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**CHAPTER 4: OPERATING SYSTEMS AND POLICIES –
LOCAL COMPONENT**

A. Provide a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners (see MOU Part V-VII)

- **Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:**
 - **Comprehensive One-Stop**
 - **Affiliated Workforce Centers**
 - **Specialized Workforce Centers**

LWIA 24 is operating with one Comprehensive One-Stop Center at 4519 West Main Street, Belleville, Illinois 62223, four affiliate sites in Clinton, Monroe, Randolph and Washington counties, and supplemented by one satellite center at Southwestern Illinois College.

The Belleville workNet Center is a fully comprehensive one-stop in St. Clair County with the following partnering agencies:

- St. Clair County Intergovernmental Grants Department (SCCIGD) Workforce Development Group
- Illinois Department of Employment Security
- Department of Human Services, Division of Rehabilitative Services
- Dynamic Educational Services (Job Corps)
- Regional Office of Education
- Southwestern Illinois College
- St. Clair County Housing Authority
- Caritas Family Solutions (Senior Services)
- St. Clair County Community Services Group
- Department of Human Services

Our one-stop delivery system focuses on an integrated customer service strategy with a “single-point of contact” to our job seeker and employer customers. The service delivery model is driven by providing exceptional customer service, meeting the needs of business and job seekers, and by providing seamless services with a team approach.

Career Services and Training Services are reflected in the Career Matrix that follows. The roles and resource contributions of the one-stop partners are identified in LWIA 24’s Memorandum of Understanding (MOU) as is the vehicle for negotiation of the MOU and center costs.

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| Career Service | Partner/Provider |
|--|--|
| Eligibility for Title 1-B participants | St. Clair County Intergovernmental Grants Department Workforce Development Group (IGDWDG) |
| Outreach, intake and orientation | IGDWDG, Southwestern Illinois College (SWIC), Illinois Department of Employment Security (IDES), Division of Rehabilitation Services (DRS), Caritas Family Solutions (CFS), St. Clair County Community Services Group (SCCCSG) |
| Skills and supportive service needs assessment | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Labor exchange services | IDES |
| Program coordination and referral | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Labor market and career information | IDES |
| Training provider performance and cost information | IGDWDG |
| Performance information for the local area as a whole | IGDWDG, IDES |
| Information about the availability of supportive services and referral to these services | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Information and assistance with UI claims | IDES |
| Assistance establishing eligibility for financial aid | IGDWDG, SWIC |
| Employment retention services | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Follow-up services for Title 1-B participants | IGDWDG |

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| Training Service | Partner/Provider |
|---|--------------------------------|
| Occupational skills training, including training for nontraditional employment | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| On-the-job training | IGDWDG |
| Incumbent worker training | IGDWDG |
| Programs that combine workplace training with related instruction, which may include cooperative education programs | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Skill upgrading and retraining | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Entrepreneurial training | Small Business Center SIUE |
| Job readiness training provided in combination with other career services | IGDWDG, DRS, CFS, SCCCSD, SWIC |
| Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs | SWIC |
| Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training | IGDWDG, SWIC |

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

Customers entering our Comprehensive Center are immediately greeted to determine the reason for the visit and complete a short customer profile form. Customers are then referred to “their reason for visit” which could be self- utilizing the resource room, an appointment with an employer or partner, participation in the workshop, etc. Next, they may talk with a Career Specialist for a quick assessment of their needs. From there the customers be may be referred to the resource room for assistance with job search or resume development, or given an appointment for a career planning session, job interview, or workshop of interest to them. This process ensures the customers are provided on-demand access in the

quickest possible way to all of the career services available. The center is also developing a team to assess and implement recommendations to accommodate individuals with disabilities. Resource Room accommodations are already well under way. One-Stop partners are committed to providing the most inclusive and appropriate accommodations for all individuals including those with disabilities.

- **Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between operator and partners.**

- **Name of the procured one-stop operator**

A one-stop operator has not been determined as of this writing. However, a one-stop operator will be procured by the State's deadline of July 1, 2017.

- **Describe the functions and scope of work of the one-stop operator**

The functions and scope of work of the one-stop operator(s) will be as follows:

- Cooperate and coordinate with the Board in the day-to-day operation of the One-Stop.
- Prepare Board members to be knowledgeable to speak about the One-Stop system.
- Meet with and provide reports to the System Development & Oversight Committee of the WIB on no less than a quarterly basis regarding progress on implementation of the one-stop system, the plan as it relates to the one-stop system, and system-wide performance indicators identified in the plan.
- Ensure all One-stop partners identified in the plan are convened and function to implement the plan.

- **Describe how the one-stop operator will be procured**

A request for application (RFA) will be made available to all interested partners and final selection of the one-stop operator(s) will be approved by the Executive Committee of the WIB.

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

The one-stop operator will oversee the referral process that is set in place by the one-stop partners and review the process periodically at One-Stop Operations Committee meetings to ensure a smooth and effective process for referrals are on-going.

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

LWIA 24 will continue to utilize the Illinois Workforce Development System (IWDS) for intake, case management, and to track resource room usage. In an effort to be able to share information, LWIA 24 and its partners are utilizing the Illinois Career Information System portfolios and Career Planner, which is accessible to all partners, and we anxiously await the single system we have heard is being developed.

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

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

- **Describe how the Local Board will work with entities carrying out core programs to:**
 - **Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;**
 - **Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and**
 - **Improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable)**

In order to expand, facilitate and improve core programs, LWIA 24 will continue to work with area employers to evaluate sector needs and train to in demand occupations. LWIA 24 will continue to promote traditional OJT and OJT with a classroom learning component to ensure employees are equipped with stackable and portable credentials. LWIA 24 will also continue to work with local colleges developing career pathways and help forge dialogue between employers and training providers.

In addition we will leverage resources and collaborate with core and other partners to expand services to those with barriers to employment.

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

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

The one-stop delivery system in LWIA 24 will continue to coordinate strategies concerning Adult, Dislocated Worker and Youth employment and training activities under WIOA Title 1 in the following ways:

- Current education and training service provisions have been designed and implemented in conjunction with local labor market information and are designed to meet customer needs
- Partnerships exist with the community colleges and other organizations to help administer job search, financial, and educational opportunity workshops within the Career Centers
- Robust resource rooms have been established and are continuously updated to assist job seekers with their job search, other employment and training services, and to connect them with other agencies resources
- Job seekers have access to current labor market information relating to growing and emerging industries
- Customers have access to the career planning tools in the Illinois Career Information System
- Local businesses will be and are engaged to identify industry needs and local educational and training entities are consulted to develop customized training to address needs
- Customers are engaged at first point of entry through the Help Desk and Employment Training Specialist
- Customers requiring more intense services are provided the opportunity to work individually with a Career Specialist in a holistic approach in addressing barriers of employment and the provision of resources, including training opportunities, to meet job seeker needs
- Individual Employment Plans are developed with customers so that they are able to move strategically along a career pathway
- The One-Stop Operations Committee will meet regularly and will ensure non-duplication of services and activities amongst partners
- Focus and emphasis on combining skills training with work-based learning that enables customers to not only receive hands-on experience but that also allows them to earn while they learn are in the form of paid work experience and on-the-job training opportunities

- Title 1 staff will continue to review training programs, graduation rates, employment and wage information, labor market and career information to focus more sharply on sector approaches that produce both short and long term employment outcomes, including an approved list of training providers/programs that produce the best trained graduates
- Marketing efforts will continue to inform the public and stakeholders about what we do well, increase our visibility, and allow for more diversity while increasing enrollments among the adult, dislocated worker and youth populations we serve

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

LWIA 24 will continue to work with local providers of Adult Education and ICCB to ensure continuity and compliance as guidance is released. Providers of workforce activities under Title I of WIOA, Adult Education and literacy activities under title II of WIOA and career and technical education will be asked to submit a joint report to the systems development and Oversight Committee describing how services complement each other without duplication. In addition the Systems Development and Oversight Committee will review applications to provide adult education and literacy activities for recommendations to the Executive Committee.

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

Title III (Wagner-Peyser/Employment Services)
Service Delivery

Illinois Department of Employment Security (IDES) staff are cross trained in both employment services and unemployment insurance. IDES staff receives ongoing program and tools training to ensure they have the competencies needed to provide excellent service to our customers. Staff is equipped with the skills, knowledge, and ability to deliver service to a diverse population of jobseekers, employers and service providers with a wide range of skills sets and backgrounds. To ensure every customer receives a quality experience, employment services are provided through three distinct formats: self-service, limited assistance and full assistance.

- Self-service: Employers and job seekers who do not require hands-on assistance. These individuals are typically self-sufficient and have computer skills.
- Limited Assistance: Staff assisted. Employers and job seekers who are comfortable with computers but may require some assistance utilizing our online tools and/or may require general job search services.
- Full Assistance: Staff Assisted. Employers and job seekers requiring individual assistance from our staff. Trained employment service staff will assist employers and job seekers with completing various online functions. Staff also provides referrals through community linkage to partners and supportive service organizations.

General Job Seekers

Each IDES office offers the full range of employment services to general jobseekers. General jobseekers are individuals who do not fit the criteria for any other “special” population (noted below) served by IDES. Through collaborations with educational institutions, community based organizations, faith based organizations, partners, various government entities and others employment service staff provide the tools and techniques needed to increase the individual’s employability. In keeping with the concept of universal access, core (i.e., basic) services are available to any person seeking employment service assistance. For many, core services may be all that is needed to satisfy their employment-related needs. Employment services staff are also knowledgeable about specialized programs and resources within the local workforce area to which individuals can be referred for additional services: intensive or training. Access to these levels of service may be governed by eligibility criteria, depending on program requirements. IDES is required by the Wagner-Peyser Act to provide core services; intensive and training services are provided in conjunction with or by the Title I partners. All other partners provide valuable services for general job seekers and special populations.

Special Populations

IDES job seeker populations includes the following groups and are outlined by the descriptions below:

- General Job Seekers
- Youth
- Veterans
- Ex-Offenders
- Migrant Seasonal Farm Workers
- Individuals with Disabilities

Hire the Future (HTF)

Each IDES office offers the full range of employment services to youth ages 16-24 years of age. Employment service staff works with educational institutions, community based organizations and faith based organizations to provide the tools necessary to transition from education to workforce. Through online tools and in-person workshops employment services staff assist this population with career assessments, comprehensive job search using online tools, various job readiness skills and other techniques to increase their chances of gainful employment. Employment services staff also educate parents, educators, and providers on the various tools IDES uses to assist with online career path development, scholarship searches and understanding labor market data to make informed decisions about the youth’s career choice. Employment service staff are also visible in the community providing workshops and presentations at community and faith-based organizations and others vested in the success of the youth. IDES looks forward to coordinating services with the WIOA Title 1 Youth Program which is primarily focused on out of school youth and the Title IV Division of Rehabilitation Services Youth Program. By combining resources and sharing information there is an expectation of success for both in school and out of school youth.

Re-entry Employment Services Program (RESP)

Each IDES office offers the full range of employment services to Re-entry Employment Service Program (RESP) clients. The Governor’s Reentry Commission identified 10 targeted regions which were selected on the basis of their substantial parolee populations and high crime rates. IDES, partnering with the Illinois Department of Corrections (IDOC), other governmental agencies and

community and faith based organizations, provide information to groups of inmates, probationers and corrections staff to assist clients with employment barriers. IDES staff also collaborates with various organizations and partner staff to meet the needs of this very specific population. Working with each individual to find gainful employment utilizing the services offered by all partners is crucial to help overcome this barrier to employment. IDES offers Fidelity Bonding to this and other populations to increase the employability of individuals. Information is also available concerning federal tax credits for hiring certain populations and should be distributed to employers through partner outreach.

IDES/Veterans -- Veteran Services Program

Eligible Veteran clients will receive “priority of service” at all America Job Centers/Illinois WorkNet Centers as well as a full range of employment and training services. Veterans receive services primarily by the IDES employment service staff. Disabled Veteran Outreach Program (DVOP) specialists provide intensive services and case management to veteran clients with significant barriers to employment as defined by TEGL 19-13 and subsequent changes (VPL03-4). In addition, DVOP specialists outreach to community organizations to identify services to assist veterans and eligible persons. Local Veterans’ Employment Representatives (LVER) conduct outreach to employers, advocating the advantages of hiring veterans and all eligible persons. The LVER’s also perform job development services for veterans who are referred by the DVOP and are job ready. The Illinois JobLink system gives veterans and all eligible persons “priority of service” on all job postings to include exclusive first 72-hours of all job postings. Illinois JobLink places a U.S. flag next to every veteran profile so that employers can readily identify them.

Note: The term “priority of service” means, with respect to any qualified job-training program, that a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. Such priority includes giving access to such services to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead of a non-covered person. (Title 38, Chapter 42, Section 4215).

Agencies receiving federal funds are bound by priority of service to veterans and other eligible persons. Recognizing those persons in the AJC through a common procedure will ensure a comprehensive delivery of services to all veterans and other eligible persons by all partners. IDES veteran staff is available for training AJC partners on the Veterans Employment Program as outlined by USDOL-VETS. Combining workshops, providing intensive services to veterans with significant barriers to employment and employer outreach will all be integrated with other partners to provide paramount services to veterans and other eligible persons.

IDES/Unemployment Insurance

Unemployment insurance is a state-operated insurance program designed to partially replace lost wages when you are out of work. Like fire, accident, health and other types of insurance, it is for an emergency: when you are temporarily or permanently out of a job, or if you work less than full time because of lack of work.

The program ensures that, if you meet the eligibility requirements of the law, you will have some income while you are looking for a job, up to a maximum of 26 full weeks in a one-year period, depending on when the claim was established.

Unemployment insurance, however, cannot and does not protect you against wage losses while you are absent from work due to illness or while you are idle by choice.

IDES/Trade Readjustment Assistance

TRA - Trade Readjustment Allowances are income support payments to individuals who have exhausted Unemployment Compensation and whose jobs were affected by foreign imports as determined by a certification of group coverage issued by the Department of Labor.

Eligibility: The Federal Trade Act provides special benefits under the Trade Adjustment Assistance (TAA) program to those who were laid off or had hours reduced because their employer was adversely affected by increased imports from other countries. These benefits include paid training for a new job, financial help in making a job search in other areas, or relocation to an area where jobs are more plentiful. Those who qualify may be entitled to weekly TRA after their unemployment compensation is exhausted. TRA benefits will be served by direct linkage.

IDES/Migrant Seasonal Farm Worker Program

Each IDES office offers the full range of employment services to Migrant Seasonal Farm Workers (MSFW) clients. Services can be delivered in Spanish or English as needed and bilingual materials are available. Staff is trained to handle the immigrant community and seasonal workers. The staff are able to provide services in English and Spanish via bilingual staff or tele-interpretor phone services. IDES staff also collaborates with various Hispanic focused organizations to ensure the employment and resource needs of this very specific population. IDES works closely with the Illinois Migrant Council, North Central Region. IDES staff posts job orders for MSFW and refers clients to jobs. IDES also refers this special population to all jobs for which they are qualified. IDES also works with employers to provide/inspect housing and farms, other human needs, refers workers to community organizations and other State agencies to provide assistance when needed. IDES is the workforce agency for H2-A job order posting. The H-2A temporary agricultural program establishes a means for agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. Employment is of a seasonal nature where it is tied to a certain time of year by an event or pattern, such as a short annual growing cycle or a specific aspect of a longer cycle, and requires labor levels far above the necessary for ongoing operations. Employment is of a temporary nature where the employer's need to fill the position with a temporary worker will, except in extraordinary circumstances, last no longer than 1 year. The MSFW program will be served by both, the Wagner Peyser staff on site and direct linkage.

IX. REFERRAL PROCESS (Sec. 121 (c)(2)(iii)) (Governor's Guidelines, Section 1, Item 2) (§678.500(b)(3))

Title III :Wagner-Peyser/Employment Services

Employment Security staff refer clients to supportive services when a need is identified. They work closely with the client and various state agencies, community and faith based organizations and other support and charity groups. Each local office has a book listing services in the immediate area including organizations exclusively for veterans. Barriers to employment may include but are not limited to lack of employment skills, lack of work experience, physical limitations/restrictions, transportation, lack of education, health issues, substance abuse, family conflicts, mental health issues, legal issues,

arrest/convictions, language, age and more. Offices offer various reasonable accommodation equipment in the resource rooms and agencies are often willing to provide equipment for those in need.

The method of referral most commonly used is communication via telephone, e-mail or personal contact. Some agencies request that a form be completed prior to the referral so they are aware of the situation before they meet the client.

Services are entered into IllinoisJobLink.com with notes detailing the referral. If a client is in a targeted group of job seekers or special needs are identified the job seeker may be placed in case management for more intensive services and an employment plan written with goals set for the client.

With the onset of WIOA there was no universal tracking system for referrals among partners, core or otherwise. Once a system has been selected and mandated, reports from the system will indicate those clients that require attention daily, weekly, monthly, etc. A system will be in place to track referrals. Currently tracking is done by the IDES staff communicating with the individual or agency for results.

IDES/Veterans – Veterans Employment Program

Wagner/Peyser staff assist all veterans without Significant Barriers to Employment (SBE's) per the current Veterans Program Letter (VPL). (See W/P information above.) USDOL-VETS establishes the policies for the Veterans Employment Program. An initial assessment is performed by the W/P staff and referrals are made to supportive agencies/organizations. If the veteran has SBE's he/she is referred to the Disabled Veterans Outreach Program Specialist (DVOP). The DVOP performs another assessment and provides Intensive Services and/or Case Management with the ultimate goal of overcoming barriers and being job ready. When the veteran is job ready, the DVOP contacts the Local Veterans Employment Representative (LVER) and together with the vet they discuss employment opportunities. The LVER facilitates job development and when the veteran is hired, employment tracking continues along with coaching if necessary for an extended period of time. During this time the veteran may be placed in training, work on his/her resume, practice job interviewing techniques and learn other tips and practices that will help the veteran obtain employment. At this time the communication between the DVOP and LVER is critical as well as any partner agency that is involved in making the veteran job ready. Referrals are made to many partners for assistance. Personal, e-mail or telephone contact is used for tracking referrals until a universal system is mandated by WIOA agreements.

IDES/Unemployment Insurance

All clients are encouraged to file an unemployment insurance claim to determine monetary and separation eligibility. Referrals can be made by IDES staff, agencies that need determinations to administer their benefits, self-referral and partner agencies. Tracking of individual clients is only necessary if there are issues or special circumstances with the claim or claimant. If a group of clients are identified as those that need to be tracked, reports from the Illinois Benefit Information System (IBIS) are generated.

IDES/Trade Readjustment Assistance

Many times Trade Readjustment Assistance (TRA) is explained at Worker Adjustment and Retraining Notification Act (WARN) meetings. All rules and policies are set by U.S.DOLETA. IDES may track these clients as a group or individually if circumstances demand for smooth transitions from unemployment claims to TRA claims. It is not common practice to track unemployment claimants individually although they must show attendance if in a training

program. Clients are referred to training and other programs to help them become job ready in the job market today.

Title III: IDES/ Migrant and Seasonal Farmworkers

IDES works with migrant and seasonal farmworkers assisting them in finding employment, housing, medical care and other vital necessities. Specific job orders are entered into IllinoisJobLink.com for the MSFW although they are open for any individual to apply. Referrals to the job orders are handled at a local level where as the order may be entered by Central Office. Some employers are given information regarding the H2-A orders and referred to individuals who are subject matter experts on the program.

• Vocational rehabilitation service activities under WIOA Title IV.

1. DRS is able to assist people with physical and mental disabilities.
2. DRS is strictly employment focused.
3. DRS would benefit from initial knowledge of other agencies the person is working with to avoid duplicate services, funding, and /or referrals.

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

LWIA 24 works with the secondary and post-secondary institutions to encourage and support career and employer focused events. LWIA 24 staff is also engaged with East Side Aligned, a United Way sponsored organization formed to create the conditions that will prepare every child for success through aligning and advancing policy, practice and investment across sectors. The St. Clair County Regional Superintendent sits on our LWIB as well as on the Youth Committee. In addition, LWIA 24 will continue to work with secondary and post-secondary providers to develop career pathways within key sectors. Currently, these sectors are defined in collaboration with education, business and economic development, and include advanced manufacturing, healthcare, IT and transportation/logistics. The Southwestern Illinois Economic Development Region 9 regional plan describes these efforts in fuller detail.

For customers who enter the job center system without an academic and/or career plan, the utilization of career assessments, identification of an initial career goal and exploration of potential next steps within a career pathway are organized in Career Plan in the Illinois Career Information System, in collaboration with our Community College Adult Ed partners and other post-secondary institutions. Customers are encouraged to participate in accelerated training programs, which match their interest areas and skill

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levels. Current programs include bridge programs for individuals lacking high school equivalence in both CDL truck driving and Certified Nurses Aid options. LWIA 24 continues to investigate additional training options and is currently pursuing an accredited LPN program. The SNAP Employment and Training Program, Illinois EPIC, also leverages the partnership with the job center partners. Quarterly meetings convene to share information and offerings at the Southwestern Illinois College with the Youth Providers for Mid America WIB included on the team. Other partners are the Department of Rehabilitative Services, Urban League, Illinois Department Security and the Youth Committee members. Collaboration and communication remains open and partners are engaged in promoting all services to our customers, as a cohesive team.

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

Southwestern Illinois College (SWIC) and Kaskaskia College both offer initiatives and activities for secondary and postsecondary students that lead to college and career readiness. Both offer a smooth transition from secondary to postsecondary education and the work force through rigorous CTE programs that prepare students for today's competitive work force. We partner with area high schools to develop and implement programs of study using the career cluster model that serves as a framework for counselors and parents and a roadmap for students to plan that pathway to the future. Two current examples of this are the *Manufacture Your Future* and the *Craft Your Future Campaign*. In addition, LWIA 24 currently partners with SWIC to braid funding picking up WIOA eligible student as a means to complete programs geared toward in demand occupations after vocational education dollars have been exhausted.

- **Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.**

Educational Opportunity Center

The Educational Opportunity Center (EOC) provides the following services: education and career counseling, career assessments, college and career printouts, college application assistance, scholarship searches, electronic filing of the FAFSA application, assistance completing other types of student financial aid forms and assistance with defaulted student loans. They attend the one-stop comprehensive center's Educational Opportunities workshop and assist with the customer orientations.

Caritas Family Solutions-Senior Aides Program

The Senior Aides Program provides low-income persons, age 55 and over, the opportunity to prepare for and return to the labor force. Qualified seniors receive employment preparation, job search assistance and a paid public service assignment that provides on-the-job training. Those who move on to the work force reduce the use of welfare programs and supplement the tax role.

The Job Advantage Program evaluates and prepares unemployed persons receiving Temporary Assistance for Needy Families (TANF) for job placement services.

Illinois Department of Human Services/Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) program provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical. Services offered include the following: time-limited cash assistance for basic needs, such as food, clothing, housing, etc.; transitional services to help families become independent, such as GED preparation, vocational training, postsecondary education, vocational rehabilitation, classes in basic English, help with child care, work stipends, job retention services, etc.; and screening for issues related to substance abuse, mental health, and domestic violence, and referrals for available services to address them.

St. Clair County Community Development

St. Clair County Community Development operates the following programs in St. Clair County: Energy Assistance, Home Weatherization, Homebuyer Program, Housing Development, Economic Development and Transitional Housing.

Job Corp

Job Corps is a free education and training program that helps young people learn a career, earn a high school diploma or equivalency, and find and keep a good job. For eligible young people at least 16 years of age that qualify as low income, Job Corps provides the all-around skills needed to succeed in a career and in life.

- **Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area.**

LWIA 24's Supportive Service Policy is included as **Attachment 1**. The Local Workforce Innovation Board realizes there may be situations or circumstances that arise where the customer may need assistance to fill an employment or training need. An example of this may be transportation to a job interview, limited child care assistance while conducting a job search or attending an interview, car repair payment, rent assistance, temporary shelter payment, travel assistance for full time employment,

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utility payment, job interview clothing, or other legitimate need of a customer that is reasonable and necessary. Each individual circumstance and amount of support may be different. Since it would be difficult to outline each scenario, the LWIB has decided that supportive services might be available to the customer, utilizing WIOA funds, when no other sources are available.

The Career Specialist will be responsible for determining whether WIOA funds should be considered for supportive services. The Career Specialist must submit the proper documentation and paperwork for consideration prior to authorizing WIOA funds for supportive service costs.

1. Prior to being considered for supportive services, the customer must seek other forms of financial assistance. The Career Specialist must first provide the customer with information on other agencies, local community providers, and one-stop partners that could possibly provide assistance, document the referral, and verify the outcomes.
2. This type of supportive services will be made only to customers who are enrolled in an approved WIOA activity, and will be limited to those adults and dislocated workers in an intensive or training activity or youth enrolled in a WIOA approved program.
3. In the event WIOA funds are determined the only resource available to assist with the special need, the customer and Career Specialist will be required to provide reasonable information and/or documentation on why the need exists.
4. When considering supportive services sound judgment must be exercised. Each request must be evaluated in light of need. It is the responsibility of the agency's Administrative Office to make the final decision whether to grant or deny any supportive services payment prior to the commitment of WIOA funds.

The current amount approved for supportive service assistance is \$1000.00 per customer per year.

- **Describe the local referral process (see MOU Part IX).**
 - **Identify the entities between who the referrals occur**
 - **Explain the method(s) that will be used to refer participants between programs**
 - **Define the roles related to referrals**
 - **Identify the method of tracking referrals**
 - **Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services**

Customers who are in need of services not available through our centers will be referred to the most appropriate one-stop or community resource as soon as the need for referral is established. The St. Clair

County 708 Board resource guide and the United Way 211 Service Locator, offered as **Attachment 2**, will be utilized when referring customers to outside resources. An entry in the IWDS case management system will be made to track each referral. For WIOA program participants, the referral and the follow-up will be documented in the case notes in the IWDS case management system. Each customer being referred will be evaluated by a Career Specialist to insure that they are able to access the available service.

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

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

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

Available career services for adults or dislocated workers may include:

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

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- Individual job development
- Staff-assisted job referral services (testing and background checks done before referral or when operating as an employer's agent)
- Comprehensive and specialized assessment, including diagnostic testing and interviewing
- Full development of individual employment plans
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term pre-vocational services
- Follow-up services after entering employment

Available adult or dislocated worker training services may include:

- Occupational skills training
- On the job training
- Workplace training and cooperative education programs
- Private sector training programs
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training, including paid work experience with public and private sector employers
- Adult education and literacy activities in combination with training
- Customized training

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

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

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

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

The organizations providing workforce activities for youth in LWIA 24 include MERS/Goodwill, Southwestern Illinois College, Midwest Career Source and St. Clair County Intergovernmental Grants Department. Each of these organizations provides selected workforce activities to youth with barriers to employment and/or youth with disabilities. The organizations provide resources and workforce activities to youth with barriers such as homelessness, criminal background, pregnant or parenting, youth with disabilities, youth that are basic skills deficient, high school dropout, youth in foster care or who have aged out of the foster care system, etc. The activities include soft skills training, job readiness training, tutoring, dropout prevention activities, financial literacy, as well as the other required elements of the Workforce Innovation and Opportunity Act (WIOA). There are currently four WIOA youth programs operating who provide all of the required elements of WIOA, or have a referral source for each of the elements. The St. Clair County Intergovernmental Grants Programs, MERS/Goodwill Youth Program, the SWIC Youth Program and Midwest Career Source all provide workforce activities to the out-of-school youth population in the WIA 24 region. MERS/Goodwill and St. Clair County also provide workforce activities to in-school youth. Vocational Rehabilitation provides employment and independent living services for individuals with disabilities-physical, mental, or intellectual. Successful workforce investment models for in-school youth include pairing secondary education with work-based learning opportunities and post-secondary exposure. This type of model provides the opportunity for career pathway development while the youth is in high school, during their junior and senior year. High school juniors and seniors are able to participate in work-based learning opportunities such as subsidized work experience, job shadowing opportunities, work-place tours, etc. to assist in the development of their career plan. Successful workforce investment models for out-of-school youth include re-engaging disconnected youth who have dropped out of high school or obtained their high school diploma or recognized equivalent. The out-of-school youth are exposed to post-secondary opportunities such as occupational skills training, two-year and four-year degrees, and participate in work-based learning opportunities to determine their career interest. Youth create a career plan based on their desired career pathway and are given the necessary tools and resources to accomplish their plan. All four youth programs have been successful models, and assist us in meeting and exceeding performance measures each year.

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

To meet the 75% minimum out of school expenditure requirement, our focus for the past several years has been to gradually decrease our in-school youth enrollments and increase our out-of-school youth enrollments. LWIA 24 has also increased its work based learning in order to meet expenditure requirements.

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

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

Under the Workforce Innovation and Opportunity Act (WIOA), priority requirements under the Adult and Dislocated Worker programs are given to individuals with connections to the military. Veterans and eligible spouses continue to receive priority of service for all USDOL-funded job-training programs, which include WIOA programs. As described in TEGl 10-09 and 03-15, when programs are statutorily required to provide priority for a particular group of individuals, such as are outlined in WIOA Policies on Eligibility in Chapter 4 - Adult Eligibility, priority must be provided in the following order:

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

A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable

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is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

LWIA 24 follows states priority of service policy.

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

Mid America Workforce Investment Board promotes business driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state's economy.

Vision of the Illinois Workforce Innovation and Opportunity Act Unified State Plan

- At least 75% of funds dedicated to serving youth must be spent on workforce investment services for out-of-school youth (up from 30% under WIA)
- A minimum of 20% spending for youth work experiences, including employment opportunities, pre-apprenticeship, internships and job shadowing, and on-the-job training
- Not less than 15% of Vocational Rehabilitation funds be spent on pre-employment transition services for youth with disabilities
- Requires engagement and investment from the business community in creating more efficient and effective education to employment system

Guiding Principles

1. Business Demand Driven Orientation Through a Sector Strategy Framework
2. Strong Partnerships with Business at All Levels
3. Career Pathways to Jobs of Today and Tomorrow
4. Integrated Service Delivery
5. Access and Opportunity for All Populations
6. Cross-agency Collaboration and Alignment for Developing Career Pathways and Industry Recognized Stackable Credentials
7. Clear Metrics for Progress and Success
8. Focus on Continuous Improvement and Innovation

The career pathways approach is the framework for state and local unified/combined planning that reorients existing education and workforce services from myriad disconnected programs toward one system focused on individuals/ postsecondary and economic success. Career pathways offer a clear sequence of educational coursework and/or training aligned with employer-validated work- readiness standards and competencies.

The Mid America WIB has been forging relationships with local employers in a strong regional partnership that spans two Illinois WIBs and extends into St. Louis, as the metropolitan area has no boundaries. By engaging employers, identifying their talent needs and providing the suitable training opportunities and appropriate up skilling of the workforce, solidifies the relationships for the future. LWIA 24 has established strong partnerships in both the job centers and other locations. Partners

provide customers individual career plans utilizing the Illinois Career Information System in the job center, the job center affiliate at Southwestern Illinois workNet Center at Southwestern Illinois College, Belleville Campus, which also provides Key Train WorkKeys practice. Staff assists customers at the East St. Louis Higher Education Center as well. Additionally the St. Clair County Housing Authority, East St. Louis Housing Authority and public libraries all maintain their own Illinois Career Information System sites to provide access to career planning services to customers throughout the region. All core partners and library centers have Illinois Career Information System sites with administrative access so individuals can get an online portfolio, take career assessments and save results so they may explore options that match their interests, skills and budget. All the partners are able to contact customers through the system via email, whether to encourage, inform about upcoming training, job opportunities and offer support as needed. All partners can access and share information through the Illinois Career Information System.

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

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

LWIA 24 will monitor and make adjustments as necessary to meet expenditure goals.

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

Work based learning is best addressed by a high utilization of OJT programming, where a job and a worker are directly connected. In addition, work experience will be used to serve the youth which in our case and nationally have much less actual work experience than previous generations. The key is to develop meaningful work and instill the “soft skills” necessary for an attachment to the workforce.

- **Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that**

chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided; and

LWIA 24's ITA policy is included as **Attachment 3**. The Department of Commerce and Economic Opportunity will maintain the State list of eligible providers of training services available to customers in the one-stops. Customers may access IWDS to obtain cost and performance information on each provider. LWIA 24 will maintain a local list of providers and all information will be updated routinely.

After the customer has completed the assessment process and core and intensive services, and it is determined that the customer needs training, he/she will be provided the State list and all provider information. The customer will be referred to the training providers he/she selected, and after gathering information at each training site, the customer will select the training provider he/she wishes to utilize. An Individual Training Account will be issued to the customer to take to the training provider and the training provider will invoice LWIA 24 for payment of approved charges. The Mid America Workforce has established a cap of \$12,000 for training programs one year or less in duration and \$14,000 for programs that exceed one year.

LWIA 24 ensures that such limitations will not be implemented in a manner which undermines WIOA's requirement to maximize customer choice in the selection of an eligible training provider.

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

A local training provider approval policy and procedures will be developed upon further guidance from the State.

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

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

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

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

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Incumbent Worker Training (IWT) will also be determined by the needs of our businesses and by the opportunities those activities provide for wage growth and new employment within the business. LWIA 24 will utilize up to 20% of adult and dislocated worker funds for IWT projects.

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

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

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

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

CHAPTER 5: PERFORMANCE GOALS AND EVALUATION – LOCAL COMPONENT

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

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

LWIA 24 is waiting for guidance regarding this requirement from DCEO.

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

- **WIOA Common Measures**

See attachment 4. WIOA performance measures

- **Additional State Measure**

See attachments 5. For available partner performance measures

CHAPTER 6: TECHNICAL REQUIREMENT AND ASSURANCES – LOCAL COMPONENT

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



A. Fiscal Management

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

St. Clair County Intergovernmental Grants Department (LWIA 24) will be the entity responsible for disbursing grant funds under the direction of the Mid America Workforce Investment Board (WIB).

- **Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities.**

LWIA 24's grant administrator, the St. Clair County Intergovernmental Grants Department, is a department of St. Clair County Government. Each department of St. Clair County Government is required by law to adhere to the purchasing and procurement policies and procedures adopted and revised by the County Board. These policies and procedures are available for review at the Administrative Offices of the St. Clair County Intergovernmental Grants Department 19 Public Square, Suite 200, Belleville IL 62220. The County Purchasing and Procurement Policies and Procedures are included as **Attachment 6**. For most purposes, the competitive process that will be used is a request for proposal (RFP). The St. Clair County Intergovernmental Grants Department will publicize the RFP in a sufficient number of newspapers, on appropriate websites and in other media that will provide for a general circulation throughout the area served. This public notice will be made concurrent with the release of the RFP. This public notice shall also contain information on the bidders' conference. A bidder's list shall be maintained of all entities that have indicated in writing an interest in providing workforce services in the LWIA. A notice indicating the service or activity being procured, date, time, location of the RFP release, etc., shall be sent to all individuals on this list, all existing service providers, and others as applicable.

At the LWIB's discretion, procurement may be for either single or multi-year program proposals and contracts may be for a single year or multiple years. Multi-year contracts may not exceed a three (3) year period. Such multi-year contracts shall include provisions for first year funding and activity levels and provisions and conditions for the negotiation of subsequent year funding and activity levels. Bidders will be required to submit their qualifications to be a service provider. The provider, at a minimum, shall submit a brief description of the following: 1) organizational structure and experience; 2) personnel standards; 3) financial system; 4) latest audit; 5) bonding coverage; 6) procurement procedures; and, 7) monitoring procedures. A log will be maintained of all bidders that have requested and been sent an RFP. A potential bidders' conference shall be held after the RFP becomes publically available. To maintain fair and open competition, the answers to questions that arise from the bidders' conference shall be provided to all entities on the bidders' list and all entities that have requested an RFP. The

closing submission date must be clearly stated in the RFP. Where late proposals come in, these shall be accepted and the date and time recorded. A letter shall then be sent to the bidder returning its proposal package and explaining why it is not being considered. The Local WIB in conjunction with St. Clair County reserves the right to accept or reject any and all proposals received in response to the RFP. Obligation to the bidder is contingent upon the availability of grant funds. No legal liability on the part of the Local WIB or St. Clair County for payment of any money shall arise unless and until funds are made available. The bidders shall be responsible for all costs involved in the development of the proposal.

Using the evaluation criteria contained in the RFP, the local staff/LWIB committee members will review all proposals that meet the submission requirements and will submit summary reports of all proposals received to the appropriate committee of the LWIB along with recommendations for contractors it deems best able to operate the program efficiently and effectively, with price and other factors considered. At its discretion the LWIB/LWIB committee may conduct additional reviews or direct local staff to obtain additional information. After evaluation and recommendation of the proposals received, the final selection of service providers will be made by the LWIB and St. Clair County. Communication will be sent to each successful and unsuccessful bidder that contains the decision related to that procurement.

B. Physical Accessibility

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

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

LWIA 24 ensures ADA compliance and provides support to individuals with disabilities to make services available. Staff training and support to assist in meeting the needs of individuals with disabilities is ongoing. The local area EO officer participates in several training workshops each year, including training on ADA compliance provisions updates.

The Belleville Job Center provides auxiliary aids and services such as:

- Qualified interpreters
- Assistive listening headsets
- Open captioning on videos
- Telecommunication devices for deaf persons (TTY number)
- Computers that allow voice input and output
- Readers
- Brailled materials
- Video-text imaging displays

All public information includes the tag, “auxiliary aids and services are available upon request to individuals with disabilities”, on local recruitment and marketing materials. Fonts are enlarged on printed materials to accommodate a visually impaired person. Both DCEO and the local EO officer monitor the comprehensive site and affiliate site for physical and programmatic accessibility to individuals with disabilities. When customers need assistance in a language other than English, the one-stop centers use the Propio Language Services, LLC provided by a contracted vendor through the Illinois Department of Central Management Services. A Spanish speaking Interpreter who works for LAMP (Language Access Metro Project) has been utilized in the past at our annual regional job fair held each September, and LAMP may also be utilized as needed on an individual basis for a small fee. If local interpreter services are available either through the local college or a local church, these services may also be utilized. Outside the one stop buildings, accessible parking spaces are available as well as outside ramps, and either an automatic door or automatic door button are available at each entrance.

- **Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system with respect to efforts that will enhance the provision of services to individuals with disabilities.** [This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.]

The local Memorandum of Understanding (MOU) will be provided under separate cover to DCEO.

C. Plan Development and Public Comment

- **Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day public comment period prior to submission of the plan, including an**

opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations.

The plan is made available to the public for review and comment for 30 days prior to submittal. Certificates of publication are included in this plan. Copies of the plan are available for review at the administrative office of St. Clair County Intergovernmental Grants Department.

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

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

A summary of public comments received and how this information was addressed by the persons or groups above are included as **Attachment 7**

- **Provide information regarding the local plan modification procedures.**

Local plans will be modified as needed by LWIA 24, and the same procedure will be followed regarding publication, the 30 day public comment period, and resulting revisions made to the modification.

Attachments

Attachment 1: Supportive Service Policy

Local Area 24 WIOA Supportive Services Policy

Supportive services for adults, dislocated workers, and youth are defined at WIOA sections 101(46) and 134(e)(2) and (3). They include services such as assistance for transportation, childcare, dependent care, rent/mortgage assistance, utility assistance, insurance, vehicle repair, testing, exams, licenses/I.D.'s, and housing that are necessary to enable an individual to participate in activities authorized under WIOA Title I. The key here is that the WIOA case manager substantiates and documents the need for the supportive services to participate in WIOA Title I services.

Supportive service payments must be paid directly to the vendor with WIOA case managers having all the necessary documentation to support the costs. Payment directly to the vendor avoids a host of potential problems that may occur if payment is made directly to customers for expenses. An exception to this is the reimbursement of mileage for transportation costs. These costs are typically paid to the customer or to someone that has transported the customer to school, work activities, etc., to participate in WIOA Title I activities. Payment is made based upon the Local Area 24's Transportation Policy. For this type of supportive service, it is totally appropriate to pay the person based upon documentation supporting that they drove a certain distance for the purpose of attending school or going to a worksite. An invoice/attendance form is to be used to support these costs that are signed by the participant and school instructor or worksite supervisor that verifies the person was in attendance on the days reported for reimbursement of travel costs.

Supportive Services allowed by Local Area 24:

*Transportation – See Transportation Policy below

*Childcare and dependent care

*Rent/mortgage

*Exams

*Testing

*Licenses/I.D.'s

*Housing

*Car Repairs

*Emergency Aid (one time or very rare expenses paid to allow a person to continue participating in Title I activities). Examples include payment of utility bills (electric, water, heating, etc.), a car insurance payment that cannot be paid by the participant without WIOA assistance and is needed to continue going to school or participating in an activity such as a work experience, OJT, etc. If someone is having

extreme financial difficulty, case managers should be assisting participant with needed financial management information (development of a budget, credit counseling, debt management, etc.).

Supportive services not allowed by Local Area 24:

- Supportive service payments that are not documented appropriately through supportive service invoices.

Who may receive supportive services? According to the regulations:

(a)“Supportive services may only be provided to individuals who are:

1. Participating in core, intensive or training services; and Attachment D
June 2009

2. Unable to obtain supportive services through other programs providing such services.

(b)Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.”

Supportive services payments may be made available on behalf of Adults and Dislocated Workers who are in follow-up services (follow up begins on the 1st day of employment). After exit, no supportive services may be paid from WIOA funds, with the following exception: Supportive services may be offered to youth after exit per Section 664.450 of the WIOA Regulations.

Effective July 1, 2010, participants who indicate a need for supportive services assistance are notified that there is a lifetime supportive services benefit. It is up to the participant to weigh needs against resources and consider current versus potential future circumstances prior to determining whether to request assistance now or later. It is the responsibility of the Career Development Counselor to ensure that customers understand the concept of the lifetime limit and to help customers think through the consequences of their choices.

Lifetime Supportive Services Benefit: Participants may receive transportation and childcare assistance when they are participating in an approved WIOA activity and have demonstrated the need for such assistance and meet other Local Area transportation and childcare assistance policies.

In addition, if they indicate a need, participants are eligible for additional supportive services in an amount up to \$300 a year with a lifetime limit of \$1,000 during the course their enrollment in WIOA. These funds may be used for needs previously designated by the Local Area as allowable supportive service costs.

In extreme circumstances, where the participant has used the lifetime limit or has an emergency need that exceeds that limit, the service provider organization can apply in writing to the Local Area Administrative/ Programmatic Systems Manager for approval for one-time emergency assistance, using the “Unusual Expense Pre-Approval Form”. (See “WIOA Forms” Section of Manual for Unusual Expense Pre-Approval Form and example of completed form). Approval must be requested and received in writing prior to making the expenditure, and it is incumbent upon the service provider to ensure that the customer understands that, if approved, this is a one-time expenditure.

Supportive services are not to be the primary activity for any WIOA customers. It is a means to assist customers find or provide the financial assistance needed to allow them to successfully complete their intensive and training services in their goal of obtaining self-sufficient employment. WIOA is a workforce development program centered on training, education and work-based learning.

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Documentation: Service providers are to maintain a stringent attitude towards documentation of all supportive services provided. Transportation and childcare are to be documented in the Workforce Plus System once each semester; other supportive services are documented each time a supportive service is provided. Each supportive service is documented in case notes when it occurs with an explanation of the need, effort to locate other resources and description of service provided.

Transportation and childcare are updated in case notes on a monthly basis to determine whether the need continues and at what level.

Employment & Training Local Area 24 WIOA Transportation Policy

Transportation, as with other supportive services, may be provided to WIOA customers. The primary question that needs to be answered prior to provision of transportation assistance is as follows: “Is the transportation service/assistance necessary to continue WIOA services? The answer must be “yes” for WIOA to pay for these services.

Transportation assistance paid with WIA funds will be provided in the following ways:

- (1) as available, tokens will be provided for public transportation;
- (2) arrangements will be made with transportation providers for payment upon receipt of signed documentation of participation and/or receipt of services;
- (3) reimbursement will be made to participants who provide their own transportation for WIOA activities, using the following method for daily travel:

5-25 miles/day \$ 5.00 per day not to exceed a weekly amount of \$25.00

or an annual amount of \$1,200.00

26 miles/day and over \$8.00 per day not to exceed a weekly amount of \$40.00

or an annual amount of \$1,920.00

Provisions for Exception:

Payment scale will be adjusted at the Board’s discretion based on available funding;

Payments to customers are made on a case-by-case determination of need.

The Executive Director reserves the right to approve or deny transportation reimbursements based on Pell Grant disbursements.

- (4) reimbursement may be made to private individuals who provide transportation to WIOA participants for allowable activities at the same rate as in No. 3 above, following receipt of signed and documented Participant Transportation Documentation Log. Individual does not receive duplicated reimbursement if transportation is provided to multiple participants.

Service providers must ensure verification/documentation of participant attendance in activity for which transportation is being reimbursed. Documentation of mileage and participant signature alone is not sufficient for Local Area reimbursement to service provider.

Attachment 2

St. Clair County 708 Board Resource Guide: <http://stc708.org/>

United Way 211 Service Locator: <http://www.211helps.org/>

Attachment 3

| | | | |
|-----------------------------|--|-----------------|----------------|
| Policy: | Individual Training Account (ITA) – Initiation | Policy # | 6.01(a) |
| Purpose: | To obtain information from the customer needed to complete the appropriate paperwork to identify the training program, the supportive services needed and the ITA amount sought. | | |
| Responsible parties: | Career Specialist, Supervisor | | |

Procedures:

1. The Career Specialist must ensure that the customer’s test results have been entered on IWDS before certifying the customer as eligible for training.
2. If the customer’s training will be funded through an **ITA**, the Career Specialist must request an ITA # before enrolling the customer in training on IWDS.
3. The Career Specialist completes the following forms with the customer:
 - **ITA**;
 - **Training Order with Budget Summary**, verifying the training provider is on the list of approved training providers, and cost estimates are supported by the calculations;
 - **Supportive Services Budget Request**, if applicable; and
 - Screen print of the IWDS “application summary,” showing all services in which the customer is enrolled.
4. The **ITA** includes the customer’s general information, the training program, the training provider, the start and end date of the course and the estimated tuition and fees.
5. The Career Specialist must verify the following before completing the **ITA**:
 - The requested amount of an ITA is less than the maximum amount allowed for tuition, books and fees for ITAs, as approved by the Mid America Workforce Investment Board (MAWIB). If the ITA amount requested exceeds the maximum, the Career Specialist works with the Supervisor and Workforce Development Group Coordinator to seek approval from the MAWIB;
 - The selected **training provider is on the list** approved by MAWIB.
 - The customer has applied for financial aid – WIOA funds shall only be used for expenses not covered by other funding sources;

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- If the customer is applying for a Federal Pell Grant, a copy of the application and the amount approved is contained in the customer's paper file.
 - The selected training program is within a reasonable commute of the local area or approved if the training program is out of area.
6. The Career Specialist directs the customer to take the completed **ITA** to obtain the approved training provider's signature and date and return the signed **ITA** to the Career Specialist within seven days.
 7. If the customer needs transportation assistance, child care support or other supportive service, the Career Specialist completes the **Supportive Services Budget Request** (see Policy # 7.01-7.04).
 8. Once the **ITA** and the request for supportive services have been signed and dated by the customer and the training provider, the Career Specialist signs and dates the **ITA**. The Career Specialist saves the paper copy in the customer's paper file.
 9. The Career Specialist e-mails the scanned **ITA**, **Training Order** and the **Supportive Services Budget Request** to the Supervisor for approval.

Attachment 6

LWIA 24's grant administrator, the St. Clair County Intergovernmental Grants Department, is a department of St. Clair County Government. Each department of St. Clair County Government is required by law to adhere to the purchasing and procurement policies and procedures adopted and revised by the County Board. These policies and procedures are available for review at the Administrative Offices of the St. Clair County Intergovernmental Grants Department 19 Public Square, Suite 200, Belleville IL 62220.

Attachment 7

Summary of Local Plan Comments: