local workshops in which 5,501 claimants participated during PY 2013. Feedback received indicates that a number of the completers gained an extra measure of confidence to market themselves to employers as a result.

For the long-term unemployed claimants, IDES offered a mix of services that included individual career counseling and skills assessment, orientation to One-Stop services, and an eligibility review under the Extended Unemployment Compensation/ Reemployment and Eligibility Assessment program. Nearly 39,546 such services were provided in PY 2013.

In order to more effectively target claimants, IDES recently launched e-mail blast notifications to promote various reemployment workshops and hiring events. The e-mail blast works with Illinois Job Link (IJL) to notify job seekers and employers of news and events in their area. A recent blast targeted 233,629 job seekers and employers. Using the same platform, the Department's latest monthly newsletter reached 1,125,703 job seekers and employers. It also allows the Department to process a significantly larger number of requests in a more timely and efficient manner. This is a free service that IDES' partners are also able to utilize to outreach to their clients.

IDES participates in hiring events as a means to connect job seekers and employers in person and achieve positive outcomes as a result of the contact. A hiring event is more than a job fair. Prior to the hiring event, businesses register and post job openings on IJL. Similarly, job seekers are encouraged to build multiple resumes to emphasize their skills and experiences. Prior to the event, IDES works with employers to select individuals who most closely match the employers' requirements to be interviewed at the event. Thus, initial matches are made prior to the event, so the potential for actual job offers are increased.

As Illinois' primary source for labor market and career information, IDES is in a unique position to help job seekers develop their employment plans, whether they involve career choice or change. The Department has added a new tool to its arsenal, TORQ (Transferable Occupation Relationship Quotient), a web- based product that guides job seekers in determining whether their current skills translate into in-demand occupations or whether additional training might be their best course of action. Over the past year, IDES distributed additional TORQ licenses to Illinois workNet Center staff and provided additional training on TORQ's use to employment counselors, Rapid Response teams, and other state partners to enable them to more efficiently guide individual job seekers toward the best track for their future.

The Employment Service improves the odds of a job match as it brings job seekers and employers together through www.IllinoisJobLink.com. Illinois JobLink (IJL) is the state's largest labor exchange platform. As job seekers and employers establish their individual accounts in IJL, this Internet-based system collects information on job seekers' work experience and skills – including their resumes – and on the requirements employers set for their job openings. IJL is suitably user friendly: job seekers and employers may elect to enter their own profiles, although IDES staff assistance is available, if needed. For the most part, jobseekers and employers are free to browse each other's listings, make contact, and arrange job interviews. Again, IDES staff will provide assistance as needed with the job matching process. For PY 2013, IDES enrolled 769,540 participants in IJL which posted 33,015 employer job openings. IDES Business Services Team is leading the effort to index jobs from other major job boards which drives up the number of viewable jobs to an estimated 163,649. IDES and IJL were early adopters of an indexing service provided by Direct Employers, a national non-profit, which runs the national job board www.us.jobs. Through this partnership, IJL collects approximately 87,000 additional Illinois jobs on a daily basis which are automatically de-duplicated. Because Direct Employers appreciates IDES' early adoption, they have offered the Department ten free "micro-sites" which can extract specific types of jobs based on keyword or code. For example, IDES is currently showcasing jobs created by the Affordable Care Act on www.WorkInIllinois-healthMarketPlace.jobs. All in all, indexing gives jobseekers access to more jobs through the state's job board and more employers more access to qualified workers.

By the end of PY 2013, over 27,000 employers were utilizing the IJL and 48,573 jobseeker resumes were searchable.

As noted above, IDES has piloted micro-sites for high visibility hiring events such as www.WorkInIllinois-healthMarketPlace.jobs to showcase jobs created by the Affordable Care Act in Illinois. In addition, the Department created www.WorkInIllinois.jobs and www.WorkInIllinois-veterans.jobs to display Illinois jobs, drive search engine optimization, and provide a mobile web platform for IllinoisJobLink.com. There are more on the way.

To best serve the employment needs of all Illinois citizens, IJL needs a constant infusion of job opportunities. IDES takes its role as the state's labor exchange very seriously and strives to be the market-leader in matching employers with qualified job seekers. Toward that end, the Department puts a premium on employer outreach and relationship building. In the last year, IDES' Bureau of Business Services established the Employer Outreach Team consisting of one Employer Outreach manager, five business service managers, and 15 business service coordinators. Under the banner of "Illinois' No-Cost human Resource Solution," the employer outreach team markets IJL to employers, their industry associations, chambers of commerce, economic groups, community-based organizations, and other employing entities. The team encourages as many employers as possible to utilize IJL to get as many jobs as possible listed in the system and leads their efforts by promoting the benefits of IJL to employers. Methods of achieving this goal include indexing (outlined above) as well as leveraging micro-sites around high-visibility events. By creating a micro-site for jobs created by the Affordable Care Act, the agency hopes to draw attention to its services. Additional micro-sites are planned for other high-growth industries such as transportation, distribution, logistics, manufacturing, and hydraulic fracturing. Additionally, the general Assembly recently passed legislation that all Illinois State Contractors must post their jobs in IJL. The team maximizes their efforts through direct out- reach, often with their WIA partners, including DCEO's regional economic developers. For example, IDES works closely with DCEO's Team Red to target employers locating or expanding in Illinois. IDES' local business services teams ensure coverage of all businesses in their areas.

For employers who request assistance, the Employer Outreach Team will enter job orders in IJL, search the database, refer qualified candidates for interviews, and follow up on the results. Employers who hire members from certain target groups, such as, public assistance recipients, veterans, youth, and ex-offenders, among others, may qualify for federal income tax credits under the Work Opportunity Tax Credit (WOTC). The Employer Outreach Team will ensure that they apply. The WOTC team has recently shifted most of the application and certification process to paperless. So far in 2014, IDES' employer outreach team has certified 50,092 applications representing approximately $122 million in tax credits.

If, after working with the team and searching IJL, employers have not found qualified job candidates, the Employer Outreach Team will refer the employer to the LWIA for help in identifying recently trained individuals or in establishing a training pro- gram to produce them.

IDES provides specific assistance to job seekers and employers in the economics and finance sectors through the International Registry Program. The registry is a professional placement service where global corporate, academic, and governmental employers are introduced to global professional jobseekers through their professional organizations. By following customized IJL user guides, association members – both employers and job seekers – perform self-job matching and make interview arrangements. IDES currently partners with the Allied Social Science Associations, a consortium of 37 related associations spearheaded by the American Economic Association, but hopes to expand to other disciplines.

By the end of PY 2013, a total of 337,373 program exiters entered employment.

Services to Veterans

Illinois' first state-supported public employment offices were established for the sole purpose of helping returning military veterans to reenter the civilian workforce. While the Employment Service's mission has since expanded, veterans are still foremost among the client groups that IDES serves. According to federal mandate, all eligible veterans and other covered persons receive priority of service under the WIA/Wagner-Peyser programs. IDES' statewide network of veterans employment representatives ensure that they receive the services they are entitled to and that Illinois employers are made aware of the value veterans can add to their businesses. veterans employment representatives identify veterans in their communities who need assistance to become employed, especially those with disabilities or other barriers to employment. They often conduct active outreach at U.S. Department of Veterans Affairs medical hospitals and centers, veterans service organizations, and at Yellow Ribbon events, Stand Downs, and other settings where veterans or transitioning service members might concentrate. They are aided in this effort by a network of WIA partners, community and veterans service organizations, the state and federal Departments of Veterans Affairs (IDVA and USDVA) and, of course, Employment Service staff at their offices.

Veterans who visit an IDES local office or an Illinois workNet center receive an initial assessment to determine the best level of service to meet their individual needs. While many are job ready and capable of using IJL to select employer job openings they are qualified for, others may require assistance from Employment Service staff to prepare their resumes, consider career options, or navigate IJL. Veterans employment representatives will provide one-on-one intensive services to veterans with significant barriers to employment including those with service-connected disabilities, the disabled, the formerly incarcerated, the homeless, female veterans, and the economically or educationally disadvantaged, as well as Department of Veterans Affairs' vocational Rehabilitation and Employment (VR&E) and Veterans Retraining Assistance Program

(VRAP) enrollees/completers and Post-9/11 veterans. Services range from career guidance, and individual employability planning to help with resumes, interviewing skills, conducting job searches, and referral to supportive services. Veterans employment representatives cooperate with the Department of Veterans Affairs to aid veterans who need prosthetic devices, sensory aids, or other special equipment to improve their employability.

Some veterans' employment representatives are tasked with actively advocating the hiring of veterans, particularly those with disabilities, among employers and to develop employment opportunities tailored to individuals' skills. They may perform their outreach through local business service teams or through employer associations such as local and state chambers of commerce. They have the additional responsibility of training Employment Service staff and WIA partners on providing priority of service to veterans and other eligible persons and to monitor its provision in the course of service delivery.

Veterans are also served through the following specialized programs:

REALifelines: This IDES and USDOL/VETS partnership provides employment services, including intensive services, to seriously wounded or injured veterans who served in Operation Iraqi Freedom or Operation Enduring Freedom.

VR&E: IDES assigns a veterans employment representative as its Intensive Services Coordinator (ISC) at the U.S. Department of Veterans Affairs vocational Rehabilitation and Employment (VA VR&E) – Chicago Region office four business days a week. As the liaison between the VR&E program and the veterans employment representatives in IDES field offices, the ISC refers veterans nearing completion of their educational or training programs to the veterans employment representatives at an office convenient to them. The veterans employment representatives must call the veterans into the office for an interview and an assessment within five working days. Through monthly reports, the veterans employment representatives update the ISC on the veterans status. The ISC in turn forwards the information to the VR&E counselors to notify them of the veterans' progress and any issues that require resolution. When a VR&E client is placed in suitable employment, a placement report, followed by a 30- and 60-day retention report are sent to VR&E.

Post-9/11 Veterans/Gold Card Program: unemployed Post-9/11 era veterans receive staff assisted and intensive services and the follow-up services they need to succeed in today's job market. Provision of these services is contingent upon the veterans' responses during the initial assessment/triage process. Job-ready veterans needing only core services are typically

assisted by Employment Service staff and exposed to jobs in Illinois Job Link (IJL). Those who, during assessment, indicate that they may have barriers to employment are placed into Intensive Services/Case Management with a Disabled Veterans Outreach Program (DVOP) Specialist. When deemed job ready, they are referred to the Local Veterans Employment Representative (LVER) for individualized job development. The LVER follows up monthly with each job ready Post-9/11 veteran until they find employment, which is not strictly limited to the six month window established for the Gold Card program. For the four-quarter report period ending June 30, 2014, 3,947 Post-9/11 veterans entered employment, 2,109 after receiving staff-assisted services by IDES' Employment Service staff and veterans representatives. Of these, 511 Post-9/11 veterans afforded intensive services/ case management and 922 received staff assisted services entered employment due to the efforts of the veterans representatives.

The Incarcerated Veterans Transition Program: Veterans receive employment services while incarcerated in Illinois correctional facilities and after their release. IDES coordinates with the Illinois Department of Corrections and Illinois Department of Veterans Affairs to provide employment workshops for inmates within 18 months of their maximum release date. Emphasis is on job search techniques and resources to help these veterans address the unique employment barriers and other obstacles they will face when attempting to reenter the job market after their release.

Veterans Retraining Assistance Program (VRAP): IDES assists USDVA with its recruitment of unemployed veterans for VRAP, identifying and notifying potentially eligible veterans about the program. When the veterans selected for the program end their training, USDVA refers them back to IDES for employment assistance.

Army UCX Initiative: IDES is one of four states selected for a pilot project designed to reduce the duration of unemployment of recently discharged Army, Army National guard, and Reserve veterans who receive UCX, a type of federal unemployment benefit for ex-service members. Sponsored by USDOL-ETA, the Department of Defense, and the Army, the goal is to significantly increase this population's exposure to employment services and opportunities within a short timeframe and to provide data that the Army can use to evaluate its efforts to ready transitioning service members for their return to the civilian work- force. Each state is encouraged to design its own mix of enhanced services to accelerate reemployment. The most innovative element of IDES' approach is digital outreach. IDES has created mobile banner ads and a YouTube video and purchased digital placements via Google Ad Words as well as Bing/Yahoo and YouTube. The ads are specifically targeted toward keyword searches that unemployed Army veterans would likely use. When a veteran clicks on the ad, they are directed to a special landing page in IJL which encourages them to "opt-in" to receiving employment services from IDES. By the end of the pilot, the states will identify "best practices" to share with other state workforce agencies and the Army will have the project's research data to better prepare transitioning service members for reintegration into civilian work life.

Hiring our Heroes: IDES and the U.S. Chamber of Commerce are the lead agencies in a partnership that hosts "hiring our heroes" hiring events for veterans across Illinois. IDES has piloted a micro-site for these hiring events at www.IllinoishiringOurheroes.jobs. IDES employs its prematching process for these events, and its success was demonstrated at one March 2014 event. The event featured 211 interviews with 28 provisional job offers. The Department estimates that this event will generate some 648 hires over the next year.

Illinois Hires Heroes: To meet the increasing demand of employers asking for assistance in accessing qualified veterans, IDES has partnered with the Illinois Department of Veterans Affairs to create www.Illinoishiresheroes.com, a consortium of employers. IDES identified best practices for recruiting, hiring, and retaining veterans. For example, in order to be an Illinois hires heroes consortium member, employers must list their jobs in IJL.

When an employer implements these practices, they become consortium members and are featured on IDES' website as Illinois Veteran Friendly employers. To date, over 40 employers have applied and 14 have successfully joined the consortium. In addition to the benefits of hiring some of the most dedicated and skilled employees our nation has to offer, consortium members will be publicly recognized by governor Pat Quinn and will be allowed to use the Illinois hires heroes logo to market themselves as veteran friendly.

During PY 2013, 31,225 veterans enrolled in Employment Services (ES), 5,030 of whom were disabled veterans. Of those who exited the program, 11,415 entered employment, an entered employment rate of 48%. Of that total, 1,621 disabled veterans entered employment, a rate of 45%.

Services to Individuals with Disabilities

IDES promotes employment opportunities for individuals with disabilities and encourages employers to hire them for their job openings. During the past program year, IDES staff participated in events that emphasized the employment needs of and opportunities for individuals with disabilities, including hiring events in conjunction with the Department of human Services/Division of Rehabilitation Services (DHS/DRS), as well as with organizations that serve persons with disabilities. Some of these events included employment workshops.

Selected Employment Events for Individuals with Disabilities

Date of Event	Event Title	Organization	Hiring Event/Event Type (workshop/display/presentation, etc.)
7/16/13	ADA – Breaking Down the Barriers	Department of Human Services, IDES, and other state agencies	Celebrating the 23rd anniversary of the signing of the Americans with Disabilities Act: *Workshops on ADA issues and employment and a hiring event*
7/31/13	Celebrating the Americans with Disabilities Act: *American Dreams in Action*	Department of Human Services, IDES, and other state agencies	Celebrating the 23rd anniversary of the signing of the Americans with Disabilities Act: *Workshops on ADA issues and employment*

IDES also continued to host workshops across the state specifically for individuals with disabilities in coordination with Central Management Services (CMS) and the Department of Human Services (DHS), presenting information about employment opportunities in state government and the Successful Disability Opportunities Program.

The Department provides information on available services to the governor's Task Force on Employment and Economic Opportunity for People with Disabilities, the Illinois Interagency Coordinating Council, Central Management Service's Disability hiring Initiative committee and the Statewide Independent Living Council of Illinois subcommittee on Employment for individuals with developmental disabilities.

During PY 2013, IDES enrolled 4,508 persons with disabilities. Of the program exiters, 559 entered employment, an entered employment rate of 31%.

Services to Other Target Groups

Hire-the-Future: IDES encourages youth 16 to 24 years old to aspire to careers in professional and growth-oriented occupations – and of more immediate importance – to stay in school. Hire-the-Future is a statewide program that provides employment services while introducing participants to career information through IDES' online Career Information System. In PY 2013, Hire-the-Future staff presented program and workforce information at 35 events, registered 209 participants, and provided 925 staff-assisted services.

Reentry Employment Services Program: Like the Incarcerated Veterans Transition Program, the Reentry Employment Services Program (RESP) serves individuals who are on parole or about to be released from penal institutions. Staff provide job finding workshops that include job search and interviewing techniques as well as resources to equip ex-offenders with skills to overcome their unique barriers to employment. RESP staff registered 862 participants, provided 3,617 staff-assisted services, and participated in 62 events around the state in PY 2013. In addition, IDES has participated through the following organizations to improve employment opportunities for ex-offenders:

- **Inventorying Employment Restrictions Task Force:** The group reviews statutes, administrative rules, policies, and practices that restrict employment of individuals with a criminal history, and reports findings and their effect on employment opportunities to the governor and the General Assembly.
- **2013 Expungement Summit Planning Committee:** The Office of the Cook County Clerk of the Circuit Court, in conjunction with several other agencies and organizations, held an Adult and Juvenile Expungement Summit and Ex-Offender Job Information Seminar. The summit provided information about reentry support services in the Cook County area as well as assistance in expungement and sealing arrest records.
- **Community Support Advisory Council:** This Illinois Department of Corrections (IDOC) faith-based reentry program's primary role is to build support within the community on behalf of the formerly incarcerated who are returning home.
- **National Association of Counties (NACO) Smart Justice Initiative:** Elected county officials from various states, county staff members and representatives from various organizations discussed their local approaches to reduce recidivism and unemployment.
- **Juvenile Justice Leadership Council Diversion & Alternatives to Detention/Incarceration Workgroup:** The workgroup provides oversight and support to all Illinois counties/communities in their endeavors to maintain public safety, to address victims' needs, and to ensure that youth are held accountable for their conduct and are equipped to mature into productive members of their communities. In addition, it develops guidelines and principles to assist in creating effective Illinois programming. The resulting research and findings will be a valuable resource when addressing alternatives to placing youth in detention/incarceration facilities.

- **Collaborative on Reentry Annual Meeting:** This annual meeting of statewide reentry community partners addresses the goals, metrics, success, and challenges of specific reentry areas such as education and employment, juvenile justice, legal barriers, and alternatives to incarceration.

Migrant and Seasonal Farmworkers (MSFW): IDES is required to provide services to MSFWs that are qualitatively equivalent and quantitatively proportionate to services provided to non- MSFWs. Bilingual trained staff at offices where significant agricultural activity occurs reach out to workers in the fields and encourage them to enroll for staff assisted employment services, including referral to supportive services, job development, career guidance, and job placement. Staff also perform field checks and report potential violations. By the end of PY 2013, 1,279 MSFWs had been enrolled in IJL of whom 1,194 received staff-assisted services.

Labor Market Information (LMI)

In cooperation with the USDOL Bureau of Labor Statistics, IDES collects, analyzes, and distributes workforce statistics and related information, such as current employment, average wages, job trends, and demographic characteristics that is useful in planning and evaluating economic and workforce development strategies. As such, LMI complements the Employment Service by guiding choices made by: students and jobseekers (career choice or change), employers (site selection, business expansion), and state and local policymakers (economic development initiatives) among many others. users may access this information via the IDES website at www.IDES.Illinois.gov/LMI or www.IDES.Illinois.gov/careerinfo or the Illinois workNet portal.

During PY 2012, the Department completed and delivered the updated version of the Internet-based Illinois Career Information System (CIS). CIS makes occupational descriptions, employment projections, average wages, training program requirements, and schools and scholarship information available to primary and secondary school students and their parents, guidance counselors, and adult jobseekers. In addition, CIS Jobseeker, a version for the experienced worker preparing for a career change or for one returning to the workforce after layoff or retirement, was enhanced and is scheduled for release in September. Finally, IDES distributed additional TORQ licenses to its workforce partners. TORQ is another tool to assist job seekers required to change careers to find new occupations that closely align with their current skills, knowledge, and abilities or recognize the need for training in order to become employable.

On the business side, as a member of the State Partner Agency Team, the Department began work on Illinois' Workforce Innovation Funds (WIF) Project – Accelerated Training for Illinois Manufacturing (ATIM). Fellow team members include DCEO and (ICCB) representing the public sector and the Illinois Business Roundtable and Illinois Manufacturers Association for the private sector. IDES also further expanded its distribution of help Wanted Online analysis to provide statewide and regional real-time labor market information to help assess current labor market conditions while at the same time revealing the actual quantity of real, unduplicated online jobs by geographic location, occupation, and industry.

Illinois Department of Human Services

Rehabilitation Services

The IDHS Division of Rehabilitation Services (IDHS/DRS) is recognized as a national leader in vocational rehabilitation (VR) with over 15,000 DRS customers entering competitive employment in the last three years. The agency continues to be an active partner in the ongoing efforts to implement a comprehensive workforce investment system in Illinois that provides equal access to customers with disabilities.

In addition to providing its mandated core services, IDHS/DRS offers a full array of (VR) services to over 40,000 customers with disabilities in 45 statewide field offices and through working agreements with each of the Illinois workNet Centers.

Illinois Corporate Partners

The Illinois Corporate Partners (ICP) is comprised of human resource representatives from leading companies and corporations throughout the State of Illinois who are interested in offering guidance, advice and support to IDHS/DRS. As an advisory group of employers, this partnership assists the agency in its focus on direct placement initiatives, customer career choices, and issues that relate to job retention, promotion, and career advancement for people with disabilities.

Local Corporate Business Partners

The Corporate Business Partnership (CBP) program is an innovative approach to facilitating closer relationships between IDHS/DRS and businesses throughout Illinois. CBP's are comprised of businesses committed to providing job opportunities for people with disabilities, as well as re-investing in the community by creating paths for Illinois residents to become productive and responsible taxpayers. In return, IDHS/DRS provides free workshops, accessibility consultations, and training seminars to CBP members and also acts in an advisory role for those companies who seek answers or consultation regarding issues relating to employees and customers with disabilities.

National Employment Team

Illinois' public Vocational Rehabilitation (VR) program also closely follows the model of The National Employment Team (NET). The NET is a membership coordinated by the Council of

State Administrators of Vocational Rehabilitation (CSAVR), the national body representing the 80 publically funded vocational rehabilitation programs across the country.

Business customers, in the private and public sectors, are provided with a designated single point of contact to connect with qualified applicants, resources and support services in their local area, multi-state or national marketplace. The NET offers employment support in all 50 states, the District of Columbia and the territories.

This fundamental shift in VR service delivery has enabled VR agencies to move from a state system serving businesses to a "one-company" national approach, offering expanded career opportunities to individual customers. The NET is supported by 25,000 VR staff nationwide in coordination with their community partners and a $3.5 billion annual budget designed to train and employ the talents of people with disabilities while meeting the employment needs of business.

The following VR services have been identified as "value-added" by our business customers:

- Pre-employment services
- Recruitment and referral of qualified applicants
- Staff training
- Diversity program strategies
- Retention programs to support employees who develop or acquire a disability
- Consulting, technical assistance and support
- Financial supports including access to tax credits and/or deductions available for hiring or accommodating people with disabilities
- Employee assistance

ILLINOIS DEPARTMENT OF HUMAN SERVICES, REHABILITATION SERVICES

Nancy Swisher

Certified Nursing Assistant
Peoria, IL

LWIA 15

Hearing loss can be a challenge in any aspect of life, but for Nancy Swisher it proved especially difficult in following her passion in caring for seniors. With help from the Illinois Department of Human Services Division of Rehabilitation Services (DRS), Nancy has been able to maintain her job as a certified nursing assistant (CNA) doing what she loves.

Nancy's hearing loss was first discovered in 1983 — her sophomore year of high school. Her sister took her to get her ears checked due to a strong occurrence of hearing loss in the family (her mother and six of her eight siblings suffer some degree of hearing loss). Deterioration of her hearing had begun, and she was referred to a counselor at DRS.

DRS is Illinois' primary office working with people with disabilities so they may achieve their educational goals, find employment, and live independently.

After two years of training, Nancy was able to find and maintain work as a CNA through the help of DRS. "[They] helped me keep my job by keeping my hearing aids up and working, sending me to the audiologist when new ones were needed, and making sure I had the things I needed for my job." Tools made available to Nancy included an alarm clock and blood pressure cuff that did not rely on the ability to hear.

With her hearing at only 10 percent functionality and continuing to decrease, Nancy decided to get a cochlear implant in 2011. Her mother, who has had two of the implants, was her inspiration, but DRS was there to guide her through the process. "The best was all the work we did together to get through all the paperwork," Nancy said.

The implant, which feeds sounds directly to the auditory nerves as opposed to simply amplifying them, changed Nancy's life. "Every day is a learning, new awakening for me. There are sounds I have never heard or heard correctly... it is amazing what is possible today." She went on to describe the variety of sounds she can hear now, sounds many people take for granted, like birds singing and leaves rustling in the wind.

The best sound came the day the implant was turned on. After a six-week recovery from the surgery, the device was activated and Nancy's audiologist brought her family into the room. Nancy describes the experience: "My son was very nervous because he was afraid it wouldn't work for me. [The audiologist] told him to say something without me looking at him so I didn't read his lips. He then said, 'I love you, Mom.' I couldn't answer I was crying so hard; so I gave him the 'I love you,' sign. It was the best day ever!"

In returning to daily life, Nancy has found she can do her job even better. Being the caring person she is, Nancy strives to go above and beyond as a CNA. "The most rewarding part of my job is my residents," she said, "sometimes all they want is for someone to actually listen to them, and now I can do that better than before."

The assistance DRS provided Nancy in overcoming her hearing-loss challenge has been inspirational. "I can't say enough how DRS has enlightened my life," she said, adding, "I would tell anyone about the help that is available, because, to be honest, not very many people know that DRS offers so many different lines of caring help." Nancy has encouraged co-workers and family members in need to contact DRS.

DHS's Division of Rehabilitation Services is the state's lead agency serving individuals with disabilities. DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities. To learn more, call 1-877-761-9780 Voice, 1-866-264-2149 TTY, or 312-957-4881 VP, or go to www.drs.illinois.gov/success.

Division of Family and Community Services

The Bureau of Workforce Development under the Division of Family and Community Services is divided into three separate programs;

- Employment and Training Resource Development Services
- Teen Parent Services (TPS)
- TANF Workforce Development unit

Employment and Training Resource Development Services

Employment and Training Resource Development Services manages statewide contracts for employment and training services for the following customers to assist with developing jobs skills necessary for obtaining employment and becoming self-sufficient:

- Temporary Assistance for Needy Families (TANF) and other low income TANF Program related individuals
- Able Bodied Adults Without Dependents (ABAWDs) who receive non-assistance SNAP benefits, are between the ages of 18 through 49, and are not exempt

Agencies contracted to provide work and training activities are responsible for the overall case management of clients assigned to core and non-core work and training activities. These agencies, referred to as Providers, are responsible for securing appropriate work experience, community service and educational opportunities for clients.

Teen Parent Services

Young parents under the age of 20 who apply or receive TANF benefits in obtaining their high school diploma or General Educational Development (GED) certificate are assisted through Teen Parent Services. A comprehensive family assessment is completed which leads to the development of a service plan to assist the teen as they move toward their educational and career goals. Services provided, but not limited to, include:

- Working through the TANF application process
- Family Planning
- Preventative health care
- Conflict resolution
- Connection to social services

TANF Workforce Development Unit

TANF cases are monitored throughout the state for accuracy and continued eligibility by the TANF Workforce Development unit. The team assists with technical conceptualizing, designing, and refining of the TANF program to promote employability and self-sufficiency for public assistance customers. Working closely with the Family and Community Resource Center (FCRC) staff, the department develops innovative alternatives to existing programs and procedures in areas such as domestic violence, substance abuse, unemployment/underemployment, and other contributing factors.

APPENDIX A and B

- Workforce Investment Act Title IB Program Performance
- Workforce Data Quality Initiative
- Key Performance Indicators
- Customer and Employer Satisfaction Survey Activities and Results
- State Evaluations of Workforce Activities
- Department of Labor Waiver Requests
- Performance Tables

APPENDIX A

Workforce Investment Act Title IB Program Performance

Overview

Title IB of WIA establishes a governance structure for the design and development of the workforce system and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. OET administers the Title IB program at the state level. LWIBs, in partnership with the Chief Elected Officials (CEOs) in each LWIA, are responsible for oversight of the Title IB Adult, Dislocated Worker, and Youth activities. The CEO has fiscal responsibility for Title IB program funds, and may designate an entity to serve as fiscal agent and assist with program administration.

Cost-Effectiveness Analysis

Each year Illinois provides a cost-effectiveness analysis and a summary of evaluations conducted for workforce investment activities. Illinois adopted the format suggested for use in the United States Department of Labor (USDOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) 29-11. Rather than providing an overall cost-effectiveness ratio for the Title IB programs, Illinois uses cost-effectiveness measures for each program. This approach takes into account the important differences in the targeted populations and the variations in the intended outcomes of each program.

The methodology for deriving cost-effectiveness measures related to the basic performance outcomes for each program is as follows:

Overall Cost per Participant	Divides the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)
Participant Count	The number of participants that were included in each performance category was determined from the WIA Annual Report Form (ETA 9091). Generally, this corresponds to the number of participants included in the denominator for each measure.
Total Participant Cost	Multiplies the overall cost per participant count and the participant count to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Literacy and Numeracy Gain measure, the participants counted in each measure are exiters as reported in the Annual Report.)

However, there are several limitations to the methodology, as described below:

- The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level.
- The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.
- The method is of limited use in assessing program effectiveness, because it is not an outcome-based measure. The State offers no evaluative judgment about these outcomes. At best, they constitute a baseline in which a comparison with subsequent results occurs.

The following performance outcomes have cost-effectiveness measures:

Program	Measures
Adult	Average Earnings Employment Employment Retention
Dislocated Worker	Average Earnings Employment Employment Retention
Youth	Employment/Education Diploma/Certificate Attainment Literacy/Numeracy Gain

The results of the analysis are included in the WIA Title IB Financial Statement (Table 1)

Table 1 – Illinois Workforce Investment Act (WIA) Title IB Financial Statement

	Available	Expended	Percent	Balance Remaining
Total all Fund Sources	153,530,871	106,562,480	69.41%	46,968,391
Adult Program Funds	33,103,276	25,784,703	77.89%	7,318,572
Carry-in Funds (no add)	5,694,325	5,694,325	100.00%	0
Dislocated Worker Program Funds	37,170,163	27,273,668	73.38%	9,896,495
Carry-in Funds (no add)	5,700,500	5,700,500	100.00%	0
Youth Program Funds	34,919,864	26,183,657	74.98%	8,736,207
Carry-in Funds (no add)	6,041,576	6,041,576	100.00%	0
Out-of-School Youth	22,220,029	17,057,132	76.76%	5,162,896
In-School Youth	12,699,836	9,126,525	71.86%	3,573,311
Summer Employment Opportunities		183,856		
Local Administration Funds	13,163,959	7,976,355	60.59%	5,187,604
Carry-in Funds (no add)	3,413,236	3,413,236	100.00%	0
Rapid Response Funds	25,214,358	13,545,417	53.72%	11,668,941
Carry-in Funds (no add)	15,358,036	11,499,347	74.88%	3,858,689
Statewide Activities Funds	9,959,251	5,798,679	58.22%	4,160,572
Carry-in Funds (no add)	4,308,651	3,869,254	89.80%	439,398

Illinois expended over $79 million in FPY'13/SFY'14 across the adult, dislocated worker (including Rapid Response) and youth funding streams, serving over 25,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of $3,134 which reflects an increased number of participants entering training.

Tables 2 and 3 provide cost-effectiveness information for each WIA Title IB program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Entered employment, employment retention and average earnings measures provide data for adults and dislocated workers. For youth, the data is for employment or education, degree or certificate attainment, and literacy and numeracy gains.

Table 2 – Cost Effectiveness – Registered Adult and Dislocated Worker Programs

	Adult Programs			Dislocated Worker Programs		
Expenditures	$25,784,703			$27,273,668		
Participants	*7,715			10,697		
Cost Per Participant	$3,342			$2,550		
	Measures			Measures		
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	3,556	3,685	4,327	5,818	6,557	6,761
Cost	$11,884,152	$12,315,270	$14,460,834	$14,835,900	$16,720,350	$17,240,550
Outcome	$49,869,569	2,698	3,638	$108,435,165	$5,284	5,917
Cost per Outcome		$4,565	$3,975		$3,164	$2,914
Return on Investment	$10,682			$16,088		

Table 3 – Cost Effectiveness – Youth Programs

	Youth Programs		
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains[1]
Expenditures	$26,183,657		$17,057,132
Participants	6,874		4,232
Cost Per Participant	$3,0809		$4,031
	Measures		
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains[1]
Participants in Measure	3,470	2,748	1,563
Cost	$13,217,230	$10,467,132	$6,300,453
Outcome	2,413	1,876	1,023
Cost per Outcome	$5,478	$5,579	$6,159

[1] Literacy & Numeracy Gains are measured on Out-of-School Youth only.

*The 7,715 participant count is derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page B-4.

Workforce Data Quality Initiative (WDQI)

Illinois Department of Commerce and Economic Opportunity (DCEO) was awarded $1 million from the U.S. Dept. of Labor (DOL) on July 1, 2012 for an innovative project known as the Workforce Data Quality Initiative (WDQI). The WDQI supports development and expansion of the State workforce longitudinal administrative data systems. It is a three year grant period ending June 30, 2015. DCEO subsequently awarded 3 subawards of the funding to Illinois Dept. of Employment Security (IDES), Northern Illinois University (NIU), and University of Illinois – Champaign, (U of I). Overall the WDQI is intended to develop or improve State workforce longitudinal data systems. It is to enable workforce data to be matched with education data, to ultimately create longitudinal data systems with individual-level information from pre-kindergarten through post-secondary and into the workforce system to build capacity to evaluate the outcomes of federally or State-supported education programs while protecting individual's privacy. Improving the quality and breadth of the data in workforce longitudinal data systems is important to ensure data is complete and accurate and includes an array of performance information in order to enhance knowledge about the workforce system and impact of state workforce development programs.

DCEO in collaboration with IDES, NIU, U of I, Illinois Department of Human Services, and the education agencies such as Illinois State Board of Education (ISBE), Illinois Community College Board (ICCB), Illinois Board of Higher Education (IBHE), and Illinois Student Assistance Commission have all worked extremely hard this year to finish refining and categorizing data in their respective databases in order to analyze the available data elements and determine which of those elements make the most sense to share between the agencies. The combined information will create data stories that will add significant value to the decision makers of the State and nation. The biggest challenge to the State team was finding commonality and match ability in the data elements from very senior, and independent state IT systems, while also adhering to strict laws and administrative rules of privacy.

The second biggest challenge was pioneering the data and ensuring that outcomes realized from the combined data elements were accurate and portrayed the truth in the longitudinal matches of data. It has been an extremely exciting and rewarding year for those involved in the assimilation and combination of data. They have been witnesses to the fragments of information coming together for the first time ever. Program data that previously would have been viewed in silos of information from each individual agency is slowly but surely blending and taking form into longitudinal information that will prove extremely useful in shaping the future of government subsidized programs and it recipients.

With the recent determination and announcement of the Illinos centralized federated database warehousing system overseen by Northern IL University, the agencies and partnerships working on WDQI plan to rally in the final months to finalize deliverables. Intensive work continues on the merging of data, solidify its integrity, and making the final connections that display complete lifelines of information. The ultimate goal is to be able to identify and assist people in choosing and following through on the most successful life path possible. The agencies are working on a sustainability plan for the IL WDQI efforts, as well. It is felt only the tip of the iceberg has been recognized and team members look forward to continued pioneering of the wealth of information becoming available and finding innovative ways to share this data with the world.

Key Performance Indicators

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with USDOL. Illinois' overall performance calculation aggregates the performance data of its 23 LWIAs. The state's ability to meet or exceed pre-determined levels of performance provides an indicator as to the effectiveness of Illinois' WIA Title IB services in addressing the needs of its customers.

Since the inception of WIA Illinois has met or exceeded performance each year. In FPY'13/SFY'14 the State met all seven out of the nine performance measures exceeding two measures.

Adult and Dislocated Worker Activities

WIA authorizes a tiered level of services for adults and dislocated workers. Core services represent those services that are universally available to any individual. Intensive and training services are available to individuals who meet certain eligibility requirements for each of the funding streams in WIA. Based on eligibility guidelines, case managers determine whether or not these individuals will benefit from WIA services to achieve employment or training. In the case of employed individuals, WIA services are directed towards obtaining or retaining self-sufficient employment and training when needed.

In addition to the delivery of services to dislocated workers through funds allocated by formula to the local level, WIA requires states to establish a Rapid Response capability to address major worker dislocation and plant closing events. This Rapid Response capability allows for organized and coordinated services to dislocated workers, drawing on all available partner resources, in cooperation with local workNet staff. Rapid Response activities that address major dislocations are through funds set aside at the state level and augmented with additional USDOL funds awarded to the state on an application basis.

- The WIA Title IB program served 7,715[2] registered adults during FPY'13/SFY'14
  - 3,925 of those served (over 50% of the total) entered the adult program as registrants new to the WIA system
  - 73.22% of the adults gained employment in the first quarter after exiting the program
  - 84.08% retained employment three quarters after exiting the program

[2] 7,715 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page B-4.

- The Dislocated Worker Program served 10,697 individuals during FPY'13/SFY'14
  - 3,880 of those served (just over 36% of the total) entered the Dislocated Worker Program as new registrants
  - Over 80% of dislocated workers gained employment in the first quarter after exiting the program
  - Illinois also met its goal for employment retention, as 87.52% of dislocated workers retained employment three quarters after they exited the program

Services to adults and dislocated workers may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals not enrolled in training still receive a variety of other core and intensive services. These types of services can include an assessment of skill levels, job search and placement assistance, career counseling, labor market information, evaluation of employment barriers, development of individual employment plans, case management and courses in short-term, pre-vocational skills such as communication and interviewing, professional conduct, and other services appropriate in preparing individuals for employment or training.

Youth Activities

WIA youth activities provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further education, additional training, and eventual employment.

- The WIA youth program serves all youth ages 14 to 21.
- During FPY'13/SFY'14, there were 6,874 youth served through the WIA Title IB program
- Over 65% of these youth increased his/her educational functioning level in either literacy or numeracy exceeding the State's negotiated performance goal
- In FPY'13/SFY'14, the State exceeded its ADC goal. Over 68% of youth who exited the pro- gram received a recognized certificate, GED or attained a degree.
- Almost 70% of these youth were placed in employment or education (including the military) during the program and up to three quarters after they exited the program.

Customer and Employer Satisfaction Survey Activities and Results

DCEO has committed to improving the satisfaction survey process for both customers and employers by integrating surveys into the Illinois workNet portal. It is anticipated that this process will be completed during the SPY'13/FPY'14 reporting period and results available on a regular basis thereafter.

State Evaluations of Workforce Investment Activities

The Illinois Department of Commerce and Economic Opportunity (DCEO) plans to institute a series of metrics to evaluate workforce development activities under WIA section 136(e). The Return on Investment (ROI) evaluations will accomplish three major goals:

1. To position Office of Employment and Training (OET) administrators to quantify the economic impact and value of workforce development programs in Illinois,
2. To establish specific outcome metrics and related performance expectations to be incorporated into OET's overall grant administration strategy and future grant agreements, and
3. To provide an objective basis that can be used to compare effectiveness and outcomes across alternative workforce service interventions (e.g., OJT, incumbent worker training, customized training, ITAs, etc.).

Expected timeline for starting and completing the evaluation: The Office of Employment and Training will pilot the ROI metrics using data from existing grant initiatives in the health care sector. The initial evaluation will be completed during the next reporting year.

Questions the Evaluation will address:

The data to be collected, analyzed and tracked over time will illustrate three core outcomes:

1. **Placement rate into demand occupations** – This measure will identify the number of grant-funded program participants who have completed the training program and are placed into unsubsidized employment in demand occupations identified on the Demand Occupation Training List, expressed as a percentage of all participants who completed the training program.
   - The rate will be calculated at an individual and aggregate level by service intervention type.
2. **Rapid placement into demand occupations** – This measure will focus on the average number of days from the date the program participant completed the grant-funded training program to the start dates of employment in demand occupations included on the Demand Occupations Training List.
   - The rate will be calculated at an individual and aggregate level by service intervention type.
3. **Return on investment** – This measure will incorporate two parts: 1) the increase in wages (or net increase in wages if an incubent worker) earned expressed as a percentage of the direct financial investment required to generate increased earnings gains, and 2) the general economic value derived in the local economy in which income from increased wages is introduced.

Department of Labor Waiver Requests

During the reporting period, the Office of Employment and Training (OET) received waivers from U.S. Department of Labor (DOL) which allowed the state to implement policies that improved service delivery and training opportunities for its customers. These policies support the state's overall objective of increasing local investments in training that lead to employment in demand, good-paying jobs. Further, use of these waivers pro- motes the types of program design changes aligned with the common performance measures. The waivers expire June 30, 2017.

Common Performance Measures

As a result of this waiver, Illinois reports only the six common measures rather than the performance measures described in WIA Section 136(b), for Adult and Dislocated Workers. Through the implementation of the common measure waiver, the provision of training to adults and dislocated workers is strengthened because the current WIA credential rates are removed. This may require shorter, targeted training in some cases and longer term training in others, depending on the specific skills and credentials identified as necessary by industry, as well as more on-the-job and customized training delivery. Results are in Appendix B.

Incumbent Worker Training

The State has permission to use up to 10% of local Dislocated Worker funds and up to 10% of local Adult funds for Incumbent Worker Training (IWT) as part of a layoff aversion strategy.

Use of Adult funds is restricted to serving low-income adults under the waiver with skill attainment activities. This waiver provided 1,705 incumbent workers with skills upgrades in FPY'13/SFY'14.

The waiver includes a requirement to limit the use of local formula funds. Illinois identified six primary "at-risk" indicators including declining sales, supply chain issues, adverse industry/market trends, changes in management philosophy or ownership, workers who do not have demand skills and strong possibility of a job if a worker attains new skills.

In addition, to respond to reporting requirements in the Incumbent Worker waiver, OET developed a web-based system to track incumbent worker activity. The Incumbent Worker Training

System (IWTS) collects incumbent worker training activity information, including required federal reporting elements. All IWT projects are entered into IWTS, so that staff can track projects and trainee progress and outcomes at a greater level of detail than was possible in the past.

NOTE: The State is limiting the use of the waiver authority to 10% of local Dislocated Worker funds for training as part of a layoff aversion strategy.

ITAs for Out-of-School Youth

TThis waiver allows for the use of Individual Training Accounts (ITAs) for out-of-school youth participants and includes those 16- and 17 year-old youth participants concurrently enrolled in high school and a postsecondary institution. Providing enhanced customer choice via this waiver will allow those youth eligible to benefit from services provided by Illinois' certified training providers, as well as expand services without requiring workNet operators to register participants in the adult program. Approximately 547 youth received an ITA for FPY'13/SFY'14. During this reporting period, outcomes achieved for the youth that exited include:

- 81.2% of the youth attained a degree or certificate, 80.2% received placement in employment or education, and 72.0% of the youth achieved literacy gains.

Increase in the Employer Reimbursement for On-The-Job Training

Illinois received a waiver, which permits the state to increase the amount an employer is reimbursed for hosting an on-the-job-training project. The size of the reimbursement is based on a sliding scale subject to the size of the business and is outlined as follows: up to 90% for employers with up to 50 or few employees, up to 75% for employers with 51-250 employees and up to 50% reimbursement for companies with more than 250 employees (the current statutory rate). Training may be provided with either Adult or Dislocated Worker funds. Trainees of such training must be WIA eligible, and for Adult funds they must also be 18 years of age or older.

Rapid Response Funds for Incumbent Worker Training

The state was granted a waiver to permit the use of up to 20% of rapid response money to support incumbent worker training. The training must be part of a layoff aversion strategy as well as restricted to skill attainment activities.

APPENDIX B

WIA Title IB Annual Report Form (ETA 9091)

Illinois participates in the Common Performance Measure Waiver described on page A-5. Therefore, Shaded areas are not a report requirement for states approved to report against the Common Performance Measures.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level-American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Samples	Response Rate
Participants						
Employers						

Table B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	73.22	2,698
			3,685
Employment Retention Rate	85	84.08	3,638
			4,327
Six Months Average Earnings	$13,900	14,024.06	$49,869,568.64
			3,556
Employment and Credential Rate			

Table C – Outcomes for Adult Special Populations

Report Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disablilities		Older Individuals	
Entered Employment	72.17	1,779	63.87	99	47.06	40	56.51	152
		2,465		155		85		269
Employment Retention Rate	82.73	2,161	83.33	120	77.42	48	76.26	167
		2,612		144		62		219
Six Months Average Earning	$12,867.31	$27,072,819.40	$16,325.02	$1,877,377.13	$9,574.91	$421,296.11	$14,202.26	$2,300,765.57
		2,104		115		44		162
Employment and Credential Rate								

Table D – Other Outcome Information for the Adult Program

Report Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	75.46	126	73.79	842	72.88	1,661
		167		1,141		2,279
Employment Retention Rate	85.14	189	81.15	887	85.30	2,490
		222		1,093		2,919
Six Months Average Earnings	$12,131.60	$2,232,215.02	$11,250.25	$9,798,969.43	$15,264.16	$37,122,435.92
		184		871		2,432

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83	80.59	5,284
			6,557
Employment Retention Rate	91	87.52	5,917
			6,761
Average Earnings	19,000	18,637.88	$108,435,164.65
			5,818
Employment and Credential Rate			

Table F – Outcomes for Dislocated Worker Special Populations

Report Information	Veterans		Individuals with Disablilities		Older Individuals		Displaced Homemakers	
Entered Employment	74.21	400	64.36	65	66.73	748	77.36	41
		539		101		1,121		53
Employment Retention Rate	85.51	425	80.00	60	86.09	823	91.67	66
		497		75		956		72
Six Months Average Earnings	$20,260.22	$8,488,513.56	$17,187.12	$1,031,226.96	$18,248.81	$14,781,537.42	$15,211.58	$943,118.17
		417		60		810		62
Employment and Credential Rate								

Table G – Other Outcome Information for the Dislocated Worker Program

Report Information	Individuals Who Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	79.81	123	76.75	1,858	83.64	3,133
		154		2,421		3,746
Employment Retention Rate	90.55	115	87.83	1,905	87.14	3,671
		127		2,169		4,213
Six Months Average Earnings	$18,855.95	$2,130,721.81	$16,625.25	$31,305,352.28	$19,637.83	$70,735,473.38
		113		1,883		3,602

Table H.1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	70	69.54	2,413
			3,470
Attainment of Degree or Certificate	67	68.27	1,876
			2,748
Literacy and Numeracy Gains	60	65.45	1,023
			1,563

Table H.1.A – Outcomes for Older Youth Special Populations

Report Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Placement in Employment or Education Rate	68.00	1,513	100	2	69.97	424	69.51	1,523
		2,225		2		606		2,191
Attainment of Degree or Certificate Rate	65.79	1,102	100	1	75.00	366	62.28	857
		1,675		1		488		1,376
Literacy and Numeracy Gains	64.53	664	100	1	58.01	134	65.45	1,023
		1,029		1		231		1,563

Table H.2 – Older Youth (19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate			
Employment Retention Rate			
Six Months Average Earnings			
Credential Rate			

Table I – Outcomes for Older Youth Special Populations

Report Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate								
Employment Retention Rate								
Six Months Average Earnings								
Credential Rate								

Table J – Younger Youth (14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate			
Youth Dipolma or Equivalent Rate			
Retention Rate			

Table K – Outcomes for Younger Youth Special Populations

Report Information	Public Assistance Recipients		Individuals with Disablilities		Out-of-School Youth	
Skill Attainment Rate						
Youth Dipolma or Equivalent Rate						
Retention Rate						

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.07	3,852	$9,210.82	$33,260,271.59	4.23	114	$6,042.06	$17,632,295	51.23	851
		4,528		3,611		2,698		2,591		1,661
Dislocated Workers	87.90	6,501	$147.15	$118,189,252.32	4.07	215	$8,635.02	$44,073,153.20	57.07	1,788
		7,396		$101,664,492		5,284		5,104		3,133
Older Youth										

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adult	82,004	70,818
Total Adult (self)	63,639	61,826
WIA Adult	71,354	65,485
WIA Dislocated Worker	10,697	5,357
Total Youth (14-21)	6,874	3,238
Younger Youth (14-18)	–	–
Older Youth (19-21)	–	–
Out-of-School Youth	4,232	2,164
In-School Youth	2,642	1,074

Table N – **Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		25,784,703
Local Dislocated Workers		27,273,668
Local Youth		26,183,657
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		13,545,417
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		5,774,424
Statewide Required Activities (up to 15%) WIA Section 134(a)(3)	Program Activity Description	
	Governor's Discretionary/Pilot Projects	24,255
	Disability Employment Initiative (2011)	694,068
	Disability Employment Initiative (2013)	162,910
	2011 NEG Flood	304,023
	2013 NEG Severe Storms	875,592
	NEG Dislocated Worker Training	1,724,972
	Workforce Data Quality Initiative (WDQI)	234,489
	Workforce Innovation Fund (WIF)	3,552,560
Total of All Federal Spending Listed Above		106,134,738

Table O – **Local Performance**

Local Workforce Investment Area 1 **Lake County Workforce Investment Board**	Total Participants Served	Adults	264
		Dislocated Workers	532
		Older Youth (19 - 21) *Total Youth*	277
		Younger Youth (14 - 18)	
ETA Assigned Number **17005**	Total Exiters	Adults	131
		Dislocated Workers	254
		Older Youth (19 - 21) *Total Youth*	211
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults		76
	Dislocated Workers		83
	Older Youth		
Retention Rates	Adults		80
	Dislocated Workers		85
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$15,000	$15,683
	Dislocated Workers	$26,000	$26,756
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70	84
Attainment of Degree or Certificate	Youth (14 - 21)	74	89
Literacy and Numeracy Gains	Youth (14 - 21)	70	67
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 2 **McHenery County Workforce Network**	Total Participants Served	Adults	57
		Dislocated Workers	224
		Older Youth (19 - 21)	*Total Youth* 87
		Younger Youth (14 - 18)	
ETA Assigned Number **17010**	Total Exiters	Adults	24
		Dislocated Workers	118
		Older Youth (19 - 21)	*Total Youth* 30
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	80	82
	Dislocated Workers	86	90
	Older Youth		
Retention Rates	Adults	90	93
	Dislocated Workers	91	88
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$14,000	$13,241
	Dislocated Workers	$19,000	$21,909
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	79	71
Attainment of Degree or Certificate	Youth (14 - 21)	76	72
Literacy and Numeracy Gains	Youth (14 - 21)	70	82

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 3 **Boone and Winnebago Counties Workforce Investment Board**	Total Participants Served	Adults		298
		Dislocated Workers		591
		Older Youth (19 - 21)	*Total Youth*	270
		Younger Youth (14 - 18)		
ETA Assigned Number **17015**	Total Exiters	Adults		177
		Dislocated Workers		417
		Older Youth (19 - 21)	*Total Youth*	195
		Younger Youth (14 - 18)		

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75	68
	Dislocated Workers	84	80
	Older Youth		
Retention Rates	Adults	80	86
	Dislocated Workers	89	87
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$11,000	$11,108
	Dislocated Workers	$16,000	$14,976
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	65	59
Attainment of Degree or Certificate	Youth (14 - 21)	66	58
Literacy and Numeracy Gains	Youth (14 - 21)	57	56

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 4 **Partners for Employment**	Total Participants Served	Adults	193
		Dislocated Workers	534
		Older Youth (19 - 21)	*Total Youth* 221
		Younger Youth (14 - 18)	
ETA Assigned Number **17020**	Total Exiters	Adults	72
		Dislocated Workers	334
		Older Youth (19 - 21)	*Total Youth* 98
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78	82
	Dislocated Workers	83	81
	Older Youth		
Retention Rates	Adults	86	90
	Dislocated Workers	91	93
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$15,000	$16,506
	Dislocated Workers	$17,000	$15,722
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70	66
Attainment of Degree or Certificate	Youth (14 - 21)	75	77
Literacy and Numeracy Gains	Youth (14 - 21)	54	47

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 5 **River Valley Workforce Investment Board**	Total Participants Served	Adults	590
		Dislocated Workers	621
		Older Youth (19 - 21) *Total Youth*	352
		Younger Youth (14 - 18)	
ETA Assigned Number **17025**	Total Exiters	Adults	239
		Dislocated Workers	286
		Older Youth (19 - 21) *Total Youth*	221
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75	70
	Dislocated Workers	85	86
	Older Youth		
Retention Rates	Adults	87	82
	Dislocated Workers	90	91
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$14,000	$13,474
	Dislocated Workers	$20,000	$20,135
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	75	87
Attainment of Degree or Certificate	Youth (14 - 21)	73	84
Literacy and Numeracy Gains	Youth (14 - 21)	66	77

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 6 **DuPage County Department of Economic Development and Planning**	Total Participants Served	Adults		163
		Dislocated Workers		426
		Older Youth (19 - 21)	*Total Youth*	217
		Younger Youth (14 - 18)		
ETA Assigned Number **17030**	Total Exiters	Adults		89
		Dislocated Workers		279
		Older Youth (19 - 21)	*Total Youth*	126
		Younger Youth (14 - 18)		

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77	81
	Dislocated Workers	85	80
	Older Youth		
Retention Rates	Adults	80	90
	Dislocated Workers	85	90
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$15,600	$16,567
	Dislocated Workers	$25,000	$24,504
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	67	71
Attainment of Degree or Certificate	Youth (14 - 21)	80	85
Literacy and Numeracy Gains	Youth (14 - 21)	72	74

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 7 **Chicago Cook Works**	Total Participants Served	Adults		3,891
		Dislocated Workers		4,535
		Older Youth (19 - 21)	*Total Youth*	3,427
		Younger Youth (14 - 18)		
ETA Assigned Number **17035**	Total Exiters	Adults		1,980
		Dislocated Workers		2,224
		Older Youth (19 - 21)	*Total Youth*	1,461
		Younger Youth (14 - 18)		

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	72	72
	Dislocated Workers	80	81
	Older Youth		
Retention Rates	Adults	82	81
	Dislocated Workers	87	86
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,200	$13,703
	Dislocated Workers	$18,000	$19,476
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	68	67
Attainment of Degree or Certificate	Youth (14 - 21)	63	57
Literacy and Numeracy Gains	Youth (14 - 21)	54	63

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 10 **Workforce Investment Board of Will County**	Total Participants Served	Adults	320
		Dislocated Workers	428
		Older Youth (19 - 21)	*Total Youth* 164
		Younger Youth (14 - 18)	
ETA Assigned Number **17050**	Total Exiters	Adults	137
		Dislocated Workers	205
		Older Youth (19 - 21)	*Total Youth* 85
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76	78
	Dislocated Workers	84	78
	Older Youth		
Retention Rates	Adults	87	92
	Dislocated Workers	91	88
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,300	$12,818
	Dislocated Workers	$21,000	$20,860
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	66	69
Attainment of Degree or Certificate	Youth (14 - 21)	53	46
Literacy and Numeracy Gains	Youth (14 - 21)	80	86

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 11 **Grundy Livingston Kankakee Workforce Board**	Total Participants Served	Adults	209
		Dislocated Workers	265
		Older Youth (19 - 21) *Total Youth*	175
		Younger Youth (14 - 18)	
ETA Assigned Number **17055**	Total Exiters	Adults	78
		Dislocated Workers	96
		Older Youth (19 - 21) *Total Youth*	52
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	74	80
	Dislocated Workers	83	87
	Older Youth		
Retention Rates	Adults	85	85
	Dislocated Workers	91	84
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,800	$14,664
	Dislocated Workers	$16,800	$14,946
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	66	69
Attainment of Degree or Certificate	Youth (14 - 21)	70	64
Literacy and Numeracy Gains	Youth (14 - 21)	57	77

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 13 **Rock Island Tri-County Consortium**	Total Participants Served	Adults	101
		Dislocated Workers	279
		Older Youth (19 - 21)	*Total Youth* 77
		Younger Youth (14 - 18)	
ETA Assigned Number **17065**	Total Exiters	Adults	22
		Dislocated Workers	111
		Older Youth (19 - 21)	*Total Youth* 38
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81	87
	Dislocated Workers	83	72
	Older Youth		
Retention Rates	Adults	86	93
	Dislocated Workers	89	94
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,500	$15,863
	Dislocated Workers	$14,750	$13,380
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	64	67
Attainment of Degree or Certificate	Youth (14 - 21)	81	95
Literacy and Numeracy Gains	Youth (14 - 21)	61	63
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 14 **Workforce Investment Office of Western Illinois**	Total Participants Served	Adults	77
		Dislocated Workers	84
		Older Youth (19 - 21) *Total Youth*	75
		Younger Youth (14 - 18)	
ETA Assigned Number **17070**	Total Exiters	Adults	30
		Dislocated Workers	44
		Older Youth (19 - 21) *Total Youth*	42
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	85	83
	Dislocated Workers	87	80
	Older Youth		
Retention Rates	Adults	87	88
	Dislocated Workers	92	92
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$12,500	$12,634
	Dislocated Workers	$14,500	$14,147
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	72	75
Attainment of Degree or Certificate	Youth (14 - 21)	78	92
Literacy and Numeracy Gains	Youth (14 - 21)	57	50
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 15 **City of Peoria Workforce Development Department**	Total Participants Served	Adults	46
		Dislocated Workers	143
		Older Youth (19 - 21)	*Total Youth* 7
		Younger Youth (14 - 18)	
ETA Assigned Number **17075**	Total Exiters	Adults	12
		Dislocated Workers	95
		Older Youth (19 - 21)	*Total Youth* 23
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81	69
	Dislocated Workers	86	74
	Older Youth		
Retention Rates	Adults	89	91
	Dislocated Workers	92	86
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,900	$18,077
	Dislocated Workers	$19,000	$12,889
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	71	81
Attainment of Degree or Certificate	Youth (14 - 21)	78	79
Literacy and Numeracy Gains	Youth (14 - 21)	60	0

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
	X		

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Table O – **Local Performance**

Local Workforce Investment Area 16 **Career Link**	Total Participants Served	Adults	108
		Dislocated Workers	130
		Older Youth (19 - 21)	*Total Youth* 163
		Younger Youth (14 - 18)	
ETA Assigned Number **17080**	Total Exiters	Adults	42
		Dislocated Workers	49
		Older Youth (19 - 21)	*Total Youth* 73
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	82	100
	Dislocated Workers	88	96
	Older Youth		
Retention Rates	Adults	89	98
	Dislocated Workers	91	94
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$17,000	$20,266
	Dislocated Workers	$17,500	$18,558
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	72	89
Attainment of Degree or Certificate	Youth (14 - 21)	75	95
Literacy and Numeracy Gains	Youth (14 - 21)	68	100
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
			X

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Table O – **Local Performance**

Local Workforce Investment Area 17 **Champaign Consortium**	Total Participants Served	Adults	151
		Dislocated Workers	94
		Older Youth (19 - 21)	*Total Youth* 287
		Younger Youth (14 - 18)	
ETA Assigned Number **17085**	Total Exiters	Adults	101
		Dislocated Workers	65
		Older Youth (19 - 21)	*Total Youth* 93
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77	81
	Dislocated Workers	87	90
	Older Youth		
Retention Rates	Adults	88	94
	Dislocated Workers	91	98
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$14,800	$14,213
	Dislocated Workers	$15,000	$15,975
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	71	80
Attainment of Degree or Certificate	Youth (14 - 21)	75	93
Literacy and Numeracy Gains	Youth (14 - 21)	48	50
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 18 **Vermilion County Job Training Partnership**	Total Participants Served	Adults	40
		Dislocated Workers	81
		Older Youth (19 - 21) *Total Youth*	36
		Younger Youth (14 - 18)	
ETA Assigned Number **17090**	Total Exiters	Adults	13
		Dislocated Workers	20
		Older Youth (19 - 21) *Total Youth*	8
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76	88
	Dislocated Workers	86	86
	Older Youth		
Retention Rates	Adults	87	76
	Dislocated Workers	92	91
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,900	$12,780
	Dislocated Workers	$17,500	$17,564
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	76	100
Attainment of Degree or Certificate	Youth (14 - 21)	77	100
Literacy and Numeracy Gains	Youth (14 - 21)	70	100

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 19 **Workforce Investment Solutions**	Total Participants Served	Adults	66
		Dislocated Workers	169
		Older Youth (19 - 21)	*Total Youth* 50
		Younger Youth (14 - 18)	
ETA Assigned Number **17095**	Total Exiters	Adults	24
		Dislocated Workers	35
		Older Youth (19 - 21)	*Total Youth* 14
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77	71
	Dislocated Workers	90	91
	Older Youth		
Retention Rates	Adults	88	93
	Dislocated Workers	92	90
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$14,000	$15,664
	Dislocated Workers	$18,400	$16,730
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	65	67
Attainment of Degree or Certificate	Youth (14 - 21)	60	100
Literacy and Numeracy Gains	Youth (14 - 21)	60	67
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 20 **Land of Lincoln Workforce Alliance**	Total Participants Served	Adults	96
		Dislocated Workers	144
		Older Youth (19 - 21)	*Total Youth* 68
		Younger Youth (14 - 18)	
ETA Assigned Number **17100**	Total Exiters	Adults	43
		Dislocated Workers	76
		Older Youth (19 - 21)	*Total Youth* 50
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	82	80
	Dislocated Workers	87	85
	Older Youth		
Retention Rates	Adults	89	85
	Dislocated Workers	91	85
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$16,000	$16,940
	Dislocated Workers	$16,000	$15,871
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70	67
Attainment of Degree or Certificate	Youth (14 - 21)	76	90
Literacy and Numeracy Gains	Youth (14 - 21)	72	79
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 21 **West Central Development Council Inc.**	Total Participants Served	Adults	91
		Dislocated Workers	164
		Older Youth (19 - 21)	*Total Youth* 55
		Younger Youth (14 - 18)	
ETA Assigned Number **17105**	Total Exiters	Adults	36
		Dislocated Workers	80
		Older Youth (19 - 21)	*Total Youth* 21
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	83	91
	Dislocated Workers	85	77
	Older Youth		
Retention Rates	Adults	87	92
	Dislocated Workers	91	92
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,900	$14,188
	Dislocated Workers	$16,000	$14,345
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	67	60
Attainment of Degree or Certificate	Youth (14 - 21)	62	70
Literacy and Numeracy Gains	Youth (14 - 21)	62	100
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – **Local Performance**

Local Workforce Investment Area 22 **Madison County Employment and Training Department**	Total Participants Served	Adults	121
		Dislocated Workers	141
		Older Youth (19 - 21) *Total Youth*	148
		Younger Youth (14 - 18)	
ETA Assigned Number **17110**	Total Exiters	Adults	33
		Dislocated Workers	40
		Older Youth (19 - 21) *Total Youth*	62
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	65	71
	Dislocated Workers	83	89
	Older Youth		
Retention Rates	Adults	87	85
	Dislocated Workers	89	84
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$12,100	$13,112
	Dislocated Workers	$17,000	$15,554
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	68	86
Attainment of Degree or Certificate	Youth (14 - 21)	75	82
Literacy and Numeracy Gains	Youth (14 - 21)	60	61

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 23 **Illinois Eastern Community Colleges**	Total Participants Served	Adults	157
		Dislocated Workers	340
		Older Youth (19 - 21) *Total Youth*	191
		Younger Youth (14 - 18)	
ETA Assigned Number **17115**	Total Exiters	Adults	62
		Dislocated Workers	157
		Older Youth (19 - 21) *Total Youth*	76
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78	81
	Dislocated Workers	87	87
	Older Youth		
Retention Rates	Adults	90	96
	Dislocated Workers	91	94
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$12,800	$13,616
	Dislocated Workers	$14,500	$15,032
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	75	81
Attainment of Degree or Certificate	Youth (14 - 21)	68	74
Literacy and Numeracy Gains	Youth (14 - 21)	70	90

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 24 **St Clair County Intergovernmental Grants Department**	Total Participants Served	Adults	176
		Dislocated Workers	191
		Older Youth (19 - 21) *Total Youth*	254
		Younger Youth (14 - 18)	
ETA Assigned Number **17120**	Total Exiters	Adults	69
		Dislocated Workers	71
		Older Youth (19 - 21) *Total Youth*	127
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	77	67
	Dislocated Workers	87	91
	Older Youth		
Retention Rates	Adults	88	89
	Dislocated Workers	91	90
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$12,800	$13,574
	Dislocated Workers	$14,000	$15,756
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	80	81
Attainment of Degree or Certificate	Youth (14 - 21)	74	93
Literacy and Numeracy Gains	Youth (14 - 21)	62	69
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 25 **Man-Tra-Con Corporation**	Total Participants Served	Adults	386
		Dislocated Workers	299
		Older Youth (19 - 21)	*Total Youth* 149
		Younger Youth (14 - 18)	
ETA Assigned Number **17125**	Total Exiters	Adults	225
		Dislocated Workers	119
		Older Youth (19 - 21)	*Total Youth* 94
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	74	77
	Dislocated Workers	84	81
	Older Youth		
Retention Rates	Adults	87	88
	Dislocated Workers	91	87
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$12,000	$13,537
	Dislocated Workers	$14,000	$15,290
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	64	69
Attainment of Degree or Certificate	Youth (14 - 21)	69	75
Literacy and Numeracy Gains	Youth (14 - 21)	70	82

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table O – **Local Performance**

Local Workforce Investment Area 26 **Southern 14 Workforce Investment Board**	Total Participants Served	Adults	116
		Dislocated Workers	124
		Older Youth (19 - 21) *Total Youth*	124
		Younger Youth (14 - 18)	
ETA Assigned Number **17130**	Total Exiters	Adults	20
		Dislocated Workers	32
		Older Youth (19 - 21) *Total Youth*	38
		Younger Youth (14 - 18)	

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81	80
	Dislocated Workers	85	87
	Older Youth		
Retention Rates	Adults	88	93
	Dislocated Workers	91	83
	Older Youth		
	Younger Youth		
Six Months Average Earnings	Adults	$13,900	$16,731
	Dislocated Workers	$14,600	$19,328
Six Months Earnings Increase	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70	81
Attainment of Degree or Certificate	Youth (14 - 21)	80	73
Literacy and Numeracy Gains	Youth (14 - 21)	60	75

Description of Other State Indicators of Performance (WIA Section 136(d)(1))		

Overall Statusof Local Performance	Not Met	Met	Exceeded
		X	

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Table P – **Veteran Priority of Service**

Reported Information	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	518	
Covered Entrants Who Received a Service During the Entry Period	518	100
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	518	100

Table Q – **Veterans' Outcomes by Special Populations**

Report Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Skill Attainment Rate	78.61	147	78.02	142	83.33	5
		187		182		6
Youth Dipolma or Equivalent Rate	86.36	133	86.00	129	100.00	1
		154		150		1
Retention Rate	$20,615.90	$2,659,451.16	$20,583,.47	$2,572,934.31	$15,766.54	$15,766.54
		129		125		1

Printed by the Authority of the State of Illinois
DCEO 15-003 50 12/14 IOCI 15-0003