



ILLINOIS
WORKFORCE
INNOVATION
BOARD

WIOA ANNUAL STATEWIDE

PERFORMANCE REPORT
NARRATIVE

2023

PY 2023: July 1, 2023 – June 30, 2024



Illinois WIOA Annual Narrative Report
Program Year 2023
July 1, 2023 – June 30, 2024

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Introduction



During Program Year 2023 Illinois made significant strides around improving the equity and accessibility of the workforce development system through strategic planning, reducing barriers to receiving services, expanding employer partnerships, and fostering career pathways. Key accomplishments include:

Employer Engagement: Efforts to align workforce development activities with industry needs led to expanded industry sector partnerships, Talent Pipeline Management training, and coordinated regional planning. The state supported employer-driven initiatives, including sector partnerships in manufacturing, healthcare, and apprenticeship programs, to meet critical workforce demands.

Barrier Reduction and Inclusive Services: The state prioritized reducing barriers to employment by leveraging resources for supportive services like housing assistance, childcare, transportation, and digital needs through initiatives like the Job Training and Economic Development Program.

Promising Practices: State WIOA partners responded to an influx of newly arrived individuals who were in the expedited application process for Temporary Projected Status (TPS) and Employment Authorization Determination (EAD). All the partners contributed to quick and effective implementation, sharing responsibilities and being in regular communication in order to leverage resources of different titles to support new arrivals. Over 100 coordinated workshops took place helping connect more than 3,800 new arrival job seekers to American Job Centers (AJCs), providing employment and training services where applicable and appropriate.

Coordinated Planning: Building on the work of Governor JB Pritzker's Commission on Workforce Equity & Access and the Illinois Workforce Innovation Board's Equity Task Force, the state developed a new four-year plan for Illinois' workforce development system. The vision, goals, strategies and activities outlined in the plan



reflect the findings and recommendations of both the Governor's Commission and the IWIB's Equity Task Force. The plan was developed through input from workforce partners and robust stakeholder engagement.

Activities undertaken during PY 23 underscored Illinois' commitment to fostering an adaptable, inclusive, and demand-driven workforce system that meets the evolving needs of both employers and employees.

Section 1: Progress Made on State Plan Commitments

Strategy 1: Coordinate Demand-Driven Strategic Planning at the State and Regional Levels

Activity 1.1: Develop Strategic Indicators, Benchmarks and Related Planning Data Resources

This activity was completed during previous program years and no update is required.

Activity 1.2: Establish Regional Planning Areas

The state continued to recommend that Chief Elected Officials (CEOs) and Local Workforce Innovation Boards review the patterns in WIOA funding, participant service levels, and administrative costs to consider how each would impact service delivery and the ability to meet administrative requirements.

Activity 1.3: Conduct Integrated Regional Planning

The WIOA Interagency Technical Assistance Team coordinated a Regional and Local Plan / One-Stop Memorandum of Understanding review process to ensure all 10 Economic Development Regions and all 22 local workforce areas adopted their vision and commitments in response to the emerging economic conditions and required updates about how partners would coordinate around ways to ensure equity and access in all methods of service delivery.

Strategy 2: Support Employer-Driven Regional Sector Initiatives

Activity 2.1: Promote Employer-Driven Regional Sector Partnerships

The Illinois Workforce Innovation Board's Business Engagement Committee (BEC) finalized a presentation for executive-level audiences, regarding industry sector partnerships and Talent Pipeline Management. A similar presentation was also developed that was targeted to influencers – business associations, local Chambers of Commerce, economic development professionals, etc. – to inform them about the value of industry sector partnerships and train them to act as informed ambassadors to their constituents.

There was also continued progression of a "business champion" project to introduce and expand industry sector partnerships within Illinois' targeted industries. BEC staff met with the Illinois Department of Commerce and Economic Opportunity (DCEO) staff to discuss and coordinate this project with related DCEO activities. This discussion included the eventual "handoff" of interested businesses from the business champion to "statewide network" staff.

A draft tool was developed by the BEC to collect information on existing sector partnerships in the State of Illinois. The information collected will be used to populate an inventory of existing industry sector partnerships. This inventory will be used to highlight successful partnerships, connect businesses with existing partnerships, and identify support needed to continue to grow these partnerships.

DCEO maintained staff dedicated to promoting and providing technical assistance to create and maintain regional sector partnerships across the state. Kim

Kuchenbrod is a notable figure in the field of Talent Pipeline Management (TPM), who serves as a TPM Fellow and Faculty member associated with the US Chamber of Commerce Foundation. Kim provided guidance to local workforce boards and industry leaders to help establish sector partnerships in manufacturing, healthcare, transportation and golf course maintenance. She also facilitated learning academies to introduce key stakeholders to sector strategies.

DCEO supported a TPM training academy for twenty-six Title I and Title III business service team members to aid in the creation and support of business sector partnerships. Continued support was provided to seventeen training providers who completed an academy the previous year, with an additional focus on developing relationships to increase engagement in underserved communities and underrepresented populations. Multiple public speaking engagements were conducted to promote partnerships with employers, training providers, and workforce development professionals. To aid in these presentations, materials were developed for speakers to use when promoting sector partnerships.

Activity 2.2: Promote Sector-Based Business Services and Employer Initiatives

The Illinois Workforce Innovation Board's Business Engagement Committee (BEC) took a leadership role in the development of a Business Engagement track at the April 2024 WIOA Statewide Summit in Collinsville. One of the sessions under this track was titled: Transforming Industries Together: Strategies for Attracting Employers to Sector-Based Partnerships, in which Talent Pipeline Management (TPM) Practitioners led an interactive session promoting industry-sector partnership development and management in economic development regions. Participants learned how to develop their ability to recruit employers, how to organize an effective business service team to lead the partnership, how to remove barriers for employer engagement, and the return on investment for employer participation.

Newly trained TPM practitioners delivered multiple presentations at the WIOA Summit to promote sector-based business services and practices. Additionally,

sector-based business services were promoted during the National Apprenticeship Week in November 2023. To support TPM practitioners' roles, a webinar was conducted to educate local workforce area directors and board members on the benefits of developing employer engagement plans and supporting the business engagement team. To support the development of best practices for TPM practitioners, graduates of the training developed employer collaborative model projects to promote key sector employer initiatives. The material from these projects is being used to create a TPM resource library.

Apprenticeship Illinois supported employer initiatives through Apprenticeship Specialists. Apprenticeship Specialists (AS) are embedded within the local workforce areas' existing business services teams. The AS provides one-stop concierge services to employers to help them build a Registered Apprenticeship program from start to finish at no cost. These services are meant to ease the burden on employers and streamline the process of registering programs. The AS works with their integrated business services teams (IBST) within their region, who can consist of core WIOA partners and other education, workforce, and economic development professionals and partners in their region. Alignment and collaboration allow for better services and products for the employers. Employers can find the apprenticeship specialist in their area by going to www.ApprenticeshipIllinois.com and clicking on the employer icon.

Strategy 3: Provide Economic Advancement for All Populations through Career Pathways

Activity 3.1: Promote Leading Career Pathway Models and Best Practice

The Illinois Workforce Innovation Board's Career Pathways for Targeted Populations (CPTP) Committee met quarterly to highlight Illinois career pathway best practices and models. Meetings included presentations of how local areas have coordinated partners to support those in target populations to enter and sustain a career pathway. These include:

The Illinois Department of Commerce and Economic Opportunity (DCEO) coordinated efforts with the

Illinois Department of Corrections (IDOC) and the Illinois Department of Employment Security (IDES) to strengthen re-entry career pathways through the Partners for Re-entry Opportunities in Workforce Development (PROWD) grant and the Returning Resident Clean Jobs Program. TCCI Manufacturing has also joined this effort in the Decatur area, using Climate and Equity Jobs Act funds to create an extension of Richland Community College, allowing students to take classes preparing them for manufacturing jobs on-site at their EV Hub. TCCI has particularly emphasized including students from Richland's EnRich program, which gives justice-impacted students essential skills before joining the workforce.

Joliet Junior College and the Will County Workforce Center work within the county to support youth in promising careers. The goal of this partnership is to solve transportation issues in the area using shuttles and bikes and planning for the use of electric buses in the future. Additionally, through the Connect Your Future program, Joliet Jr. College aims to create as many re-entry points as possible for out-of-school youth by supplying gas cards, training, and childcare.

The Illinois Assistive Technology Program (IATP) and the Illinois Department of Human Services (IDHS) spoke about transition support and career training for individuals with disabilities in Illinois. IATP fabricates and provides assistive technology to individuals with disabilities, particularly to help them in workplace and independent living scenarios.

The CPTP Committee is now exploring ways to highlight these innovative, collaborative solutions occurring throughout the State to help other local areas reach all populations.

Activity 3.2: Expand and Improve Bridge and Integrated Education and Training Models

Title II Adult Education initiated programmatic supports, technical assistance, and professional development that led to a 40 percent increase in adult learner enrollment in Integrated Career and Academic Preparation System (ICAPS), Illinois' version of Integrated Education and Training Models. Strategies that support this continuous growth included:

The yearlong Transitions Academy, professional development that focuses on peer-to-peer sharing of promising practices, and the facilitated meetings, Cohort Conversations, where program teams met with experts in ICAPS development to plan and implement ICAPS.

The ICAPS provided accelerated pathways to industry-recognized credentials where instruction and training are supplemented by support courses, comprehensive student support services, and augmented by collaborative teaching practices between workforce training instructors and basic skills instructors.

Activity 3.3: Promote Innovative Career Pathway Solutions

The Illinois Workforce Innovation Board's Career Pathways for Targeted Populations (CPTP) Committee and the three workgroups promote innovative career pathway solutions for their target populations: individuals with disabilities, justice-impacted youth, and opportunity youth.

The committee compiled wrap-around support and career pathway resources to create an online repository. This guide will expand Illinois workNet's Work Success Support Resources search engine to highlight Illinois career pathways and worker supports. The guide is scheduled to be live by the end of 2024. In addition, the opportunity youth workgroup has prioritized career awareness.

WIOA professional development focused on promoting innovations in career pathways through the Workforce Wednesday Webinars and WIOA Summit. Illinois offered several webinars on supporting targeted populations and equity and accessibility. To see the full menu of Workforce Wednesday Webinars, visited <https://ilworkforceacademy.com/workforce-webinars/>.

Illinois Department of Employment Security's Career Information System (CIS) was provided for free to high schools across the state and supported by technical assistance and training when requested. Career Pathways information was built into the CIS360 system so that any student who used CIS will see the career pathways approved by the Illinois State Board of Education.

Illinois updated the *Career Pathways Dictionary* that was launched in 2018. The updates reflect changes to policy, practice and resources and transitioned the dictionary to an online tool for ease of navigation and update.

Activity 3.4: Promote the Use of All Types of Apprenticeships

Illinois Community College Board (ICCB) facilitated monthly activities designed to support the expansion of all forms of apprenticeships. These supports include facilitating monthly meetings with an Apprenticeship Workgroup and hosting monthly Apprenticeship Learning Communities that focus on sector specific apprenticeships. Additionally, the ICCB created a repository of resources, recordings of learning communities, and other apprenticeship-based information for professionals to access in their development of all forms of apprenticeships.

Talent Pipeline Management (TPM) facilitator integrated apprenticeship programs into TPM Academies training materials, significantly enhancing the ability of employer collaboratives to introduce these programs effectively. This integration ensured that apprenticeships were aligned with TPM value streaming, meeting critical employer-identified competencies and credentialing requirements. By embedding apprenticeship opportunities in all TPM training sessions and presentations, we can substantially increase the adoption and success of these programs across various sectors.

The Illinois Workforce Innovation Board's Apprenticeship Illinois Committee created a framework to support all types of apprenticeships and work-based learning programs that may lead to apprenticeships. This past year, the Committee intentionally modified the Committee member roster to include more representatives from each of the core WIOA partners as well as individuals from the Illinois State Board of Education, K-12 CTE programs, community colleges, and community-based organizations (CBOs) who provide programs on the work-based learning continuum, anywhere from short internships, pre-apprenticeships, youth apprenticeships, unregistered apprenticeships, and U.S. DOL Registered Apprenticeships. The Committee will identify successful models that use a

stepped approach or pathway to apprenticeships.

The Apprenticeship Specialists, who embed in local workforce area business services teams, were trained on how to promote work-based learning and all types of apprenticeships to employers, as well as how to help employers create or expand existing programs. Apprenticeship Specialists, who are funded through the U.S. DOL State Apprenticeship Expansion Formula grant, entered data into Illinois workNet on the number of businesses engaged, the number of new programs created, and more. Employers can find the apprenticeship specialist in their area by going to www.ApprenticeshipIllinois.com and clicking on the employer icon.

Strategy 4: Expand Service Integration

Activity 4.1: Provide Coordinated and Enhanced Career Services

Illinois Community College Board (ICCB) provided direct program support for all Title II funded programs in their development of career services through Bridge programming based on in-demand industry training and labor market data. Bridge programming was designed to provide adult learners with contextualized, occupation-specific basic skills needed to successfully transition to postsecondary education and employment in high growth industries. Title II career services were further amplified through the support of career navigators and transition coordinators, roles specific to guiding all adult learners through their career planning.

Activity 4.2: Provide Coordinated and Enhanced Case Management Services

Illinois Community College Board (ICCB) implemented professional development and technical assistance for all Title II providers on the development and implementation of local Area Planning Council Plans designed to ensure collaboration and communication among all WIOA providers in specific Local Workforce Innovation Areas.

Title II Adult Education strategized with core and required partners to maximize efforts to provide coordinated services to mutual clients such as under-

served populations. The expectation that Title II providers were to provide case management services was clearly outlined and widely distributed in the ICCB Adult Education Provider Manual. This expectation was supported through monthly technical assistance for all adult education professionals, especially Career Navigators and Transition Coordinators. An example of the coordinated and enhanced case management services is the ICCB participation in the December 18, 2023, meeting with the Job Training and Economic Development Program, JTED, programs designed to provide workforce training and wrap-around services to help bolster equitable workforce recovery for all Illinoisans struggling to gain meaningful employment. The purpose of the technical assistance was to provide tools and resources connecting JTED and Title II programs when possible.

Finally, Title II provided assessment training for all Title I providers to ensure seamless collaboration between partners emphasizing a human centered design approach focusing on the needs of the customer.

Activity 4.3: Promote Continuous Improvement and Ongoing Professional Development

Ongoing professional development was coordinated by the WIOA Professional Development Committee. The WIOA Professional Development Committee included representatives from the Illinois Department of Commerce and Economic Opportunity, the Illinois Community College Board, the Illinois Department of Human Services, the Illinois Department of Employment Security, Northern Illinois University: Center for Governmental Studies, Southern Illinois University Edwardsville – Southern Illinois Professional Development Center and Illinois State University – Illinois Center for Specialized Professional Support. This committee coordinated the Workforce Wednesday Webinars, the annual WIOA Summit, and regional in person professional development. Webinars focused on a variety of topics including implementation, compliance and guidance for the system, and sessions on workplace communication and culture – a full list of Workforce Wednesday Webinars can be found at <https://ilworkforceacademy.com/workforce-webinars/>.

Title II Adult Education provided all frontline staff training on basic skills assessments through a web-based platform, iLearn, to ensure training and professional development support in a cost-effective manner.

Illinois Department of Employment Security (IDES) expanded and updated its internal professional development sessions for IDES staff working with job seekers, claimants, and businesses to include: training on special labor exchange tools and functions; employment service strategies for special populations; and the inclusion of regular presentations on foundational labor market information topics conducted by IDES Labor Market Economists. IDES also updated its onboarding training for new frontline staff to integrate unemployment insurance, employment services, and labor exchange topics.

Activity 4.4: Promote the Incorporation of Required Partner Services

This activity was completed in a previous program year and no update is required.

Strategy 5: Promote Improved Data-Driven Decision Making

Activity 5.1: Improve Employer Tools for Communicating and Accessing Information

The IWIB BEC continued to support the development of the Illinois workNet BizHub and the Illinois Employment Business System (IEBS), both of which act to support the exchange of information between employers and the workforce development system in Illinois.

Activity 5.2: Improve Access to Career and Education Guidance Tools and Information

Workforce Webinars provided throughout Program Year 2023 provided front-line career services and case management staff access to ongoing training and information to support the continued enhancement of career services to customers. Examples include:

- Case Notes: The Purpose and Importance of Case Notes, Characteristics of a Well-defined Case Note, Important Rules for Writing Case Notes, and Privacy and Confidentiality

- Operating Equity: The Impact of Equity of Access, Assessment, and Opportunity on Outcomes
- Exploring Strategies: Great Local Ideas for Recruiting and Intake That Get Results
- Employment Barriers Faced by ELLs and Strategies to Overcome Them

Recordings of the webinars were housed in the Illinois Workforce Academy website and available asynchronously to front-line career services and case management staff.

Activity 5.3: Improve Access and Integration of Eligible Training Provider Lists

In December 2022, the Illinois Workforce Innovation Board (IWIB) approved the Eligible Training Provider List Policy (ETPL) and Proposed Recommendations. The 2022 ETPL Policy was not released due to necessary updates on the ETPL Data Entry and Maintenance Portal's ability to reflect federal and state guidance; however, many of the recommendations have been completed or are currently underway. The progress on these recommendations is as follows:

- An ETPL Policy Glossary attachment was created to define words and concepts within the ETPL policy to unfamiliar audiences. A Plain Language Software was used throughout this work to ensure this tool is accessible to any audience.
- An Executive Summary framed as "Frequently Asked Questions" for consumers was created using questions gained throughout the ETPL policy development process and a landscape study of other similar documents used in workforce systems throughout the country.
- Visual representations, in the form of flowcharts, were created to map a provider's journey to have approved training programs listed on the Illinois ETPL. This work was greatly aided by the Illinois Community College Board and the Illinois Board of Higher Education by ensuring all the necessary state and national oversight and accreditation steps were accurately represented.

Additional work is underway to complete the remainder of the ETPL Policy Workgroup's recommendations. However, many of the outstanding recommendations are contingent upon the ETPL Data Entry and Maintenance Portal's final upgrades. These include a System User Procedure Guide and protocol documents. Once the development of the ETPL Data Entry and Maintenance Portal is complete, supplementary information for the workforce development system will be created, including local procedural documents and technical assistance.

As these critical steps are finalized, internal procedures will continue to be created and amended to fit the roles and responsibilities of the future State ETPL Coordinator.

Activity 5.4: Improve Access and Utilization of Labor Market and Workforce System Information

Illinois Community College Board (ICCB) provided technical assistance to Title II providers to integrate labor market and workforce system information into the Bridge and Integrated Career and Academic Preparation System (ICAPS) development where all program proposals for Bridge and ICAPS had to include a description of how the career services connect to the local labor market using the labor market data.

Illinois Department of Employment Security (IDES) added regular presentations on foundational labor market information topics by IDES Labor Market Economists to its by-weekly training for IDES staff working with job seekers, claimants and businesses.

On a quarterly basis, IDES distributed regional labor market profiles and indicators by Economic Development Region (EDR) to state and local workforce partners, municipal leaders, economic development professionals, and other stakeholders.

On a monthly basis, IDES publishes on its website and distributes via email detailed information on job openings from Help Wanted Online. It was also organized by EDR.

Strategy 6: Advance Public-Private Data Infrastructure

Activity 6.1: Enhance the State Labor Market Information System

Marketing/awareness: Illinois Department of Employment Security (IDES) focused on growing its list of contacts and improving the distribution of labor market information, publication, and tools to increase awareness about the range of labor market tools available from IDES. In addition, IDES staff regularly attended regional and state-level workforce meetings and events to offer labor market information and insights.

Career Information System upgrade: IDES upgraded the CIS to the 360 platform which launched in early 2024, resulting in additional information and tools including: regional employment projections; wage information; and in-demand jobs.

IDES/ISAC Partnership: In the spring of 2024, IDES partnered with the Illinois Student Assistance Commission to integrate the ISAC [Postsecondary and Career Expectations \(PaCE\) framework](#) into CIS360, which facilitates the exploration of careers and pathways and provides students with a college-and-career-readiness rubric.

Activity 6.2: Expand and Improve the State Longitudinal Data System

Due to some funding limitations there was limited progress in some areas, but the State Longitudinal Data System (SLDS) was the catalyst for some partnerships between SLDS members, including **Illinois Department of Employment Security and Illinois State Board of Education** related to updates and maintenance of [High School to Careers](#) and [College to Careers](#) online tools.

Activity 6.3: Improve the Integration of Program and Case Management Information Systems

Illinois' approach to integrating data across the four core programs for the purpose of streamlined intake and service delivery was to maximize: Application Programming Interfaces (APIs); data sharing; and aligned service delivery policies and procedures across the core programs, each of which is managed in separate state agencies. The core programs planned and implemented integration through multiple interagency

working groups including: Illinois Workforce Innovation Board (IWIB) Referral Policy Work Group; IWIB Continuous Improvement Committee; IWIB Performance Work Group; and the WIOA Interagency Technical Assistance team.

Strategy 7: Increase Barrier Reduction Services

Activity 7.1: Leverage barrier reduction resources and WIOA supportive services to increase equitable access to training and employment

Illinois provided \$15 million for the Job Training and Economic Development Program (JTED). JTED provides the ability to support barrier reduction services. The following was achieved for the grant period ending July 2024.

Outcomes

- 110% (2,145) adults enrolled based on their planned performance.
- 317% (6,495) youth enrolled in training. Of this 6,062 youth participated in the Illinois Manufacturers Association Scaling Transformative Advanced Manufacturing Pathways (STAMP) program.
- 126% (3,803) participants have obtained at least one credential.
- 76% of adults have been placed in employment.

Barrier reduction funding has proven to be impactful for assisting participants in staying in training and employment. Below is a statement from a JTED participant assisted with barrier reduction funding.

Barrier reduction funding is devoted to increasing family stability and job retention by covering accumulated emergency costs for basic needs, such as housing-related expenses (rent, utilities, internet connectivity, etc.), transportation, childcare, digital technology needs, education needs, mental health services, substance abuse services, income support, and work-related supplies that are not typically covered by programmatic supportive services. WIOA providers can access these funds by applying to be a JTED provider or by partnering with JTED providers.

Illinois Department of Employment Security (IDES) does not have funding to pay for barrier reduction services, so Title III makes referrals to partners in the American Job Centers or in the community. To that end, IDES maintains and updates a resource list of

support services and programs to make referrals from. It is organized by office location and it is accessible and updatable to all IDES staff that work in local office/ AJCs.

Section 2:

Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification.

This description should include:

- *the state's methodologies;*
- *the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate;*
- *the results and whether the results are generalizable to the entire population of customers; and*
- *a description of any continuous improvement processes for incorporating the customer satisfaction feedback.*

The state employed various methodologies for gathering customer feedback, including surveys, focus groups, and direct outreach initiatives. These tools helped assess the effectiveness of services provided at American Job Centers (AJCs) and identified areas for improvement.

Customer Satisfaction for WIOA Title I:

Title I in Illinois operates a Customer Feedback Survey. The purpose of this survey is to evaluate overall satisfaction with the Illinois workNet site and its resources. Key questions for Program Year 2023 included satisfaction with the website, purpose of visit, how users heard about the site, ability to report difficulties in finding information, recommendations for improvement, likelihood of recommending the site, and additional feedback.

The survey is sent out quarterly to users who log into Illinois workNet during that period. During PY23, the survey was emailed to 1,714 users and marketed across

Illinois workNet's social media platforms and website. The Illinois workNet team reviews the data quarterly, resolving any identified issues or bugs. Feedback, recommendations, or concerns are shared with stakeholders for prioritization.

During PY23, 133 individuals completed the survey, with 75.18 percent likely to recommend Illinois workNet for employment and training resources. Feedback included improving the search feature, providing more ways to connect directly to a person, and enhancing job search capabilities. Several individuals reported the site met their needs without additional feedback.

Additionally, local Workforce Investment Areas (LWIAs) often implemented customer feedback and surveys as part of their efforts to improve service delivery and enhance customer satisfaction. LWIAs often shared customer feedback results with local workforce boards and other stakeholders to promote transparency and collaborative efforts for improvement. For example, a Customer Satisfaction Survey in LWIA 7 standardized feedback collection and streamlined survey usage. Data was used to evaluate and improve service delivery. The One-Stop Operator team in LWIA 7 maintained a visual dashboard to show trends in overall satisfaction for the American Job Center Network.

Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenges.

Challenges related to collecting, analyzing, and utilizing data effectively impacted the ability to assess program effectiveness and make data-informed decisions. One key challenge with the Statistical Adjustment Model (SAM) for Title I under WIOA was that it captured participant characteristics and barriers to employment only at enrollment. As participants pro-

gressed through services, new barriers often emerged, such as health issues or housing instability, which are not reflected in SAM's static data. This limited the model's ability to accurately assess program effectiveness and set realistic performance expectations.

Solutions include implementing mid-program assessments to capture evolving barriers, using local data to supplement federal reporting, and advocating for more dynamic federal data collection processes.

Section 3: Promising Practices

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects.

Promising practices highlighted during Program Year 2023 include:

- Coordinated workforce strategy to assist the new arrivals who were in the expedited application process for Temporary Projected Status (TPS) and Employment Authorization Determination (EAD). This included: initial staffing of the workforce table at TPS/EAD Legal Workshops amounted to a virtual American Job Center (AJC) for those individuals; webinar for employers; and hiring and resource fairs. Although this was eventually transitioned to Title I/Local Workforce Innovation Area 7 for ongoing implementation, all the partners contributed to quick and effective implementation, sharing responsibilities and being in regular communication in order to leverage resources of different titles. During PY23, over 100 coordinated workshops took place in Chicago helping to connect over 3,800 new arrival job seekers to American Job Centers (AJCs), providing employment and training services. Leveraged services among WIOA core partners has bolstered workforce integration.
- In collaboration with the Illinois Reentry Council, WIOA partners aimed to enhance employment and training offerings within Illinois Department of Corrections (IDOC) facilities, strengthen service coordination, and implement best practices across Local Workforce Investment Areas (LWIAs). Achievements during PY23 included local resource alignment, workforce participation

in IDOC Re-entry Summits, webinars, and pilot programs such as the VR Training at Kewanee Life Skills Re-entry Center. Additionally, 1,637 formerly incarcerated individuals were enrolled in WIOA Title I services in PY 23.

- Virtual Job Fairs for incarcerated individuals who are within 90 days of release: Launched in the spring of 2022, this is a coordinated effort of Illinois Dept of Corrections (Reentry Services), IDES (Business Services), Title IV, and Title I in the local areas in Southern Illinois. The events were hosted monthly and were available to individuals within 90 days of release at any IDOC facility who expect to be living in Southern Illinois. Illinois Department of Employment Security (IDES), the local area, and Title IV all provided short presentations about services available through the AJCs and how to access them; IDES recruited employers to attend and they each presented on the jobs they are hiring for and the application processes. Most events included anywhere from 6 to 10 employers and were attended by anywhere from 15 to 125 individuals.
- In PY 23, Illinois expanded the Talent Pipeline Management (TPM) framework through Integrated Business Service Teams to enhance employer engagement and expand apprenticeships. This employer-centric approach for 31 Title I and Title III staff aligned workforce development with industry needs, focusing on high-demand sectors like healthcare, IT, and manufacturing. These efforts supported new apprenticeship programs, improved business participation, and more tailored workforce services, helping close skills gaps and support sustainable talent pipelines across the state.

Section 4: Performance and Evaluation

The [WIOA Performance & Transparency](#) page provided comprehensive quarterly and annual data from Titles I, II, III, and IV. This page features data graphs that illustrate the Workforce Innovation and Opportunity Act (WIOA) performance metrics reported to the U.S. Department of Labor and the U.S. Department of Education by all four WIOA core partners. Each quarter, the core partners submitted updated data, which was reflected in the graphs. These performance graphs highlighted key metrics such as Employment Rate for the second and fourth quarters (Q2 and Q4), Median Earnings Rate for Q2, Credential Attainment Rate, and Measurable Skill Gains. Additionally, the page included Enrollment graphs that display enrollment statistics by Gender and Race/Ethnicity. These graphs were developed by the Illinois Workforce Innovation Board's Continuous Improvement Committee to ensure public transparency regarding the performance measures of the WIOA core partners.

WIOA Title I Illinois Performance Accountability and Transparency System (IPATS) Enhancements:

During Program Year 2023, the Illinois Department of Commerce and Economic Opportunity (DCEO) worked closely with Southern Illinois University (SIU) to make several enhancements to the Illinois Performance Accountability and Transparency System (IPATS), an authorization-only tool used to support state and local WIOA Title I partners. Updates were implemented across various tools within IPATS, and new tools were introduced.

The Dashboard was expanded to include additional metrics related to Individualized Career Services, Youth Service Elements, Participants with Open Ser-

vices, Training and Youth Education/Training Services, and Measurable Skill Gain Attainment. Furthermore, updates to the customer lists generated by these metrics now provide users with more actionable information, creating a responsive and interactive system. These enhancements assist partners in serving their customers more effectively while ensuring accurate documentation of actions and progress within the system.

The Performance Graphs filters were updated with text that aligns with commonly used field procedures, enhancing ease of use. Additionally, a new section, the WIOA Participant Count Graphs, was added to automate previously manually maintained graphics. These graphs expanded existing data sets to create interactive charts that display Statewide Total Participants, Statewide New Participants, Statewide Exiters, and New Participants by local workforce development area. The graphs present data through graphics, data tables, and exportable formats.

Effectiveness in Serving Employers Pilot Update

Program Year 2023 was the final year for The Effectiveness in Serving Employer Pilot program using the two approaches, Employer Penetration Rate and Retention with the same Employer in the 2nd & 4th quarter after exit. U.S. DOL has provided guidance that they will use one measure, Retention with the same Employer in the 2nd & 4th quarter after exit. This measure will be baseline for Program Year 2024 & 2025 and will be added to the negotiation progress across all six-core programs for Program Year 2026.

Section 5: Waivers

Incumbent Worker Training Waiver of Six-Month Employment Requirement:

Overall Program Year 2023 Incumbent Worker Training (IWT) included 346 projects with 2,070 workers trained. Of these, 70 projects were conducted under the waiver, representing 20 percent of the total. There were 55 businesses able to conduct IWT under the waiver.

In the 70 projects with a majority of new workers, overall, 595 workers received training. Of that amount, 254 workers in these projects were new hires representing 12 percent of all incumbent workers trained.

Outcomes for incumbent worker trainees are very positive, regardless of whether or not the project was conducted under the waiver. PY23 outcomes are similar to historical patterns. Nearly all workers are retained, but the percent receiving wage increases and promotions immediately as a direct result of the training are less than 10 percent.

PY23 IWTS OUTCOMES	All Projects (346)		Non-Waiver Projects (276)		6-Month Waiver Projects (70)	
	Count	%	Count	%	Count	%
Received Training	2,070		1,475		595	
Completed 1 Course	1,937	93.6%	1,387	94.0%	550	92.4%
Retained	1,916	92.6%	1,356	91.9%	560	94.1%
Wage Increase	135	6.5%	106	7.2%	29	4.9%
Promotion	73	3.5%	49	3.3%	24	4.0%

Section 6: Individuals with Disabilities Served

Required Content	Program Year 2023 Responses
The number of individuals referred to the Illinois Employment and Training Centers by the Department of Human Services Office of Rehabilitation Services.	The data systems in place do not currently allow this to be tracked. An updated system that can track this is currently being developed.
The total number of individuals with disabilities served by the Illinois Employment and Training Centers.	There were 2,790 individuals with disabilities served by Title I providers in Illinois for Program Year 2023.
The number of individuals with disabilities served in federal Workforce Innovation and Opportunity Act employment and training programs.	Title-I: Adult – 231 Title: I: Dislocated Worker –100 Title I: Youth – 1,067 Title-II – 736 Title-III – 1,529 Title-IV – 35,134 Total all Programs – 38,797
The number of individuals with disabilities annually placed in jobs by the Illinois Employment and Training Centers.	There were 903 individuals with disabilities placed in jobs through Title I service providers in Illinois for Program Year 2023.
The number of individuals with disabilities referred by the Illinois Employment and Training Centers to the Department of Human Services Office of Rehabilitation Services.	There were 153 individuals with disabilities at the Illinois Employment and Training Centers to the Department of Human Services Office of Rehabilitation Services in Illinois for Program Year 2023.



Attachment 1: Success Stories



Individuals

Alex Bumgarner - Local Workforce Area 5

Alex's journey is a testament to resilience and determination. Despite facing setbacks like limited job prospects, he sought out opportunities for growth. Starting as a Merchandising Associate at Costco, he supplemented his income with part-time work at Lowe's to support his household.

Recognizing the need for a career change after experiencing an unexpected setback, Alex, with the help of WIOA Funding, enrolled in the Combined HVAC/Electrician Program at West Chicago Professional Center. From July 2023 to February 2024, Alex attended training and successfully obtained his EPA License and Certificate of Training Completion in the Combined HVAC and Electrician Program. After several months of job searching, Alex secured full-time employment as an HVAC Technician with Mendel Plumbing and Heating in April 2024. This transition not only signifies personal achievement but also marks a significant step towards fulfilling his long-term goal of establishing a stable career in the HVAC field.

Through strategic planning, including budget adjustments and continued employment at Costco during his training, Alex ensured financial stability for his household while pursuing his career aspirations. Alex provided financial support for his retired parents, living on a fixed income.

With a clear vision for his future and a strong work ethic, he is well-equipped to thrive in his chosen field and build a brighter future for himself.



Veronica Hoehn – Local Workforce Area 6

Veronica worked as a Project Manager until her layoff in 2023. She came to workNet DuPage for employment services after working with an outplacement firm with little success. Veronica states that she felt “lost and unsure of her identity” as a result of her position being eliminated.

Veronica began working with a career coach on her employment goals. As Veronica continued to job search, she realized she needed additional certifications to compete in her field. It was imperative that she find employment quickly, as she is the sole support for her son.

With the help of her career coach, Veronica began to research training programs to earn additional certifications. Veronica identified a training program which met her needs and began training shortly thereafter. Veronica completed the training program and earned three certifications to add to her resume. Shortly after completing training, she interviewed and offered a position as a Strategic Planning Manager for a major local employer. Veronica is grateful for the services she received from workNet DuPage. “WorkNet DuPage has become like family to me. The team is dedicated to helping and supporting job seekers through their most vulnerable times. That support is invaluable and irreplaceable. Because of workNet DuPage I was able to lift myself again, and shine better than before, and now, I share this light with the world.”



Brittan Gash – Local Workforce Innovation Area 18

Brittan was a 21-year-old single mother of an infant when she came to Vermilion County Works (VCW) as a low-income adult in 2020. At the time of her enrollment, she was working part-time as a food server, making \$5.75 per hour. She knew that she wanted a change and the opportunity to provide a better life for her son, so she came to our office with the goal of earning her Associates' Degree in Health Information Technology at Danville Area Community College and finding remote work in the healthcare field.

After meeting with local staff to verify her eligibility, completing an assessment, and developing a career plan, she was enrolled in the appropriate services. VCW assisted Brittan with her tuition, fees, books, and supplies in order to support her career goal.

2020 was a difficult year to begin a new career path. At the same time that Danville Area Community College transitioned to online learning, Brittan was involved in a car accident. These events could have been enough to deter her from her goal, but she persevered. She was determined to see her courses through. So, with a broken nose and an altered education plan, she completed her semester with a 3.7 GPA.

On top of COVID concerns, Brittan was a single mother and was struggling to balance family, work, and school. As her third term approached, she recognized that working full-time to support herself and her son was taking its toll on her education. Instead of allowing her GPA to suffer, she decided to proceed with a lighter course load, which allowed her to proceed more confidently and successfully in her courses. She was determined to complete her education, even if it took longer than she originally anticipated.

Brittan graduated with her Associates in Applied Science in Health Information Technology and a certificate in Medical Coding in the summer of 2023. She just celebrated her 1 year work anniversary at True Rx Health Strategists, where she works remotely as a Patient Care Representative. She is extremely appreciative of the assistance that she received at VCW and the life that it has provided to her and her son.



Dennis Maldonado Wiley – Local Workforce Innovation Area 24

Dennis is one of LWIA 24's In-School Youth Program Participants. He is a part time student attending Southwestern Illinois College who is majoring in Political Science. Before joining, Dennis had never heard about our WIOA program before until one day by chance at Lowe's, our supervisor's husband was around and happened to bring it up. Dennis was surprised at all the services and opportunities our program provides our youth and was highly interested from the beginning.

When Dennis and his Career Specialist met for the first time, Dennis had just been in the United States for about a month. He was raised in Bolivia and had lived there most of his life. It was a culture shock both socially and economically. Dennis was able to get proper attire for his new job through supportive services despite having owned very little. Transportation has also been a barrier for Dennis due to him and his family sharing one car. He learned how to take the city bus early on and that is now how he gets to work. Dennis also lacked confidence when he came into the program but throughout his journey and new experiences, Dennis has since bloomed into a confident young man.

Soon after enrolling into the youth program, Dennis began and completed his Paid Work Experience at St. Clair County Intergovernmental Grants Department as an Office Assistant for LIHEAP. His supervisor and colleagues would constantly talk about what a pleasure it was to have Dennis in the office. His consistent strong work ethic and positive attitude led to an interview with the St. Clair County Circuit Clerk as his Paid Work Experience was nearing the end. The Circuit Clerk and his staff were impressed with Dennis during the interview and agreed to an On-the-Job Training. Dennis has been working there since January 2024 and has been doing great. Dennis is still participating and excelling in his On-the-Job Training at the St. Clair County Courthouse. Although being a college student and working is not easy, Dennis has continued to push forward – eased and facilitated by the resources we offer. Dennis is excited and hopeful about his future. He is eternally grateful to have learned and become part of the WIOA Youth Program.

Employers

Consumers Credit Union – Local Workforce Innovation Area 1



Consumers Credit Union (CCU) is a member-owned financial cooperative offering banking services like loans, mortgages, and investment options. They focus on personalized financial solutions and community involvement.

CCU stands out as a leader in workforce and economic development, consistently demonstrating innovation, collaboration, and a deep commitment to the community.

Notably, they partnered with the College of Lake County to create a Banking Apprenticeship program, aimed at upskilling future financial sector workers. Their active participation in the Workforce Development Board further highlights their commitment, where they advocate for workforce programming that drives regional economic growth.

Through programs like the Work, Earn, and Learn (WEL) Program, CCU offers paid internships across various banking careers, providing invaluable industry experience. For over five years, this initiative has helped numerous individuals improve their employability. Additionally, CCU's investment in financial literacy, particularly through resources provided at the Job Center of Lake County, empowers residents to better manage their finances, contributing to the community's overall economic health.

CCU's collaboration with partners and stakeholders is exceptional. They regularly host Workforce Development Staff to align training programs with industry needs and are strong advocates for apprenticeship opportunities. Their leadership is further evidenced by their C-suite executives' active participation in workforce development discussions. CCU's community support is also seen in their sponsorship of events and scholarships, further cementing their role as a key community pillar.

Ultrasonic Power Corporation – Local Workforce Innovation Area 3



Ultrasonic Power Corporation (UPC), located in Freeport, Illinois is on the cutting edge of the Industrial Ultrasonic Cleaner industry. Founded in 1972, UPC is a leading global ultrasonic cleaning company. They operate in an historic

former railroad depot on eight acres and all products are "Made in the USA", durable, industrial-grade precision cleaning equipment. UPC designs, develops, manufactures, distributes and supports our products from this single, technologically robust location.

UPC is committed to exceptional precision industrial ultrasonic cleaning and liquid processing solutions, which extends not only to their customers, but to their commitment to workforce development and talent pipeline solutions. Over the past few years, UPC has worked with The Workforce Connection in various ways to not only connect with new candidates, but to provide training and upskilling for their current workforce.

Over the past 3 years, UPC has partnered with The Workforce Connection's Business Services division in numerous ways. They have hired individuals from the WIOA Training and Employment Program, taking steps to ensure a robust training plan to ensure new staff have the skills they need to succeed on the job and advance in their careers. They have also utilized Incumbent Worker Training funds to provide continual training to current staff, ensuring that staff members and the organization can keep up with industry trends and continue to grow.

Watershed Foods – Local Workforce Innovation Area 15



WATERSHED[™]

Watershed Foods is committed to growth in both their overall business endeavors and knowledge of their employees as a whole.

Watershed Food's Director of Talent, Wes Wright, started approximately one year ago and has focused on growth and development. He recognizes that the key to developing a business is to support and develop its employees. This is one particular reason as to why Wes has partnered with Career Link and other grant funding sources to upskill their workforce. This will create a strong company of valued employees that cares for and is committed to their small community location.

Examples of trainings that Watershed Foods has pursued include:

- Leadership to build a cohesive team despite a large staff turnover since Covid;
- Fork Lift & Aerial Lift Train the Trainer so that they can safely develop their own lift operators after hiring; and
- Advanced Refrigeration in order to effectively operate safely in an industry that utilizes strong refrigeration chemicals.

These are only a few of the trainings that they continue to pursue.

Watershed Foods stated that it appreciates the assistance that Career Link and WIOA has provided for their business. The Incumbent Worker Training program has made it possible to reimburse the training costs of employees, which allows them to stay competitive in their industry and expand their product outreach.

Career Link funding has proven to be a great value by reducing their expenses to create a knowledgeable team. The training has provided some valuable skills to employees in a somewhat rural area. We recognize Watershed Foods commitment to their workforce.

America's Central Port – Local Workforce Innovation Area 22



AMERICA'S CENTRAL PORT

America's Central Port, in Granite City is located at the heart of the US transportation network, with access to railroads,

multi-modal harbors and four US interstates. The Central Port is home to over 75 businesses. The businesses and services located at the port range from agri-businesses, fabricated construction, chemical manufacturing, warehousing, non-profits, and residential housing.

America's Central Port is a business leader that understands and values the importance of their community. The Executive Director Dennis Wilmsmeyer understands the importance of community for both the businesses at the port and the surrounding community. Understanding the struggles employers have finding and retaining employees and the struggles workers face with finding gainful employment. Americas Central Port began hosting high school tours of the Port, which included area businesses that were struggling to find employees. Students were provided hands-on opportunities to see the work, and in some instances try it out, see if they would be interested in pursuing careers upon graduation.

The Port has also offered Build Your Future Workshops, engaging youth ages 14 to 18, for the past two years. The workshop is a one week boot camp, where students can have hands-on experience in the areas of Carpentry, Drywall, Concrete, Plumbing and Electricity. Participants work with skilled staff completing projects and working. Feedback from the project has been overwhelmingly positive from parents. One parent, stating that it provided positive male role models in her son's life, that he does not receive at home. The port has even hired a participant to work at the port, as a result of the camp.

The commitment to their community does not stop with tours, and workshops, they strive to provide opportunities to all of their community members. New Opportunities is a local non-profit that provides educational and work training opportunities for adults with Disabilities has been located at the port since 2005. When America's Central Port Staff found out, the individuals were looking for volunteer opportunities, they helped them find volunteer activities that would meet the needs of the individuals and state guidelines.

Attachment 2: Title I Adult SPR PY23

OMB Control Number 1205-0526
Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report		Certified in WIPS: 9/30/2024 11:48 AM EDT			
PROGRAM WIOA Adult		TITLE (select one):			
STATE: Illinois	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education	<input type="checkbox"/>	
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser	<input type="checkbox"/>	
From (mm/dd/yyyy) : 7/1/2023	To (mm/dd/yyyy) : 6/30/2024	<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/>	
		<input type="checkbox"/> Title I and Title III combined	<input type="checkbox"/>	<input type="checkbox"/>	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	8,484	4,893	\$22,967,193	\$2,707
Training Services	6,997	4,157	\$21,795,948	\$3,115
Percent training-related employment¹:		Percent enrolled in more than one core program:		Percent Admin Expended:
48.7%		32.6%		43.7%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2023-6/30/2024	Total Participants Exited Cohort Period: 4/1/2023-3/31/2024	Negotiated Targets	Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
					Cohort Period: 7/1/2022-6/30/2023		Cohort Period: 1/1/2022-12/31/2022		Cohort Period: 7/1/2022-6/30/2023	Cohort Period: 1/1/2022-12/31/2022		Cohort Period: 7/1/2023-6/30/2024	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		8,489	4,893	Actual	3,871	80.5%	3,457	78.2%	\$10,293	2,541	73.2%	4,141	69.1%
Sex	Female	4,285	2,288		2,071	84.6%	1,902	82.5%	\$9,769	1,305	70.5%	2,044	66.9%
	Male	4,157	2,575		1,764	76.2%	1,511	73.6%	\$11,010	1,202	76.3%	2,079	71.5%
Age	< 16	0	0		0		0		0			0	
	16 - 18	207	87		67	83.8%	55	90.2%	\$7,377	40	85.1%	143	80.8%
	19 - 24	1,389	853		712	86.6%	545	83.0%	\$10,205	399	72.3%	759	71.5%
	25 - 44	5,597	3,165		2,568	81.2%	2,332	80.0%	\$10,436	1,723	74.3%	2,705	68.4%
	45 - 54	936	573		386	75.2%	379	69.8%	\$10,554	276	68.8%	408	67.0%
	55 - 59	207	126		84	64.1%	96	66.7%	\$10,795	63	68.5%	78	69.0%
	60+	153	89		54	55.1%	50	50.0%	\$6,869	40	65.6%	48	62.3%
Ethnicity/Race	American Indian / Alaska Native	96	51		32	72.7%	38	80.9%	\$6,875	27	75.0%	35	58.3%
	Asian	298	133		91	71.7%	91	71.1%	\$11,700	85	80.2%	141	66.5%
	Black / African American	4,346	2,569		2,022	80.1%	1,793	78.4%	\$9,647	1,238	69.4%	1,987	67.2%
	Hispanic / Latino	1,459	812		632	83.5%	522	81.4%	\$10,280	355	74.1%	704	67.9%
	Native Hawaiian / Pacific Islander	18	16		14	87.5%	9	90.0%	\$13,168	5	62.5%	7	50.0%
	White	2,942	1,656		1,426	83.0%	1,260	79.1%	\$11,143	993	77.5%	1,595	72.7%
	More Than One Race	155	73		59	89.4%	51	79.7%	\$9,042	35	74.5%	76	66.7%

Attachment 2: Title I Dislocated Workers SPR PY23

OMB Control Number 1205-0526
Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report		Certified in WIPS: 9/30/2024 12:56 PM EDT			
PROGRAM WIOA Dislocated Worker		TITLE (select one):			
STATE: Illinois	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education	<input type="checkbox"/>	
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser	<input type="checkbox"/>	
From (mm/dd/yyyy) : 7/1/2023 To (mm/dd/yyyy) : 6/30/2024		<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/>	
		<input type="checkbox"/> Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2023-3/31/2024	Funds Expended Cohort Period: 7/1/2023-6/30/2024	Cost Per Participant Served Cohort Period: 7/1/2023-6/30/2024
Career Services	5,277	2,774	\$15,293,141	\$2,898
Training Services	4,248	2,274	\$9,024,268	\$2,124
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
48.5%		44.1%		32.6%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2023-6/30/2024	Total Participants Exited Cohort Period: 4/1/2023-3/31/2024		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings Cohort Period: 7/1/2022-6/30/2023		Credential Rate ³ (Cohort Period: 1/1/2022-12/31/2022)		Measurable Skill Gains ³ Cohort Period: 7/1/2023-6/30/2024	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
					Total Statewide									
Sex	Female	2,226	1,034	Negotiated Targets										
	Male	3,033	1,718	Actual	2,329	81.3%	2,469	80.3%	\$11,693	1,653	73.9%	2,536	69.8%	
Age	< 16	0	0		989	84.1%	1,055	82.4%	\$11,221	643	71.3%	1,003	67.4%	
	16 - 18	21	7		1,316	79.6%	1,389	79.2%	\$11,978	984	75.7%	1,521	71.4%	
	19 - 24	410	216		0		0		0		0			
	25 - 44	3,024	1,570		6	100.0%	4	100.0%	\$8,846	3	75.0%	12	75.0%	
	45 - 54	1,143	610		183	86.7%	171	89.1%	\$10,151	88	76.5%	206	67.1%	
	55 - 59	402	210		1,315	83.2%	1,366	81.2%	\$11,831	946	75.0%	1,507	70.2%	
	60+	282	161		522	83.5%	558	82.8%	\$11,813	372	71.3%	557	70.6%	
Ethnicity/Race	American Indian / Alaska Native	66	38		166	71.2%	219	75.5%	\$12,056	138	73.4%	161	68.5%	
	Asian	208	92		137	66.2%	151	64.8%	\$12,849	106	73.1%	93	66.0%	
	Black / African American	2,182	1,165		25	86.2%	22	78.6%	\$14,830	19	86.4%	33	71.7%	
	Hispanic / Latino	1,180	626		75	70.8%	106	74.6%	\$20,226	101	84.2%	97	72.9%	
	Native Hawaiian / Pacific Islander	15	10		926	82.2%	895	79.7%	\$11,222	556	70.9%	1,016	68.1%	
	White	2,132	1,110		536	81.2%	538	82.4%	\$11,286	326	67.9%	570	69.0%	
	More Than One Race	68	40		3	75.0%	4	100.0%	\$12,037	1	33.3%	5	50.0%	

Attachment 2: Title I Youth SPR PY23

OMB Control Number 1205-0526
Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report		Certified in WIPS: 9/30/2024 11:58 AM EDT	
PROGRAM WIOA Youth		TITLE (select one):	
STATE: Illinois	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser
From (mm/dd/yyyy) : 7/1/2023	To (mm/dd/yyyy) : 6/30/2024	<input checked="" type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	5,579	2,869	\$26,640,814	\$4,775
Training Services	3,231	1,763	\$6,716,493	\$2,079
Percent training-related employment¹:		Percent enrolled in more than one core program:		Percent Admin Expended:
32.8%		5.7%		23.7%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2023-6/30/2024	Total Participants Exited Cohort Period: 4/1/2023-3/31/2024	Negotiated Targets	Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2022-6/30/2023		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2022-12/31/2022		Median Earnings Cohort Period: 7/1/2022-6/30/2023		Credential Rate ⁴ (Cohort Period: 1/1/2022-12/31/2022)		Measurable Skill Gains ³ Cohort Period: 7/1/2023-6/30/2024	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
					Actual									
Total Statewide		5,666	2,890		2,622	80.3%	2,498	78.4%	\$5,700	1,359	70.8%	2,279	65.5%	
Sex	Female	2,872	1,442		1,384	81.2%	1,345	79.9%	\$5,547	757	71.3%	1,169	65.1%	
	Male	2,760	1,426		1,226	79.7%	1,138	76.8%	\$5,939	597	70.4%	1,099	66.1%	
Age	< 16	29	12		10	90.9%	11	91.7%	\$5,006	8	66.7%	20	69.0%	
	16 - 18	2,194	1,109		931	78.8%	982	79.0%	\$4,491	611	72.9%	1,062	65.3%	
	19 - 24	3,441	1,767		1,681	81.1%	1,505	78.0%	\$6,505	740	69.3%	1,197	65.7%	
	25 - 44	2	2		0	0.0%	0	0.0%		0	0.0%	0	0.0%	
	45 - 54	0	0		0		0			0		0		
	55 - 59	0	0		0		0			0		0		
	60+	0	0		0		0			0		0		
Ethnicity/Race	American Indian / Alaska Native	71	49		42	73.7%	40	80.0%	\$5,033	20	83.3%	23	59.0%	
	Asian	121	50		40	78.4%	46	86.8%	\$5,770	26	63.4%	44	65.7%	
	Black / African American	2,530	1,304		1,179	80.6%	1,106	78.7%	\$5,547	555	67.0%	884	63.2%	
	Hispanic / Latino	1,390	676		636	80.9%	585	77.1%	\$6,364	311	70.5%	550	63.3%	
	Native Hawaiian / Pacific Islander	15	9		6	100.0%	5	71.4%	\$2,333	1	50.0%	5	55.6%	
	White	2,317	1,227		1,082	80.3%	1,033	78.7%	\$5,464	638	76.2%	1,078	67.7%	
	More Than One Race	143	80		62	86.1%	68	81.9%	\$4,476	40	78.4%	64	68.1%	

Attachment 2: Title II SPR PY23

Program Year: 2023

State: Illinois

Table SPR: Statewide Performance Report Title II

SUMMARY INFORMATION

Service	Participants Served (Cohort Period: 07/01/2023 - 06/30/2024)	Participants Exited (Cohort Period: 07/01/2023 - 06/30/2024)	Cost Per Participant Served (Cohort Period: 07/01/2023 - 06/30/2024)
Career Services	61,786	30,178	\$3,181,033.48
Training Services	979	414	\$14,144.96

Percent training-related employment: 0.56% Percent Admin. Expended: 0.56%

BY PARTICIPANT CHARACTERISTICS

Total Statewide	Total Participants Served (Cohort Period: 07/01/2023 - 06/30/2024)		Total Participants Exited (Cohort Period: 07/01/2023 - 06/30/2024)		Employment Rate (Q2) (Cohort Period: 07/01/2023 - 06/30/2023)		Employment Rate (Q4) (Cohort Period: 01/01/2022 - 12/31/2022)		Median Earnings (Cohort Period: 07/01/2022 - 06/30/2023)		Credentialed Rate (Cohort Period: 01/01/2022 - 12/31/2022)		Measurable Skill Gains (Cohort Period: 07/01/2023 - 06/30/2024)	
	Num	Rate	Num	Rate	Num	Rate	Num	Rate	Earnings	Rate	Num	Rate	Num	Rate
Female	37,813	3,864	17,741	24.43%	6,449	24.80%	8,195	27.00%	24,800	27.89%	1,615	30.00%	26,192	35.76%
Male	23,973	2,385	12,437	25.36%	2,385	25.36%	3,610	27.30%	56,970.00	28.86%	1,212	35.97%	36,227	42.39%
Age														
< 16	16,418	3,272	1,532	41.52%	581	41.52%	572	45.03%	\$3,440.00	45.03%	347	61.96%	1,582	48.34%
17-24	10,718	1,766	5,922	34.24%	1,766	34.24%	1,671	38.29%	\$5,382.00	38.29%	500	44.09%	4,700	43.85%
25-44	32,507	2,731	16,083	20.39%	2,731	20.39%	2,479	22.95%	\$8,140.00	22.95%	285	21.88%	13,436	41.33%
45-54	9,206	4,037	4,037	27.26%	867	23.05%	775	26.09%	\$9,013.00	26.09%	63	3.86%	3,866	41.99%
55-59	2,628	1,168	1,168	27.26%	274	27.26%	233	30.49%	\$9,324.00	30.49%	12	22.22%	1,140	43.37%
60+	3,455	1,436	1,436	17.85%	230	17.85%	174	17.41%	\$7,529.00	17.41%	5	14.28%	1,468	42.48%
Ethnicity/Race														
American Indian or Alaska Native	91	13	48	56.52%	13	56.52%	21	55.26%	\$4,965.00	55.26%	0	60.00%	39	42.85%
Black or African American	6,370	2,462	4,070	43.56%	1,537	43.56%	1,412	33.86%	\$5,938.00	33.86%	27	2.81%	3,745	42.57%
Hispanic or Latino	8,074	1,537	4,070	18.03%	1,537	18.03%	2,192	20.21%	\$8,701.00	20.21%	280	26.61%	13,037	39.86%
Native Hawaiian or Other Pacific Islander	32,703	2,468	15,783	42.85%	2,468	42.85%	4	50.00%	\$6,483.00	50.00%	1	50.00%	13	43.33%
White	13,986	7,071	3,443	29.91%	1,779	29.91%	1,674	35.76%	\$5,260.00	35.76%	627	48.68%	6,662	47.63%
More than One Race	597	96	343	35.29%	96	35.29%	102	43.40%	\$4,653.00	43.40%	40	47.05%	268	44.89%

BY EMPLOYMENT BARRIER

Total Statewide	Total Participants Served (Cohort Period: 07/01/2023 - 06/30/2024)		Total Participants Exited (Cohort Period: 07/01/2023 - 06/30/2024)		Employment Rate (Q2) (Cohort Period: 07/01/2023 - 06/30/2023)		Employment Rate (Q4) (Cohort Period: 01/01/2022 - 12/31/2022)		Median Earnings (Cohort Period: 07/01/2022 - 06/30/2023)		Credentialed Rate (Cohort Period: 01/01/2022 - 12/31/2022)		Measurable Skill Gains (Cohort Period: 07/01/2023 - 06/30/2024)	
	Num	Rate	Num	Rate	Num	Rate	Num	Rate	Earnings	Rate	Num	Rate	Num	Rate
Displaced Homesteaders	61,786	968	30,178	3,373	27.00%	8,195	27.00%	24,800	27.89%	\$4,926.00	1,615	30.00%	10,537	37.10%
English Language Learners, Low Levels of Literacy, Cultural Barriers	61,786	395	30,178	6,449	24.80%	5,904	26.80%	5,904	27.89%	\$6,970.00	1,212	35.76%	26,192	42.39%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	165	30	95	34.88%	30	34.88%	30	44.77%	\$5,021.00	44.77%	2	10.00%	67	40.60%
Is-offenders	1667	219	967	23.27%	219	23.27%	146	26.78%	\$5,186.00	26.78%	31	13.13%	960	57.58%
Homeless individuals / runaway youth	646	57	357	35.20%	57	35.20%	61	32.60%	\$4,159.00	32.60%	16	46.60%	361	46.60%
Unemployed 127 or more consecutive weeks	1090	516	516	23.94%	91	23.94%	112	28.21%	\$5,740.00	28.21%	20	17.54%	462	43.58%
Low-income individuals	13355	1,645	6,995	29.95%	1,645	29.95%	1,552	33.36%	\$5,859.00	33.36%	362	35.11%	5,820	43.57%
Migrant and Seasonal Farmworkers	1616	65	696	13.13%	65	13.13%	58	19.59%	\$11,464.00	19.59%	1	4.16%	638	39.48%
Individuals with Disabilities (incl. youth)	736	360	360	23.00%	69	23.00%	60	21.00%	\$3,534.00	21.00%	28	35.89%	328	44.56%
Single Parents (incl. single pregnant women)	3143	1,714	1,714	40.35%	657	40.35%	668	44.08%	\$5,382.00	44.08%	126	31.11%	1,292	41.10%
Youth in foster care or aged out of system	0	0	0	0	0	0	0	0	\$0.00	0	0	0	58	42.02%

Attachment 2: Title III SPR PY23

OMB Control Number 1205-0526
Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report		Certified in WIPS: 9/25/2024 2:29 PM EDT	
PROGRAM Wagner-Peyser		TITLE (select one):	
STATE: Illinois	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input checked="" type="checkbox"/> Title III Wagner-Peyser
From (mm/dd/yyyy) : 7/1/2023 To (mm/dd/yyyy) : 6/30/2024		<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	25,726	23,252	\$11,185,211	\$435
Training Services				
Percent enrolled in more than one core program:			Percent Admin Expended:	
4.3%			N/A	

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2023-6/30/2024	Total Participants Exited Cohort Period: 4/1/2023-3/31/2024	Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³		
				Cohort Period: 7/1/2022-6/30/2023		Cohort Period: 1/1/2022-12/31/2022		Cohort Period: 7/1/2022-6/30/2023	Cohort Period: 1/1/2022-12/31/2022		Cohort Period: 7/1/2023-6/30/2024		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		25,726	23,252	Negotiated Targets									
				Actual		13,029	69.3%	11,800	71.7%	\$8,980			
Sex	Female	12,636	11,558	6,538	68.9%	5,976	71.5%	\$8,006					
	Male	12,997	11,595	6,424	69.6%	5,742	71.9%	\$10,001					
Age	< 16	0	0	0		0							
	16 - 18	27	28	17	73.9%	23	92.0%	\$3,021					
	19 - 24	1,321	1,202	721	75.3%	613	79.6%	\$6,714					
	25 - 44	11,713	10,632	6,399	74.0%	5,705	77.1%	\$8,931					
	45 - 54	5,616	5,110	2,972	71.8%	2,740	75.5%	\$9,956					
	55 - 59	2,791	2,527	1,400	68.1%	1,373	72.8%	\$9,510					
	60+	4,258	3,753	1,520	50.9%	1,346	49.1%	\$7,844					
Ethnicity/Race	American Indian / Alaska Native	232	200	116	66.7%	99	75.6%	\$8,042					
	Asian	417	380	149	57.8%	190	66.0%	\$10,569					
	Black / African American	7,545	6,886	3,631	69.9%	3,439	74.5%	\$7,611					
	Hispanic / Latino	3,683	3,348	1,746	68.6%	1,599	73.1%	\$9,243					
	Native Hawaiian / Pacific Islander	70	62	44	73.3%	50	78.1%	\$8,558					
	White	15,512	13,936	8,079	69.7%	6,974	70.9%	\$9,507					
	More Than One Race	265	241	132	67.3%	134	73.2%	\$8,350					

Attachment 2: Title IV SPR PY23

WIOA STATEWIDE AND LOCAL PERFORMANCE REPORT
PY2023

OMB Control Number 1205-0526
Expiration Date: 04-30-2027

ETA-9169

Statewide Performance Report				
PROGRAM		TITLE (select one):		
STATE: Illinois	Title I Local Area: N/A	Title I Adult	<input type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser
From: 7/1/2023	To: 6/30/2024	Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation
		Title I and Title III combined	<input type="checkbox"/>	X

SUMMARY INFORMATION				
Service	Participants Served (Cohort Period: 07/01/2023 - 06/30/2024)	Participants Exited (Cohort Period: 07/01/2023 - 06/30/2024)	Funds Expended (Cohort Period: 07/01/2023 - 06/30/2024)	Cost Per Participant Served (Cohort Period: 07/01/2023 - 06/30/2024)
Career Services	35,127	9,262	\$18,791,610	\$535
Training Services	19,533	4,159	\$25,951,202	\$1,329
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
N/A		9.5%		N/A

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served (Cohort Period: 07/01/2023 - 06/30/2024)	Total Participants Exited (Cohort Period: 07/01/2023 - 06/30/2024)		Employment Rate (Q2) ² (Cohort Period: 07/01/2022 - 06/30/2023)		Employment Rate (Q4) ² (Cohort Period: 01/01/2022 - 12/31/2022)		Median Earnings (Cohort Period: 07/01/2022 - 06/30/2023)	Credential Rate ³ (Cohort Period: 01/01/2022 - 12/31/2022)		Measurable Skill Gains ³ (Cohort Period: 07/01/2023 - 06/30/2024)	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Total Statewide		35,134	9,266	Negotiated Target		60.0%		51.0%
				Actual	5,490	58.9%	4,531	49.4%	\$4,448	1,488	32.4%	3,722	67.0%
Sex	Female	14,335	3,795		2,332	60.8%	1,858	50.3%	\$4,254	596	33.4%	1,816	68.3%
	Male	20,799	5,471		3,158	57.5%	2,673	48.8%	\$4,640	893	31.7%	1,906	65.8%
Age	< 16	2,519	321		160	53.0%	142	53.2%	\$4,389	48	22.4%	100	73.5%
	16 - 18	20,266	4,744		2,893	60.7%	2,309	51.4%	\$4,643	1,190	33.9%	2,602	69.0%
	19 - 24	4,467	1,330		851	58.9%	684	47.6%	\$4,106	168	27.6%	575	65.0%
	25 - 44	4,700	1,737		991	60.5%	889	51.6%	\$4,272	62	33.9%	320	60.8%
	45 - 54	1,539	555		319	53.3%	253	39.7%	\$4,405	15	23.4%	84	56.4%
	55 - 59	774	279		135	49.3%	141	46.5%	\$4,216	-	-	27	51.9%
	60+	869	300		141	47.3%	113	35.4%	\$4,221	-	-	14	42.4%
Ethnicity/Race	American Indian / Alaska Native	259	81		41	55.4%	20	40.0%	\$6,079	-	-	35	71.4%
	Asian	1,265	264		170	60.5%	123	49.8%	\$4,612	42	38.9%	161	74.5%
	Black / African American	8,566	2,374		1,280	55.6%	1,096	46.9%	\$4,030	291	27.4%	700	66.7%
	Hispanic / Latino	6,493	1,482		864	62.8%	684	51.8%	\$5,153	189	25.6%	570	73.0%
	Native Hawaiian / Pacific Islander	124	25		24	68.6%	13	41.9%	\$6,129	-	-	20	80.0%
	White	25,811	6,726		4,095	60.0%	3,369	50.4%	\$4,554	1,177	33.8%	2,910	66.9%
	More Than One Race	868	200		116	60.4%	89	51.7%	\$4,252	27	31.0%	97	72.9%



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING



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