

Local Workforce Investment Area 24
(LWIA 24)
WIOA Local Plan
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CHAPTER 4: OPERATING SYSTEMS AND POLICIES – LOCAL COMPONENT

A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Plan and include the following statements in this chapter:

Local Workforce Investment Area 24’s *Memorandum of Understanding* provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). Implications of the COVID 19 pandemic as well as LWIA 24’s adjustments to effectively cope with the pandemic have been added to the plan. The *Memorandum of Understanding* and any subsequent modifications is incorporated by reference into this plan.

Local Workforce Investment Area 24’s *Service Integration Action Plan* provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Integration Policy (WIOA Policy Chapter 1, Section 13). The *Service Integration Action Plan* and any subsequent modifications is incorporated by reference into this plan.

B. Provide Information regarding the use of technology in the one-stop delivery system, including a description of:

- **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. Also, as part of the Service Integration Action Plan, the partners have implemented a uniformed profile and referral form. The partners are also exploring a common data tracking system to be utilized under the coordination of a Resource Room Navigator. IDES continues to utilize Illinois Job Link (IJL) for case management, tracking of services, referrals for employment opportunities and employer outreach. The Regional Business Services team has also been granted access to IJL and has been trained to use it as to “case note” business services to avoid duplication of services. Due to the closure of state facilities during the pandemic, LWIA 24 (the One-Stop is housed in a state building) implemented new technology in order to effectively serve our customers. Surface Pro computers and iPhones were implemented to add remote intake capabilities. Drop boxes were added at

several sites for customer convenience providing documentation. A variety of web-based meeting tools were added, and staff were trained in order to accommodate remote intake and training needs.

- **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 through social media, websites, conference calls, webinars, email blasts and other means of technology as well as through more traditional networking partnerships.

These include but are not limited to job fairs/hiring events, local chamber events, LWIA 24 partner meetings & events, public libraries and other opportunities as they present themselves. The local One-Stop re-opened to the public on an appointment only basis in September 2021. The One-Stop partners are delivering virtual services (via Zoom) orientations for safety and ease of access. This shift in the delivery model also reduces the barriers to transportation and helps increase inclusion.

- **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. IDES will continue to utilize Illinois Job Link for case management, tracking of services, referrals for employment opportunities and employer outreach. LWIA 24 has purchased Surface Pro computers and Verizon Jet Pack hot-spots to allow personnel to use virtual technology to serve clients. Applications for service are now an on-line option to assist individuals with barriers to reduce transportation issues.

- **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. Covid-19 has affected service delivery through our system and Consortium Partners. Some partners are not open to the public. To reach barrier populations, LWIA 24 is exploring partnerships with public libraries to provide service remotely. Working with partners to provide career training and education remotely. St. Clair County Transit Authority has added scheduled transportation to the One-Stop for clients needing in person assistance.

C. Describe how the Local Board will support the strategies identified in the Unified State Plan and work with entities carrying out core programs, including a description of:

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

In order to expand access to programs for individuals, particularly those that are eligible but have barriers to employment, LWIA 24 will continue to work with area businesses to evaluate sector needs and to provide training opportunities in high growth occupations as part of a career pathway model. By leveraging resources and braiding funding with core and other partners, these programs and services will be expanded and more readily available. With Covid-19 and changes in the labor force, employers are faced with labor shortages. This has opened the door to labor pools with barrier populations that employers have often overlooked. LWIA 24 staff is educating employers on how to engage and employ barrier populations. These barrier populations are often diverse leading to equity and inclusion opportunities.

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

Supportive services for eligible individuals, especially those with barriers, have greatly expanded and continue to grow through a variety of resources provided by the LWIA 24 MOU partners. These include but are not limited to Integrated Career Academic Preparation Skills (ICAPS) and Bridge programs, provided by Adult Education. These programs prepare students to enter academic and vocational training programs at the post-secondary level through integrated contextualized learning focused on career pathways. LWIA 22 & 24 are experiencing an increase in Spanish speaking individuals. To increase equitable opportunity, LWIA 24 has plans to partner with Southwestern Illinois College – English Second Language (SWIC ESL) program to develop an ESL Certified Nurse Assistant Program catering to the Hispanic population. This will assist healthcare providers with employees that can translate and communicate with Hispanic patients.

- **Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions:**

In addition to the programs listed in the section above, SWIC also uses dual credit programs in conjunction with the Regional Office of Education (ROE) and in-district high schools to shorten credentialing time and increase the likelihood that a student will continue their education after completing high school. LWIA 24 is working closely with Belleville Township District 201 Schools to partner dual-credit vocational programs with internship and registered apprenticeship opportunities with local employers. Belleville Township District 201 Schools will be opening the Center for Advanced Vocational Education (CAVE) in August 2022. LWIA 24 is working with local businesses to partner with the CAVE and District 201 to develop dual-credit talent pipelines. Covid-19 slowed but did not

stop this process. District 201 is very diverse, and this opportunity will increase diversity in the workforce.

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

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

- **Investigating how targeted marketing can identify segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations:**

Through LWIA 24’s Apprenticeship Expansion Grant (in cooperation with LWIA 22), the Regional Apprenticeship Navigator is working with numerous organizations that serve hard to serve and underserved populations to promote the alternative and often short-term work-based learning opportunities in our area. Also, as part of a recent Service Integration Technical Assistance Grant application, LWIA 24 and its MOU partners had planned to hire a full-time Resource Room Navigator. The Resource Room Navigator would have been a “gatekeeper” for a variety of populations as they seek services and will be able to assist in identifying customers that may be suitable for short term training opportunities, but due to the reduced foot traffic in the One-Stop, have shifted to a marketing intern who will structure our marketing efforts at specific populations. The Regional Apprenticeship Navigator educates employers on how to look at their job descriptions and enter Illinois JobLink to look at resumes for transferrable skills that could shorten training time and reduce on-boarding costs. The Navigator also educates employers on available funding for WIOA qualified individuals as an incentive for hiring. This approach greatly increased as a result of Covid-19.

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

By utilizing the collaborative partnerships already established through the MOU, Service Integration Needs Assessment and One-Stop Certification as well as the Apprenticeship Expansion Grant, LWIA 24 will continue to forge ahead with developing career pathway initiatives and work-based learning projects. LWIA 24 is in the process of developing “stackable” apprenticeships to enhance career pathway opportunities. An example is LWIA 24, Barnes Jewish Hospital Systems (BJC), and Midwest Career Source Vocational School (MCS) have multiple cohorts of Certified Nurse Assistant/Patient Care Technical (CNA/PCT) one-year registered apprenticeships. The first cohorts will be completing their CNA/PCT apprenticeship in May 2022. LWIA 24 plans to offer the successful completers the opportunity to do a two-year registered Licensed Practical Nurse (LPN) apprenticeship. Covid-19 greatly increased the need for nurses in LWIA 24.

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

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. LWIA 24 is working to educate employers on the existence of barrier pools of diverse talent and how WIOA funding can fund short-term post-secondary credentials. Covid-19 has increase access for these barrier pools of talent.

D. Provide information regarding the local coordination strategies with state (including the Unified State Plan), 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:** In coordination with the regional plan and Unified State Plan, the one-stop delivery system in LWIA 24 will continue to coordinate strategies concerning Adult, Dislocated Worker and Youth employment and training activities under WIOA Title 1 in the following ways: Covid-19 closed the One-Stop until September 2021. To prevent duplication of services, the partners relied heavily on the communication by the LWIA 22 & LWIA 24 Business Service Team (Metro East Business Services Team) members. The BST is made up of all 4 core partners and currently has twenty-seven members. The BST holds monthly meetings to discuss business contacts, business needs, referrals, follow-ups, resources available, and events.

- Current education and training service provisions have been designed and implemented in conjunction with local labor market information and are designed to meet customer needs
- Partnerships exist with the community colleges and other organizations to help administer job search, financial, and educational opportunity workshops within the Career Centers
- Robust resource rooms have been established and are continuously updated to assist job seekers with their job search, other employment and training services, and to connect them with other agencies resources due to Covid-19, unavailable until September 2021
- Job seekers have access to current labor market information relating to growing and emerging industries now virtual by Zoom
- Customers have access to the career planning tools in the Illinois Career Information System now virtual by Zoom
- 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 during Covid-19 this function went virtual by Zoom in the form of the orientation of services
- Customers requiring more intense services are provided the opportunity to work individually with a Career Planner in a holistic approach in addressing barriers of employment and the provision of resources, including training opportunities, to meet job seeker needs
- Individual Employment Plans are developed with customers so that they can move strategically along a career pathway
- The One-Stop Operations Committee will meet regularly and will ensure non-duplication of services and activities amongst partners due to Covid-19, this was accomplished by the BST
- 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. LWIA 24 is in the on-boarding process for a Marketing Intern
- **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:**

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 (SD & O) Committee describing how services complement each other without duplication. In addition, the SD&O Committee will review applications to provide adult education and literacy activities for recommendations to the MAWIB Executive Committee. During Covid-19 pandemic this was accomplished by a verbal report during a Zoom Systems Development and Oversight Committee meeting held quarterly.

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

IDES' Employment Services and outreach is a program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individual's unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois JobLink for the claimant to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client. IDES Business Service conducts employer visits, and workshops to build relationships and to provide employers with information on all IDES and partners programs and services to meet the employers need. IDES has been providing one on one Re-Employment Services and Eligibility Assessments over the last 2 years. Prior to Covid-19 mitigations, this format was a large workshop held twice a month with upwards to 30 people in each session. IDES has also adopted an online scheduling feature, to schedule limited "In person" services to keep with the mitigation requirements.

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

how to find WIOA partner services and financial resources from other sources (SNAP, TANF, utility relief, etc).

In March 2020, the Illinois Department of Employment Security's (IDES) Jobs for Veterans State Grant (JVSG) program began enlisting the use of digital tools that facilitated remote work and streamlined day-to-day administrative operations. The use of this technology, as part of a "new normal" in state activity, allowed for customer service provisions to take place that, due to COVID 19's impact, had been restrictive at best. As this dramatic shift to telework and virtual event planning and implementation began to emerge as common practice, lessons were learned and improvements to our delivery model took place. These changes have left its mark on our day-to-day operations. JVSG staff will continue to work remotely, until IDES Director lifts current Covid-19 mitigating factors by direction from the Governor's office and the Department of Public Health.

- **Vocational rehabilitation service activities under WIOA Title IV:**

Illinois Department of Rehabilitation Services (DRS) provides assistance for people with disabilities through vocational rehabilitation, continuing to focus on employment opportunities that including On-The-Job Training (OJT) and education, work experience and training services, as well as job placement, supported employment, job coaching and job retention services. As appropriate, DRS will refer to partners for other services that may better meet customers need and/or collaborate with partners to ensure customer success. Because of the pandemic, DRS has been providing services remotely since March 2020. Customers are met with via Webex or by phone. Offices are still closed to the public. In order to facilitate this, DRS staff received work cell phones and also updated technology. (While the updated technology was planned prior to the pandemic, it is actually distributed about 9 mos. into the pandemic.) DRS staff now can meet with customers in the community if necessary. Our partner Community Rehabilitation Agencies meet with customers in person, via phone, or online as well. Customers are getting jobs and working. While referrals have been down overall the last two years, successful closures have remained steady this year.

- **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 Align, a United Way sponsored organization formed to create the conditions that will prepare every child for success through aligning and advancing policy, practice and investment across sectors. LWIA 24 has also partnered with Southern Illinois Builders Association to sponsor a construction trades career expo as well as involvement with the Big Steps Program, which recruits and mentors hard to serve youth in construction pre-apprentice and apprenticeship programs. The St. Clair County Regional Superintendent of Schools serves on the MAWIB as well as participating in other ad hoc committees and projects. In addition, LWIA 24 will continue to work with secondary and post-secondary providers to develop career pathways within key sectors. Currently, these sectors are defined in collaboration with education,

business and economic development, and include advanced manufacturing, healthcare, IT and transportation/logistics. The 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 levels. Current programs include bridge programs for individuals lacking high school equivalence in both CDL truck driving and Certified Nurse Assistant options. LWIA 24 continues to administer additional training options as well including Registered Apprenticeship Programs in Medical Assisting and Process Operations. The SNAP Employment and Training Program also leverages the partnership with the job center partners. Other partners are the Department of Rehabilitative Services, Urban League, Illinois Department Security and the Youth Council members. Collaboration and communication remains open and partners are engaged in promoting all services to our customers, as a cohesive team. This was not impacted by Covid-19. The services were delivered remote via Zoom until September 2021.

- **How the Local Board will support the state strategies identified under 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21st Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment:**

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 and designed to meet local employer need to help maintain our area's competitive edge. Area community colleges partner with area high schools to develop and implement programs of study using the career cluster model that serves as a framework for counselors and parents and a roadmap for students to plan that pathway to the future. In addition, LWIA 24 currently partners with SWIC and other educational entities when possible to braid funding for WIOA eligible student as a means to complete programs geared toward in demand occupations after vocational education dollars have been exhausted. LWIA 24 is working closely with Belleville Township District 201 Schools to partner dual-credit vocational programs with internship and registered apprenticeship opportunities with local employers. Belleville Township District 201 Schools will be opening the Center for Advanced Vocational Education (CAVE) in August 2022. LWIA 24 is working with local businesses to partner with the CAVE and District 201 to develop dual-credit talent

pipelines. Covid-19 slowed but did not stop this process. District 201 is very diverse, and this opportunity will increase diversity in the workforce. LWIA 24 works closely with the 201 Education for Employment Coordinators for secondary education CTE programs in the region to provide professional development awareness and training regarding CTE employment opportunities. This was enhanced by Covid-19 as employers began to see work-based learning by high school students as a talent pipeline. This increased diversity and inclusion.

- **Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area and include information on the supportive services by each local program as appropriate:**

LWIA 24's Supportive Service Policy is included as **Attachment 1**. The Local Workforce Investment Board realizes there may be situations or circumstances where the customer may need assistance to fill an employment or training need. An example of this may be transportation to a job interview, limited 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, utility payment, job interview clothing, or other legitimate need of a customer that is reasonable and necessary. Each individual circumstance and amount of support may be different. Since it would be difficult to outline each scenario, the MAWIB has decided that supportive services might be available to the customer, utilizing WIOA funds, when no other sources are available.

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 Planner to ensure that they are able to access the available service. During the pandemic LWIA 24 worked with the St. Clair County Transit Authority (SCCTA) to help ensure customer transportation needs were met. Transportation to the One-Stop was established as was a short distance Uber type services. SCCTA also worked with the Madison County Transit Authority to coordinate low cost transportation to the warehouse (Amazon, P&G, Target, Walgreens etc) campuses in Madison County offering employment opportunities for many.

- E. 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 and in accordance with the Service Integration Policy. 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, Career Scope and TABE
- Employment statistics, information including job vacancy listings, job skill requirements for job postings and local labor market information for on demand occupations
- Performance information about eligible training providers and the local one-stop delivery system
- Information on support services and referral to support services
- Information regarding filing for Unemployment Insurance
- Assistance in establishing eligibility for training and education programs
- Resource room usage, including Internet job search
- Internet accounts
- Self-service access to job vacancy listings
- Initial development of employment plan
- Workshops and job club
- Follow-up services including counseling regarding the workplace
- Individual job development
- Staff-assisted job referral services (testing and background checks done before referral or when operating as an employer’s agent)
- Comprehensive and specialized assessment, including diagnostic testing and interviewing
- Full development of individual employment plans
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term pre-vocational services
- Follow-up services after entering employment
- Possible partnerships with public libraries to remotely offer service

Available adult or dislocated worker training services may include:

- Occupational skills training
 - Work-Based Learning: Registered Apprenticeships, On-The-Job (OJT) training, Paid Work Experience, Incumbent Worker Training and other “earn while you learn” mode
 - Entrepreneurial training
 - Adult education and literacy activities in combination with training
 - Customized training
 - Possible partnerships with public libraries to remotely offer service
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- **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 5county 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, United Way and other relevant service providers. In some instances, the affected company and/or union will also have representatives at the rapid response workshops. Following that, customers are referred to their local one-stop for an orientation as well as a meeting with a Career Planner, who works with the customer to develop the individual career plan. LWIA 24 and DCEO will also be responsible for collecting surveys and entering data into the DETS system. Due to COVID-19, LWIA 24 coordinated with DCEO to create a Rapid Response video that was posted on a company’s layoff page on Illinois workNet. The video incorporated information presented by DCEO during a Rapid Response, information presented regarding the Dislocated Worker program, and other services within the LWIA and region, plus the information usually presented by IDES. Rapid Responses on site have been and will continue to be provided when requested by the employer and the video sent to an employer when it’s preferred to not be in person.

**F. Provide a description of how the local area will provide youth activities
Including the following:**

- **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, Illinois Department of Employment Security, Illinois Department of Rehabilitation Services and St. Clair County Intergovernmental Grants Department- Workforce Development Group. 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 the required elements of WIOA or have a referral source for each of the elements. The St. Clair County Intergovernmental Grants Programs – Workforce Development Group, MERS/Goodwill Youth Program, the SWIC Youth Program and Illinois Department of Employment Security Hire the Future Program, all provide workforce activities to the out-of-school youth population in the WIA 24 region. IDES Hire the Future program offers the full range of employment services to youth ages 16-24 years of age and works with educational institutions, community-based organizations and faith-based organizations to provide the tools necessary to transition from education to workforce. Employment services staff assist this population with career assessments, comprehensive job search using online tools, various job readiness skills and other techniques to increase their chances of gainful employment. MERS/Goodwill, Illinois Department of Rehabilitation Services and St. Clair County Intergovernmental Grants – Workforce Development Group also provide workforce activities to in-school youth. DRS/Vocational Rehabilitation provides employment and independent living services for individuals with disabilities-physical, mental or developmental. The STEP Program through DRS services students as a training/placement program that prepares students for transition to employment and optimum community participation during and after high school. Other Successful workforce investment models for in-school youth include pairing secondary education with work-based learning opportunities and post-secondary exposure. This type of model provides the opportunity for career pathway development while the youth is in high school, during their junior and senior year. High school juniors and seniors 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. MERS/Goodwill and Southwestern Illinois College youth programs assist youth in completing their education and help them develop basic work skills. Youth are provided one-on-one tutoring when needed, job readiness training and mentoring. They are also encouraged to participate in the youth Paid Work Experience Program (PWE). As a participant in PWE, youth are assigned a worksite and supervised by an employee at the worksite. Youth learn job skills such as proper work attire, keeping track of work hours, completing work tasks, money management, etc. In the beginning of the Covid-19 pandemic, some youth were able to work from home and learned to manage their time and complete tasks without supervision. Some of the businesses that have served as worksites for the youth programs include: All Paws Inn Pet Resort, Holiday Inn Express, Mac Medical Manufacturing, Nu Image Beauty Salon, Jansen Chevrolet and Steeleville Public Library, to name a few. The youth programs work with high schools, community colleges and agencies throughout the area to provide opportunities for a diverse group of clients. The programs provide opportunities for youth in two particular high school districts that have programs for developmentally disabled youth. These youth also participate in the paid work experience program to learn basic job skills and many of them are hired as permanent employees when the work experience ends. A majority of participants in the youth programs represent groups that have faced inequalities based on race, disabilities, gender, etc. With supports provided by the youth programs, these youth can excel and continue reaching their educational and career goals.

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

To meet the 50% minimum out of school expenditure requirement as granted by waiver to the State of Illinois by the Department of Labor, our focus has been to gradually grow closer to balancing in-school and out of school enrollments. LWIA 24 has also increased its work-based learning efforts in order to meet the 20% minimum expenditure requirement and under the guidance of the MAWIB Youth Council has also moved toward bringing more of the youth services “in-house”. This is designed to free up more available funding for work-based learning and other training opportunities for youth. This was approved by the LWIA 24 Board February 2022.

G. Provide a description of how the local area will provide services to individuals with barriers to employment as outlined in the Unified State 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):**

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

1. Priority of Service must be provided in the following order:
 - a. First, to veterans and eligible spouses* who are also included in the groups given statutory priority for WIOA Adult Formula funds.

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

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

Note: This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
 - b. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups will be given priority for WIOA adult formula funds (recipients of Public Assistance, other low-income individuals, individuals who are basic skills deficient).
 - c. Third, to veterans and eligible spouses who are not included in WIOA's priority groups;
 - d. Last, to non-covered persons outside the groups given priority under WIOA.

Covid-19 has increased opportunities for the above listed populations. These opportunities are increasing diversity and inclusion.

- **Describe how the local workforce areas will ensure equitable access to workforce and educational services through the following actions:**
- **Disaggregating data by race, gender and target populations to reveal where disparities and inequities exist in policies and programs: Through the use of registered apprenticeships and work-based learning the Regional Apprenticeship Navigator tracks demographics on registered apprentices. Of the 130 registered apprentices tracked to date the demographics are: Black (33.1%), Hispanic (9.2%), White (55.4%), Other (2.3%), Male (33.1%), Female (66.9%), Age 16-24 (38.5%), Age 25-54 (53.8%), Age 55+ (7.7%), B/F (28.5%), W/F (29.2%), H/F (7.7%), O/F (1.5%), B/M (4.6%), W/M (26.2%), H/M (1.5%), O/M (0.8%), Veteran (3.1%), and Disability (10.0%). This effort will continue under a newly awarded round of funding for the Apprenticeship Expansion grant.**

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

- **Developing equity goals in conjunction with the education system and prepare action plans to achieve them:**

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Southwestern Illinois College (SWIC) received a \$1.4 million grant (Workforce Equity Initiative) to advance workforce equity needs in its region by creating, supporting, and expanding short-term workforce training opportunities in high need communities focused on specific sectors with identified workforce gaps. This program is working closely with the LWIA 24 partners for referrals, awareness and other opportunities for collaboration to move toward shared equity goals. Despite Covid-19, SWIC has been able to implement the WEI grant successfully.

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

LWIA 24 and its partners are working closely with high schools, community colleges and private institutions to sponsor career fairs and industry/business tours as a way to expose high school students, especially the hard to serve and underserved, as well as parents to the numerous education and employment opportunities in our area. These efforts have been focused in manufacturing, healthcare and IT as well as non-traditional sectors that are often times overlooked when it comes to STEM related occupations. LWIA 24 is working with local high schools to expose high school guidance counselors to career pathways that involve STEM opportunities. LWIA 22 & 24 will be hosting an Education Roundtable event at Gateway Convention Center in Collinsville on July 13th, 2022. This event's target is the region's high school guidance counselors with the focus being work-based learning for diverse populations. This has not been affected by Covid-19.

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

LWIA 24 has taken the mentoring model and applied it to working with the adult population, most notable within the registered apprenticeship programs under the Apprenticeship Expansion Grant. As part of the On-The-Job Training portion of the Incumbent Worker Training projects, an official employer mentor will be used to provide a more hands on, oversight approach during this portion of the apprenticeship training. The model has been proven successful up to this point and will be replicated in other OJT/work-based learning projects in the future. LWIA 24 will continue to use registered apprenticeships as a tool to assist those displaced from the workforce along with other barrier populations in order to increase diversity and inclusion. This has not been affected by Covid-19.

- **Providing training to workforce program staff on data-driven approaches to equity gaps:**

LWIA 24 utilizes up to date labor market information from the IDES local labor market economist as well as a variety of other resources including Burning Glass and census data. By accessing this detailed information, LWIA 24 and its partners can reach out to harder to serve populations as part of a strategy to address equity gaps. These efforts are in alignment with EDR 9's regional plan and the State Unified Plan. In addition, the partners are working with SWIC as part of their Workforce Equity grant. All these initiatives are provided to partner staff through sharing of information and data as well as cross-training. LWIA 24 reached out to Andy Losasso with DCEO Office of Training February 17th, 2022 to

set up staff professional development. The training will include data driven analytics and will include specific training related to analyzing equity gaps.

- **Ensuring workforce services are strategically located in relation to the population in most need:**

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

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

- **How local areas will meet the annual Training Expenditure Requirement (WIOA Policy Chapter 8, Section 4):**

LWIA 24 will consistently monitor and adjust as necessary to meet expenditure goals. Ongoing results are reported to the MAWIB on a quarterly basis. Realizing the pandemic has altered access to in person training LWIA 24 has increased its internal monitoring of expenditure rates and is constantly developing new opportunities including expanded work based learning and incumbent worker training options.

- **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 Registered Apprenticeships and On-The-Job Training (OJT), where a job and a worker are directly connected. In addition, work experience will be used to serve the youth which in our area (and nationally) have much less actual work experience than previous generations. The key is to develop meaningful work and instill the “soft skills” necessary for an attachment to the workforce. The use of registered apprenticeships and work-based learning increased during Covid-19. Employers used registered apprenticeships to up-skill to fill jobs of important need. This has led to more diversity and inclusion for companies using registered apprenticeships.

- **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:**

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.

America Workforce has established a maximum of \$14,000 for training programs one year or less in duration and \$17,000 for two years programs. Flexibility is allowed for work-based learning training programs, especially registered apprenticeship programs and On-The-Job Training (OJT), which could exceed the maximum. LWIA 24 ensures that such limitations will not be implemented in a manner which undermines WIOA's requirement to maximize customer choice in the selection of an eligible training provider.

- **Provide a copy of the local training provider approval policy and procedures. 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 jobseeker:**

A local training provider policy and procedure outline is being re-written and will be full completed and approved by the MAWIB to be effective July 1, 2020. After local board approval, it will be provided as an attachment to the local plan.

I. Describe if the local workforce board will authorize the transfer of WIOA Title 1B 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. This is accurate

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

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

- **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. This is correct

- **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. This is correct

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

- **WIOA Performance Measures:**

Adult	PY 2020	PY 2021
Employment Rate 2 nd Quarter after Exit	79.0%	79.0%
Employment Rate 4 th Quarter after Exit	76.0%	76.0%
Median Earnings 2 nd Quarter after Exit	\$7,250	\$7,250
Credential Attainment within 4 Quarters after Exit	74.0%	74.0%
Measurable Skill Gains	50.0%	50.0%

Dislocated Worker

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Employment Rate 2 nd Quarter after Exit	79.0%	79.0%
Employment Rate 4 th Quarter after Exit	76.0%	76.0%
Median Earnings 2 nd Quarter after Exit	\$9,500	\$9,500
Credential Attainment within 4 Quarters after Exit	69.0%	69.0%
Measurable Skill Gains	47.0%	47.0%

Youth

Employment or Education Rate 2 nd Quarter after Exit	74.0%	74.0%
Employment or Education Rate 4 th Quarter after Exit	73.0%	73.0%
Median Earnings 2 nd Quarter after Exit	\$3,300	\$3,300
Credential Attainment within 4 Quarters after Exit	78.5%	78.5%
Measurable Skill Gains	33.0%	33.0%

• **Additional State Measures:**

Regional Adult Education Performance Measures:

National Reporting System – FY2020 Illinois Targets

MEASURE	FY2020 Targets
Educational Functioning Levels	
ABE Beginning Basic Education	51%
ABE intermediate Low	44%
ABE Intermediate High	37%
ASE Low	41%
ASE High	21%
ESL Beginning Literacy	55%
ESL Low Beginning	56%
ESL High Beginning	59%
ESL Intermediate Low	50%

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ESL Intermediate High	47%
ESL Advanced	27%
Rolled-up Level Completion	46%

DRS Performance Measure: For the nine-county region, DRS must have 524 clients employed in competitive employment for 90 consecutive days over a one-year period.

IDES current program performance goals on veteran intensive services (subject to change):

- 64% of all who exit program entered in gainful employment within the 2nd of quarter following exit. Median earnings \$5800.00
- 64% of all who exit program entered in gainful employment within the 4th quarter following exit.
- Median income: \$5,800.00

IDES employment and business service programs for all job seekers is evaluated based on feedback and survey response received from job seekers and employers, success stories and current program performance goals (subject to change):

- 61% of all who exit program and enter into gainful employment, with wages reported in the 2nd quarter following exit. Median earnings \$5400.00
- 60% of all who exit program and enter into gainful employment, with wages reported in the 4th quarter following exit.
- 69% of UI claimants reemployed within the quarter following their first UI payment.

B. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate: This is accurate.

- **What existing service delivery strategies will be expanded based on promising return on investment?**

LWIA 24 is rapidly expanding a number of effective service delivery strategies. First and foremost, the Apprenticeship Expansion Grant has produced a great return on investment related to the actual number of registered apprenticeship programs and apprentices in our local area and region. Also, through the efforts of the Regional Apprenticeship Navigator, LWIA 24 has seen a great increase in the number of businesses not only involved in work-based learning activities but also when it comes to utilizing business services in general. The Navigator, along with key business services staff, has also successfully completed the Talent Pipeline Management (TPM) Academy training and is implementing this talent & skills development approach with numerous chambers of commerce and economic development organizations throughout the area. All of these strategies will be continuously evaluated

through surveys, data collection and feedback on an ongoing basis. The paid internships to registered apprenticeships are successful and are being expanded. Covid-19 has not impacted this service strategy.

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

Existing service strategies are being evaluated through surveys, data collection, feedback and input from studies by SIUE, St. Louis Regional Chamber and other LWIA 24 partnering organizations. Based on results, LWIA 24 and the Mid America Workforce Investment Board will consider reducing or completing eliminating any strategies that do not show a positive return on investment. Some out-of-school youth services will be brought in-house, and staff hired to deliver the services. This should improve return on investment for these services.

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

New services strategies will predominantly be based on being creative and thinking outside of the box when it comes to work-based learning. For example, the Regional Apprenticeship Navigator is working with the local Regional Offices of Education, school districts and businesses to develop apprenticeships for students with disabilities as well as developing talent pipelines out of the local high schools for traditional and non-traditional apprenticeship programs. Although promising at this time, these newer service strategies will be constantly evaluated for effectiveness and return on investment. These strategies are proving successful with students from District 201's STEP program in a paid work experience at Bennie's Pizza in Belleville. Senior students from District 201 in paid internships with Terra Source Global. Senior students with District 201 in registered apprenticeships at MAC Medical.

- **What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to employment:**

Return on investment for education and training programs will be evaluated based on reporting from Illinois Workforce Development System (IWDS), Incumbent Worker Training System (IWTS), IDES labor market information, Apprenticeship Expansion Grant reporting, Talent Pipeline Management surveys and other data provided by LWIA 24 partners as well as local & regional skills studies. Due to the quickly changing nature of workforce needs throughout the area, data will need to be collected, analyzed and shared on an ongoing basis. This has increased due to Covid-19.

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

Work-Based Learning *earn while you learn* approaches will greatly assist customers overcome barriers to employment by providing critical skills upgrades, transferrable/stackable credentials and the opportunity to earn a wage while completing training. Also, the numerous support systems in place within LWIA 24 will provide much needed assistance for successful completion and moving upward as

part of a career pathway. In addition, this involves the business community and many partners as part of a greater community investment. This has increased due to Covid-19.

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): This has not changed**

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

- **Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub-grants 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 4**. For most purposes, the competitive process that will be used is a request for proposal (RFP). The St. Clair County Intergovernmental Grants Department will publicize the RFP in a sufficient number of newspapers, on appropriate websites and in other media that will provide for a general circulation throughout the area served. This public notice will be made concurrent with the release of the RFP. This public notice shall also contain information on the bidders' conference. A bidder's list shall be maintained of all entities that have indicated in writing an interest in providing workforce services in the LWIA. A notice indicating the service or activity being procured, date, time, location of the RFP release, etc., shall be sent to all individuals on this list, all existing service providers, and others as applicable.

At the 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 publicly available. To maintain fair and open competition, the answers to questions that arise from the bidders' conference shall be provided to all entities on the bidders' list and all entities that have requested an RFP. The closing submission date must be clearly stated in the RFP. Where late proposals come in, these shall be accepted, and the date and time recorded. A letter shall then be sent to the bidder returning its proposal package and explaining why it is not being considered. The MAWIB in conjunction with St. Clair County reserves the right to accept or reject any and all proposals received in response to the RFP. Obligation to the bidder is contingent upon the availability of grant funds. No legal liability on the part of the MAWIB or St. Clair County for payment of any money shall arise unless and until funds are made available. The bidders shall be responsible for all costs involved in the development of the proposal.

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

B. Physical and Programmatic Accessibility:

- **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: This has not changed.**

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

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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. LWIA #24 was awarded an Assistive Technology Grant to purchase required Assistive Technology equipment for the One Stop such as Desktop with required operating system, 22" computer monitor, large print keyboard with braille, Video magnifier and roller ball mouse. Several ADA software items have been installed on the computer: Non-visual Desktop, Windows magnifier and SprintCapTel. Other auxiliary aids and services available include Qualified Interpreters upon request, Assistive Listening headsets, State of Illinois Relay Number and signature cards for the visually impaired. LWIA #24 is in the process of providing formal training on the ADA technology and equipment. One-Stop partners are committed to providing the most inclusive and appropriate accommodations for all individuals including those with disabilities. We are also accessible to public transportation.

All public information includes the tag, "auxiliary aids and services 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) – **Attachment 6** and Service Integration Action Plan – **Attachment 5** will be submitted as separate attachments.

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: This has not changed.**

The plan is made available to the public for review and comment for 30 days prior to submittal. Any comments will be included on **Attachment 7**. The local plan is posted in the local newspaper as well as on the St. Clair County website at www.co.st-clair.il.us under “Public Notices” and Certificates of Publication are provided as **Attachment 8**. Copies of the plan are available for review at the administrative office of St. Clair County Intergovernmental Grants Department – Workforce Development Group.

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

As previously cited, a summary of public comments received and how this information was addressed by the persons or groups above are included as **Attachment 7**.

- **Provide Information regarding the regional and local plan modification procedures:**

Local plans will be modified as needed by LWIA 24, and the same procedure will be followed regarding publication, the 30-day public comment period, and resulting revisions made to the modification. Once modified, it will be submitted to the Department of Commerce & Economic Opportunity.

Attachments

Attachment 1: Support Services Policy:
See Separate Attachment

Attachment 2:

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

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

Attachment 3: ITA Policy
See Separate Attachments (2)

Attachment 4: County Purchasing and Procurement Policies and Procedures

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 is required by law to adhere to the purchasing and procurement policies and procedures adopted & 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, Illinois 62220.

Attachment 5: Service Integration Action Planning Tool
See Separate Attachment

Attachment 6: Memorandum of Understanding (MOU)
See Separate Attachment

Attachment 7: Summary of Public Comments: NONE

Attachment 8: Certificates of Publication
See Separate Attachment