



MISSION

To ensure a workforce is equipped for today and prepared for tomorrow.

VISION

To be the leader of the Lake County workforce system that produces a highly skilled workforce and powers the region's economic vitality and quality of life.

Operations Committee Meeting Agenda

Monday, March 8, 2021 at 9:00 AM

Zoom Meeting URL:

<https://zoom.us/j/92275202013?pwd=Q2FuUU1DUUwzS3FhelcrbmU5bkNyZz09>

I. Call to Order..... Laura Crivlare, Chairwoman

II. Public Comment

III. Chairwoman's Report..... Laura Crivlare

- Carlotta Roman, Operations Committee Vice-Chair
- 2021 WIOA Summit, April 27-28, 2021

IV. Consent Agenda Items

Approve:

- January 2021 Operations Committee Meeting Minutes

[Attachment A](#)

Review:

- The Workforce Brief: <https://www.lakecountyiil.gov/DocumentCenter/View/38389/Workforce-Brief-vol-21-ed-1-PDF>

V. Old Business

- Job Center of Lake County Memorandum of Understanding
- Job Center of Lake County Cost Sharing Agreement
- Job Center of Lake County Action Plan

[Attachment B](#)
[Attachment C](#)
[Attachment D](#)

VI. Updates and Information

- Job Center of Lake County Partner Integration
 - [Job Center Partner Integration Survey](#)
- Local and Regional Strategies
 - Regional One-Stop Operator Collaboration
- Create a culture of equitable prosperity

- Equity Task Force

VII. Upcoming Board & Committee Meetings

1. Operations Committee Additional Meeting – April 12, 2021 at 9:00AM
2. Operations Committee Meeting – May 10, 2021 at 9:00AM
3. Workforce Development Board Meeting – April 29, 2021 at 8:00AM
4. Inclusive Leadership Institute – May 4 and May 6, 2021 at 8:30AM

VIII. Adjournment



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**Operations Committee
Meeting Minutes
Monday, January 11, 2021 at 9:00 AM**

Zoom Meeting URL:

<https://zoom.us/j/99954795635?pwd=cXFRVzVqeEFMM2pEUHg0QmdOYlFuUT09>

Attachments are available upon request: WorkforceBoard@LakeCountyIL.gov

Present: Chairwomen Laura Crivlare, Arlene Santos-George, Brittney Davis, Jennifer Serino, Jennifer Yonan, Heidi Semenek, Yesenia Mata, Edith Salinas, Tameka Wilson, Eva Locke, Carlotta Roman, Reni Mitkova, Hector Sanchez

I. Call to Order..... Laura Crivlare, Chairwoman

*Chairwoman Crivlare called the meeting to order at 9:02am.
Roll Call taken and a quorum was met.*

II. Public Comment

No public comments.

III. Chairwoman's Report..... Laura Crivlare

- [Connect Illinois Computer Equity Network](#)

Chairwoman shared that Illinois launched a statewide network to give citizens without and/or lack the updated Internet and WiFi services to be compete in the digital age. Most of the computers donated will be refurbished. The program will begin to close the gap for people who do not have an updated computer. Click the Link above to see locations of Distribution event locations and dates.

- 2021 WIOA Summit:
Date: April 27-28, 2021 Location: Online Only
Link to submit a presentation: <https://icsps.forms-db.com/view.php?id=139216>

Chairwoman shared that the 2021 WIOA Summit will showcase how partner programs have engaged and functioned to overcome barriers. We have 7 partner programs. Click on the Link above to submit a session topic.

IV. Consent Agenda

Approve:

October 2020 Operations Committee Meeting Minutes

Attachment A

Review:

December 2020 Success Newsletter:

<https://www.lakecountyil.gov/DocumentCenter/View/37672/Success-vol-20-ed-4-PDF>

Eva Locke summarized stories included in the latest Success Newsletters. The newsletter will be distributed quarterly. Eva invites you to submit your success stories.

Action: A motion was made by Member Santos-George, seconded by Member Semenek that the Consent Agenda be approved.

The motion carried.

V. New Business

- Job Center of Lake County MOU & Cost Sharing Agreement Timeline. Attachment B
[Program Year 2021 Supplemental Guidance to the Governor's Guidelines – Revision 4](#)

Laura Gergely gave an update on the 2021 MOU and reviewed attachment B.

VI. [Job Center of Lake County Action Plan](#)

- Partner Integration for 2021 Workforce.
 - 2021 Workforce Brief

Member Locke shared that we the WDD has been collecting stories for the next Brief. Please reach out to her with more stories for future Briefs.

- June 2021 Focus: One Stop Partners
 - Local and Regional Strategies: Regional One-Stop Operation Collaboration
 - Illinois Community College Board's Integrated Career & Academic Preparation System (ICAPS) – Criminal Justice.
Presenter: Arlene Santos-George, Ph.D., Dean of Adult Education at College of Lake County

Member Arlene Santos-George gave a review of the College of Lake County's ICAPS programs. The new program presented to the committee was the in Criminal Justice.

VII. Upcoming Board & Committee Meetings

1. Operations Committee Meeting – March 8, 2021 at 9:00AM
2. Workforce Development Board Meeting – February 25, 2021 at 8:00AM

The Committee Chairwoman announced that the next Board and Committee meetings.

VIII. Adjourn

Motion was made by Member Yonan, seconded by Member Mitkova to adjourn the meeting.

The meeting was adjourned at 10:05am.

Lake County Workforce Development and The Job Center of Lake County

MOU Process 2021

The proposed MOU process for the Job Center of Lake County breaks down the required information into manageable tasks and keeps an open dialogue with and among partners throughout the process.

The Governor's Guidelines – [Revision 4](#) requires the following deliverables:

- Pre-Program Year Planning Form – December 31, 2020 **(COMPLETED)**
- Start MOU Cost Sharing Agreement Reconciliation and PY20 Budget – January 1, 2021
- **Outcomes/progress report is due April 15, 2021**
- Signed MOU is due June 30, 2021
 - Click [HERE](#) for Signature Pages.

PRIMARY ACTIVITY IN NEGOTIATIONS	PLANNED DATE OF COMPLETION (WEEK ENDING ON A SPECIFIC CALENDAR DATE AND YEAR)
MOU 2021 Budget policies reviewed	1/10/2021
Partner update – WDB Operations Committee Meeting	1/11/2021
Draft Infrastructure Budget complete & distributed – phone call	2/26/2021
Partners submit workforce system budget information – phone call	3/12/2021
Partner update on budget status– phone call	3/17/2021
Draft Budget distributed to partners	3/24/2021
Partner review – individual meetings/phone calls	3/30/2021
Draft Budget reviewed – WDB Operations Committee Meeting	4/12/2021
Outcome report submitted to DCEO with draft operating budget	4/15/2021
Partner review final MOU budget – phone call	4/17/2021
MOU distributed for partner signatures	5/1/2021
Partner presentation - WDB Operations Committee Meeting	5/10/2021
Partner presentation - Workforce Development Board Meeting & Approval	6/24/2021
Partner signatures obtained by	6/26/2021
FINAL MOU submitted to DCEO	6/30/2021
FINAL MOU distributed to partners	6/30/2021

Expectations for Each Partner

Expectation for each partner:

- Read Governor's Guideline – Supplemental Guidance for PY2021 [HERE](#) (January 2021)
- Review the timeline at Operations Committee (January 11)
- Participate in MOU discussion at the 2021 Operations Committee Meetings (Schedule can be found [here](#))
- Attend WDB Operations Committee Meeting (March 8th)
 - Review Infrastructure Budget and previous year's reconciliation
- Submit approval of FTE (February 26)
- Submit Workforce System budget information (February 26)
- **Submit revised Service Matrix updates (March 12)**
- **Submit Direct Linkage Checklist updates (March 12)**
- Attend WDB Operations Committee Special Meeting (April 12)
 - Review MOU template
 - Review MOU budget
- Submit MOU document edits/comments/recommendations (April 19)
- **Schedule individual phone call with Workforce Development (April – May)**
- Receive MOU for signature (May 4th)
- Attend WDB Operations Committee Meeting (May 10th)
 - MOU Partner Presentation
- Email signature page to lgergely@lakecountyil.gov (June 23)
- Attend WDB Board Meeting (June 24)
 - MOU Partner Presentation & WDB Approval
- Final MOU distributed to partners (July 10)

Program/Funding Partner Agencies

* The below information is populated with the 2020 contacts. Please make any modifications necessary and submit these to lgergely@lakecountyil.gov with justification noted.

This is the list of programs and required partners as noted during the last MOU process with some changes based on new information. The identified contacts are responsible for assisting with the completion and negotiations of the MOU. These are the individuals to Negotiate Local MOU on behalf of required partners in Lake County.

	Program/Funding	Identified Provider	Identified contact
1	Workforce Development - Adults – Employment & Training Title I	Lake County Workforce Development Department	Jennifer Serino
2	Workforce Development - Dislocated Workers– Employment & Training Title I	Lake County Workforce Development Department	Jennifer Serino
3	Workforce Development - Youth– Employment & Training Title I	Lake County Workforce Development Department	Jennifer Serino
4	Workforce Development - Trade Adjustment Act	Lake County Workforce Development Department	Jennifer Serino
5	ICCB - Adult Education & Family Literacy – WIOA Title II	College of Lake County	Arlene Santos-George
6	Wagner-Peyser Act – WIOA Title III	IDES	Calvin Giles
7	Unemployment Insurance	IDES	Calvin Giles
8	Jobs for Veterans State Grants	IDES	Calvin Giles
9	Trade Reinvestment Act	IDES	Calvin Giles
10	ICCB - Career and Technical Education under the Perkins Act	College of Lake County	Arlene Santos-George
11	Vocational Rehabilitation Services – WIOA IV	IDHS	Darryl Rader
12	TANF	IDHS	Edith Salinas
13	Senior Community Services Employment Program	National Able	Elizabeth Gelacio
14	Second Chance Act	NA	NA
15	Community Services Block Grant Act	CAP	Darlene Johnson
16	Housing and Urban Development employment and training activities	NA	NA
17	Migrant and Seasonal Farmworkers	IDES	Calvin Giles
18	Job Corps Career and Technical education	Paul Simon Chicago Job Corps Center	Brittney Davis
19	YouthBuild education and job pathways	YouthBuild Lake County Youth Conservation Corp	Tameka Wilson Jennifer Yonan
20	HUD	Waukegan Housing Authority Lake County Housing Authority	Charles Chambers Heidi Semenek

Full-Time Equivalent (FTE) – update due February 26, 2021

* The below information is populated with the 2020 FTE. Please make any modifications necessary and submit these to lgergely@lakecountyil.gov with justification noted.

When negotiating comprehensive one-stop center infrastructure costs, required partners commit several FTEs to the operation of the local one-stop delivery system. Number of FTEs agreed to cannot be less than .25 for a Program, multiple agencies can contribute towards that .25:

- Required partner FTE commitments will be based on demand
- Required partners commit a number of FTEs to the operation of the local one-stop delivery system.
- Required partners collect data throughout the program year to identify the demand for their program's services at the comprehensive one-stop center.
- Each required partner's FTE commitments are based on demand for services the prior year and expected new needs for the coming budget year.

State Agency	Program Partner	Agency	Onsite FTE	Direct Linkage	Total FTE
Commerce	Title I – Adult, Youth, DW	Workforce Development	6	6	12
	TAA		.5	.5	1
	CSGB	Community Action Partnership	0	.25	.25
IDES	Title III – Wagner Peyser	IDES	1.75		1.75
	Veteran Services	IDES	2		2
	UI Comp Program	IDES		.25	.25
	TRA	IDES		.25	.25
ICCB	Title II – Adult Ed	College of Lake County	.5	.25	1.13
		Mundelein High School		.25	
		Highland Park High School		.13	
	Career & Tech Ed - Perkins	College of Lake County		.25	.25
DHS	Title IV – Voc Rehab	Waukegan Field Office	.5	.5	1
	TANF – DHS	Waukegan Field Office	.25		.25
Aging	SCSEP	National Able	.25		.25
DOC	Second Chance	NA	0	0	0
	YouthBuild DOL	YouthBuild Lake County		.125	.125
		Youth Conservation Corp			.125
	HUD	Waukegan Housing Authority		.125	.125
		Lake County Housing Authority		.125	.125
	JobCorps	Paul Simon Chicago JobCorps Center	1		1
		Totals	13	9.13	22.13

Infrastructure Costs –

Infrastructure costs are calculated based on the square footage of the Job Center resource room and training rooms plus common areas. Infrastructure costs are paid directly by the LCWDD using WIOA Title I funding. Required partners must make a cash contribution to the infrastructure costs based on their negotiated FTE.

Infrastructure Costs	2018 Expenses 7.1.18 - 6.30.19	2019 Expenses 7.1.19 - 6.30.20	2020 Budget 7.1.20 - 6.30.21	2021 Planned Budget	Variance 2021 vs. 2020
Facilities Costs					
Lease Cost	79,716.84	81,469.94	81,470.00	83,099.00	1,629.00
Security Services	40,855.43	34,198.96	44,496.00	44,496.00	-
Cleaning Services	6,624.00	6,182.40	6,624.00	6,624.00	-
Gas/Electric HVAC	16,480.42	16,411.28	15,264.00	14,233.00	(1,031.00)
Parking	13,860.00	13,860.00	13,860.00	14,137.00	277.00
Technology Costs					
Equipment Rental (Copiers & Fax)	3,485.78	4,238.02	3,500.00	3,500.00	-
Office Supplies	3,286.83				
Total Infrastructure	164,309.30	156,360.60	165,214.00	166,089.00	875.00

Shared Infrastructure Cost per FTE - $\$166,089/22.13 = \$7,505.15$

Infrastructure Cost Contribution

Shared Infrastructure Cost per FTE - $\$166,089/22.13 = \$7,505.15$

Program Agency	FTEs	Cost per FTE	Total Infrastructure Contribution
Workforce Development	13	\$ 7,505.15	\$ 97,566.98
Community Action Partnership	0.25	\$ 7,505.15	\$ 1,876.29
IDES	4.5	\$ 7,505.15	\$ 33,773.18
College of Lake County	1	\$ 7,505.15	\$ 7,505.15
Mundelein High School	0.25	\$ 7,505.15	\$ 1,876.29
Highland Park High School	0.13	\$ 7,505.15	\$ 975.67
DHS - Voc Rehab Waukegan Field Office	1	\$ 7,505.15	\$ 7,505.15
DHS - Waukegan Field Office	0.25	\$ 7,505.15	\$ 1,876.29
National Able	0.25	\$ 7,505.15	\$ 1,876.29
YouthBuild Lake County	0.125	\$ 7,505.15	\$ 938.14
Youth Conservation Corps	0.125	\$ 7,505.15	\$ 938.14
Waukegan Housing Authority	0.125	\$ 7,505.15	\$ 938.14
Lake County Housing Authority	0.125	\$ 7,505.15	\$ 938.14
Paul Simon JobCorps Center	1	\$ 7,505.15	\$ 7,505.15
Totals	22.13		\$166,089.00

Cost Sharing Agreement – update due **February 26, 2021**

Shared System Costs

All required partners under WIOA are required to use a portion of their program funds to pay additional costs related to the operation of the one-stop delivery system in the local workforce area. Cost examples include costs related to local board functions, costs to promote integration of services including business services, Job Center receptionist services, resource room materials and staffing costs.

As a required partner, please identify any local delivery system cost that is specific to the Job Center of Lake County or that is spread across all service locations in the local area.

Please respond with your partner local delivery system cost in the far-right column – please describe the cost.

Current MOU System Costs:

Shared Services Costs specific to the Job Center	Workforce Development	One Stop Operator	PARTNER
One Stop Center Reception			
Resource Materials	NA		
Resource Room Staffing	\$65,620.58		
Business Services	\$82,634.76		
Dues & Subscriptions			
Other Allowable Item Agreed to			
One Stop Operator costs specific to the Job Center			
One Stop Operator Cost		\$116,213	
Costs Related to local Board Functions			
Salary, benefits and other expenses associated with staffing board functions	NA		
Board Meeting Costs	NA		
Audit costs of incorporated boards	NA		
Errors and omissions insurance for board directors and officers	NA		
Costs associated with marketing services to employers and other customers	NA		
Costs of Strategic data gathering, and analysis projects intended to isolate area workforce needs, priorities and issues	\$8,500		
Regional work and integration	\$14,000		
Costs to Promote Service Integration			
United Way 2.1.1	\$5,000		
Joint Training			
Customer Satisfaction Measurement			
Customized Other Costs (Website)	\$7,500		
Total:	\$183,255.34	\$116,213	

Local Service Matrix– updates due March 12, 2021

INCLUDES:

- Referral Between Partners. (Page 27-28)
- Career Services Available Through the Local One-Stop Center. (Page 29 - 31)
- Other Programs and Activities Available Through the Local One-Stop Center. (Page 32 - 35)
- Service Delivery Method Available through the Local One-Stop Center. (Page 36 - 43)

Direct Linkage Access – updates due March 12, 2021

Click [HERE](#) for Checklist

The WIOA Final Rule identifies three methods through which partners can provide access to services at comprehensive one-stop centers. Illinois is electing to specify more detailed requirements for one of these methods—making services available through technology via a “direct linkage”—to assure a high-level of service quality for the customers of partners using this service delivery method. The Direct Linkage Compliance Checklist is intended to act as a helpful guide for each local partner using direct linkage via technology as a service delivery method. It encompasses three types of service delivery methods:

Direct Linkage via Phone

Minimum Criterion: Direct connection at the one-stop center via phone

- A specific, dedicated phone number connected directly to designated partner staff
- Phone coverage during normal business hours on all normal business days
- Voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contact

Direct Linkage via Real-time Web-based Communication (Video or Web Chat)

Minimum Criterion: Direct connection at the one-stop center via real-time, web-based communication using:

- High-speed Internet capability
- Dedicated, computer-enabled communications access between devices at two or more locations
- Communications via two-way, real-time video and audio transmission
- Back-up capability, instructions or appointment scheduling if access to services via video is unavailable at the time of contact

Reasonable Period of Time (24 hours in Illinois)

Minimum Criterion: Direct connection at the one-stop center via phone or real-time web-based communication ensuring:

- Immediate, on-demand access as the norm
- Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer

Formal Expertise Assurance

Minimum Criterion: Direct connection at the one-stop center via phone or real-time, web-based communication ensuring those who are responding to customer’s direct linkage service inquiries are:

- Specifically identified partner staff person(s) who are trained and knowledgeable regarding the needed partner’s services and programs.
- Specifically identified partner staff person(s) for whom providing services via direct linkage is a formal part of his/her job duties.

Lake County Workforce Development Board

WIOA Service Integration Self-Assessment – Action Plan

Service Integration Goal	Activities and Tactics	Expected Outcomes	Timeline
Communication is consistent, comprehensive and timely.	Explore and implement technology tools that will be utilized to promote and share partner and program information.	Real-time communications shared with/across/between partners. Partner engaged at the onset. Partners will report that a successful process is in place that ensures all staff are regularly informed of changes/updates/trends in service design, program policies and services to customers.	July 2020 – December 2020
Timely and coordinated access for customers.	Identify and implement a common electronic referral system to be used by partners. Design a shared process to gather feedback from all customers.	Referral process improvements. Increased job center customer traffic from partners. Increased shared customers among partners. Partner engaged at the onset. Shared system to tract customers. Customers – job seekers, workers, businesses – describe their access to services as timely and coordinated whether on-site, through technology, at a partner site, and other appropriate accessible community services.	July 2020 – June 2021
Services delivered by functions.	Develop a standard format to chart out all partner services, customers, and customer flow. Create a functional organizational structure and customer flow. Identify shared functions by partner. Cross trainings continue and archived.	Increase career services delivered jointly. Each partner owns their program services and activities. Shared measurements and goals. Shared ways to track customers and outcomes. Core agencies create a functional organizational structure to share information, data, and resources to achieve common goals and mutually agreed upon outcomes.	July 2020 – December 2021
Services delivered by functions – Business Services.	Expand current business service team – capacity and partners. Expand Business U Training. Explore shared database. Expand on-site hiring and job fairs throughout the County.	Increased customer satisfaction – business and job seeker. Increased business engagement. Unified business engagement practices. More partners engaged at the onset of developing and implementing strategies.	July 2020 – December 2021