



Executive Committee Meeting
Wednesday, September 8, 2021 at 8:15 AM

Zoom Meeting URL:

<https://us06web.zoom.us/j/84391905734?pwd=VVR1andwN1JMQTRoLOFKanN3YXBYdz09>

- I. Call to Order**..... Karen Stoneman, Committee Chairwoman
- II. Public Comment**
- III. Chairman's Report**..... Karen Stoneman
- IV. Consent Agenda**

Approve:

- June 2021 Executive Committee Meeting Minutes Attachment A

Review

- [Workforce Development Success Newsletter Vol. 21 Ed. 2](#)
- Lake County Summer Youth Employment Program Update Attachment B

Accept

- Accept the DOL Dislocated Worker Navigator Grant the amount of \$325,000 Attachment C
- Accept the DOL Emergency Assistance Grant in the amount of \$156,454.00 Attachment D

V. Old Business

- 1. Illinois Department of Commerce and Economic Opportunity LWIA 1 PY20 Monitoring Results Attachment E
- 2. PY20 WIOA Youth Formula Grant Waiver and DCEO Approval Attachment F
 - Lake County Youth Plan Attachment G
 - o New Ways to Work

VI. Updates and Information

- 1. Strategic Marketing and Communication Plan
 - o New Website is Live - <https://www.lakecountyworkforce.org/>
 - o Social Media Links:
 - a. LinkedIn: <https://www.linkedin.com/company/lakecountywdb/>
 - b. Twitter: <https://twitter.com/lakecountywdb>
 - c. Facebook: <https://www.facebook.com/lakecountywdb>
- 2. Equity Task Force Update
 - Next Meeting: September 17, 2021 at 10am

VII. Upcoming Board & Committee Meetings

1. Executive Committee Meeting – October 13, 2021 at 8:15 AM
2. Workforce Development Board Meeting – September 23, 2021 at 8:00 AM

VIII. Adjournment



Executive Committee Meeting

Minutes

Wednesday, June 9th, 2021 at 8:15 AM

Zoom Meeting URL:

<https://zoom.us/j/94914581423?pwd=Q1gzWVJjUGFObWxXMnRXdWJFbTRCZz09>

Present: Chair Warrington, Ann Maine, Dennis Kessler, Edward Melton, Jennifer Serino, Kim Wimer, Lori Suddick, Tim Dempsey

Absent: Carlotta Roman, Jennifer Harris, Karen Stoneman, Laura Crivlare, Robyn Safron, Christine Hammerlund

I. Call to Order.....Andrew Warrington, Committee Chairman

*The meeting was called to order at 8:22am
Roll call attendance was taken. A quorum was verified.*

II. Public Comment

No public comment.

III. Chairman's Report.....Andrew Warrington

There was no formal report this month. This is Andrew Warrington's last meeting as Executive Committee Chairman. Andrew Warrington shared some of the committee accomplishments for the past two years as chairman.

- *Redesigned the Boards meeting platform to be more strategic and innovative*
- *Completed the Recertification process for the Job Center of Lake County*
- *Completed two successful virtual DCEO monitoring*
- *Implemented the Board's first strategic Marketing and Communication Plan*

IV. Consent Agenda

Approve:

- May 2021 Committee Meeting Minutes
- Board Service Policy 5: Individual Training Account Modifications

[Attachment A](#)

[Attachment B](#)

Motion: Member Melton made a motion to approve the consent agenda, Member Dempsey seconded the motion.

No discussion or corrections.

A roll call vote was taken. Motion carried.

V. New Business

1. Action Item

Approve the Nominating Committee's Recommended Slate of Officers for PY2021

[Attachment C](#)

- The Nominating Committee will report its recommendations for the new term beginning July 1, 2021
- The recommended slate will be presented at the Board meeting on June 24th.
- Other Board Members may be nominated for consideration at the Board meeting on June 24

Member Dempsey led the Nomination Committee for the Executive Committee Chair and Vice-Chair. The slate of nominees for PY21 submitted to the Nomination Committee are as follows:

- Karen Stoneman, Chair
- Kimberly Wimer, Vice-Chair

Motion: Member Melton motioned to approve the nominees for Executive Committee Chair and Vice-Chair. Member Maine seconded the motion.

No additional nominees. No discussion or corrections.

A roll call vote was taken. Motion carried.

2. Action Item

Accept the Workforce Innovation & Opportunity Act PY21 Allocations in the amount of \$5,070,538.

[Attachment D](#)

Motion: Member Dempsey motioned to accept the Workforce Innovation Opportunity Act PY21 allocations in the amount of \$5,070,528. Member Maine seconded the motion.

Discussion: Reviewed budget information and projected reduction in funds for PY21. Removed computer replacements; new computers were installed in 2020. Work Force Development has 2 vacancies that will not be filled at this time. There will be more details next week after the Finance and Compliance Committee meeting.

Dislocated and Adult Worker Training strategy resources to connect through College of Lake County Institutional Funds. The funds for this program have been reduced by 40% We need to leverage this to get these workers in the workforce.

Applied for additional funds through a grant to help vulnerable workers with childcare and Transportation.

A roll call vote was taken. Motion carried.

3. Action Item

[Attachment E](#)

Accept components of a The Lake County WIOA Youth Action Plan:

- Continue with the second term of the 19190 Comprehensive Career Pathway WIOA Youth Subrecipients Agreements for North Chicago Community High School, The Community Works, Employee Connections and First Institute Training and Management, Inc.

- Continue with the Career Crossroads program and the existing high schools including North Chicago Community, Mundelein, Waukegan, Antioch, Lakes while increasing capacity by 2 additional high schools during the 2021-22 school year.
- Move forward with the Lake County Workforce Development and Companies That Care Summer Youth Pilot Program to deliver a college-readiness curriculum for a one-week Springboard focusing on college access, persistence, transition and graduation.
- Proceed with identifying an entity to provide professional services as an intermediary in the areas of community and program assessments, stakeholder strategy discussions and service delivery gap analysis.

Action: Member Melton motioned to approve the WIOA Youth Comprehensive Career Pathway Program. Member Dempsey seconded the motion.

Discussion: Continue subsequent agreements for the second year—same funding and performance. Use a defined metric to measure success and success of the Youth. Youth completion of 80% is the goal. The federal goal requires a completion of 90%. Our goal is to prepare IEP students for job placement. Total funds \$386,528 to serve 60 youth.

A roll call vote was taken, motion carried.

VI. Old Business

1. Lake County Partners Business Engagement Agreement

The LC Partners agreement ended in February 2021. We met on 3 occasions on the Partner Business Agreement to discuss to create a matrix to measure successes. Not looking to move forward with an Agreement, currently. We are pausing our work with LC Partners.

2. Illinois Department of Commerce and Economic Opportunity LWIA 1 PY20 Monitoring

Auditing/monitoring went well. Meeting next week with DCEO. The final Findings letter will arrive in a couple of weeks.

3. Strategic Marketing and Communication Plan

Pat Davis Design created marketing templates. Today's presentation included the preview On the opening page of the website.

VII. Upcoming Board & Committee Meetings

1. Executive Committee Meeting – July 14, 2021 at 8:15 AM
2. Workforce Development Board Meeting – June 24, 2021 at 8:00 AM

An update on future board and committee meeting locations will be announced later this summer.

VIII. Adjournment

Member Dempsey motioned to adjourn the meeting and Member Kessler seconded the motion.

Meeting adjourned at 9:14am.

2021

SUMMER YOUTH EMPLOYMENT PROGRAM

The 2021 Lake County Summer Youth Employment Program recently wrapped up another exciting summer as more than 191 youth gained meaningful work experience while earning a paycheck. To qualify for employment, youth must be age 14 to 18 or age 14 to 22 with an Individualized Employment Plan (IEP). Funded by the Lake County Board, this program was offered in a hybrid format this year with an option for youth participants to participate in the traditional model working at a physical location or to participate in an online Work Readiness Bootcamp.

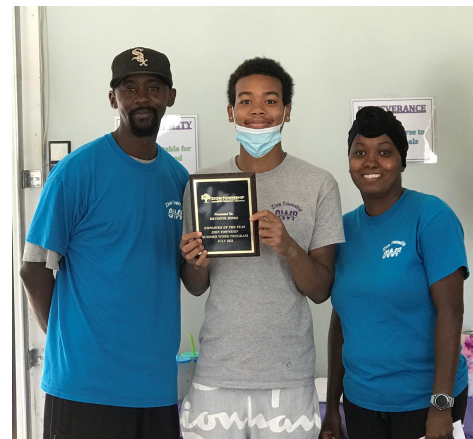
SYEP TRADITIONAL MODEL

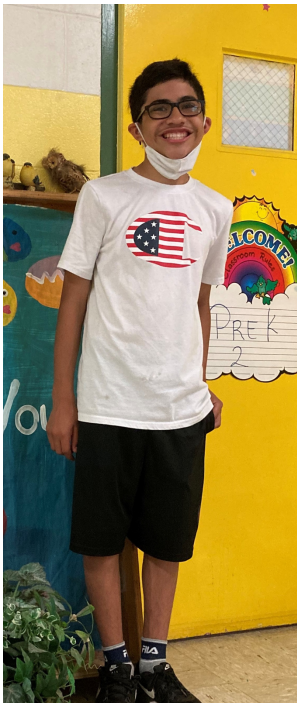
85 student workers were placed at 10 sites, including a mix of nonprofit organizations, local municipalities, and private or community-based organizations throughout Lake County, starting July 6 and ending July 30. They worked in a variety of areas including office support, day camp programs, and indoor/outdoor maintenance. They earned \$9 per hour for 25 hours per week.

Zion Township hosted 17 young people. Student workers participated in team building activities designed to help them identify their strengths, balance their weaknesses and to work effectively in teams. 14 worked in a maintenance crew, while three were placed at the Zion-Benton Public Library. Tasks included cleaning and weeding parks, painting picnic tables, cleaning school lockers, and projects for seniors. Adriana Ortiz, Client Services Director, says that she intentionally keeps student workers active and varies tasks so that they don't become bored. She explained, "This year we focused on positivity and safety due to the hardships of the pandemic."

Each year, Zion recognizes a Youth Employee of the year. Devorite (center) received the award this year. His mentors Rod Henry (left) and Keayon Senter (right) reported that Devorite was often the first to start a work assignment and ensured that he and his peers had necessary equipment to complete each task.

Lions Math & Science Academy hosted 8 young people who assisted with a summer camp for 75 children. Student workers engaged with children during indoor activities, outdoor play, field trips, and meal time. One new task for student workers this year was to remind children to wear a face mask. Jimmy, who is entering 9th grade, said that his mother signed him up for the program.





At first Jimmy (pictured left) wished he could spend the summer playing video games and wasn't sure he wanted to participate. Everything changed, though, when he met the pre-K children in his group. He discovered that he loved working with young children.

Sadie, (pictured right in white shirt) who is entering 10th grade, worked with kindergarten students. This is her first job, and she is saving money earned for college. Alexa, (pictured right in blue shirt) who is entering 9th grade, says that the job was more challenging than she expected but that she drew upon the life experience that she had with younger siblings and cousins. Michele Obleton, (pictured right in center) Assistant Director, explained that her organization has served as a host site for youth workers for more than 10 years and says that the young people bring value to her organization while receiving valuable experience. "The diversity piece that they bring really works for us. They serve as role models for our campers."



WORK READINESS BOOTCAMP



The Work Readiness Bootcamp, an online course, ran for two weeks from July 12th to July 23rd. More than 100 high school students participated. Students could earn a stipend of up to \$500 for their active participation. The Bootcamp covered:

- Qualities that will make an employee stand out at work
- Common expectations from employers
- Tools that will help individuals land a job and keep

For many of the participants, this was their first exposure to work expectations. Workforce instructors focused on one core work value daily, following the Bring Your 'A' Game Anywhere curriculum.



Guest speakers were a highlight of the event. Marvin Bemby (pictured left), Executive Director of the John Maxwell Team, spoke to online Bootcamp participants and also visited the North Chicago work site. He shared stories of his own youth raised by a single parent in Detroit. During his interactive presentation, he challenged participants to make choices today that will have a positive impact on their lives. He closed out the presentation by responding to questions regarding his international experience and secrets to success.

Chiara Caruthers (pictured right) a Talent Sourcing Specialist with Advocate Aurora Health spoke to the students about employer expectations and working in the healthcare field.



Additional guests spoke about winning workplace attributes and financial literacy. Speakers included Workforce Board member, Jennifer Harris, Waukegan Township Supervisor, Marc Jones, College of Lake County Apprenticeship Coordinator Dan Ortego, Benefits Advisor Carrie Espinosa, High School Teacher Andre Harris, Production Manager John Castillo, and Executive Director Terri Nielsen.

YOUTH SUMMIT

On July 29, 2021, Lake County Workforce Development and The Coalition to Reduce Recidivism collaborated to host the 2021 Youth Summit at the College of Lake County Grayslake Campus. 28 youth participating in the Summer Youth Employment Program accompanied by chaperones participated in four breakout sessions and a motivational panel discussion.

The four break-out sessions included:

- Financial Literacy – Professor Marcus Morgan
- Bettering Your Life– Detective Matt Thornton
- Healthy Relationships – Jheri Bevil
- Job Readiness – Dr. Pamela Walker

During the five-hour event, students enjoyed breakfast and lunch in the college cafeteria sponsored by Medline and ended the day with a tour of the campus. The event concluded with a panel discussion from leading community members who responded to an array of questions regarding careers, goals, and support for young people.



(panelists pictured above, left to right) IL State Senator Adriane Johnson - 30th District IL., Megan McKenna - Chief Executive Officer Boys & Girls Club of Lake County, Dwayne Springs - Founder Springs Prep. Academy, Waukegan H.S. Head Football Coach, State Rep. Rita Mayfield - 60th District, Carlos Smith - Crazy Riot Show creator/host, Elite Striders National Champs Drill Team, Candis Ridgeway - Pandemic Health Navigator, George Moore, Founder - Legacy Reentry Foundation, NFP – Moderator

CLOSING

“The hybrid model was a response to the pandemic and allows young people to participate at their comfort level,” said Jennifer Everett, Program Manager. “We saw growth among participants even in this short time frame. Offering options to participate both online and in person allowed us to reach more students.”

Application information for the next Summer Youth Employment Program will be posted on the Job Center website in February 2022.

Contact: Jennifer Everett
Program Manager
Lake County Workforce Development Department
847-377-3447
jeverett@lakecountyil.gov

LAKE COUNTY WORKFORCE DEVELOPMENT: YEAR-ROUND SERVICES FOR YOUTH

Lake County Workforce Development qualifies individual jobseekers for Workforce Innovation and Opportunity Act (WIOA) training grants available through the U.S. Department of Labor. Workforce Development has a team dedicated to working with young people ages 16 to 24 as they enter the workforce. This team works intensively with young people to set them on a career path at a critical time in their lives. While involved in customized training, youth participants have access to coaching in essential skills and assistance with transportation, supplies for schooling, etc. Participants may be matched with a paid work experience to build their portfolio and establish professional contacts. Participants can also be referred to a Job Center partner or community organization to meet any additional needs they might have. "One of the most important things we can do for young people is to teach them effective job search techniques and networking, since they will undoubtedly change jobs multiple times in this ever-changing market," explained Jennifer Everett, Program Manager.

YOUTH SUCCESS STORIES



For three years after graduating from high school, **Brandon** held a variety of jobs but did not find a good career match. At the suggestion of his father, Brandon applied to Workforce Development where he qualified for WIOA training funds and immediately began working with a Career Specialist to select a career path. He completed four months of training as a computer technician, then was placed into an internship at the Lake County Health Department, where he had the opportunity to hone his skills. After completing his internship, the Health Department hired him full time as an **IT Technician**.



Like many new high school graduates, **Jasmine** wanted a great career. She tried a few semesters of college, but the coursework didn't fit her busy life. She found her career solution with Workforce Development. She completed 9 months of training in healthcare and finance and, most importantly, learned to conduct a productive job search. She had to use those skills when she was laid off from her first medical job. Jasmine is now working full time as a **Medical Coder** at a hospital.



Teshawn had a sport scholarship to college after he graduated, but an injury changed his plans. He began college classes locally and was looking for a part-time job when he connected with Workforce Development. His internship as a Payroll Service Specialist gave him exposure to finance and business marketing. Teshawn is working as a **Customer Care Representative** for a chemical company.

CONTACT INFORMATION

LAKE COUNTY WORKFORCE DEVELOPMENT

1 N Genesee St. Waukegan, IL 60085

847.377.3450

lakecountyjobcenter.com

jobcenter@lakecountyil.gov

Complete a virtual information session today: www.lakecountycareers.com/virtual-information-session/

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@LAKECOUNTYJOBS

The Job Center of Lake County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. To request accommodations, please contact dharris@lakecountyil.gov or (847) 377-3423.



ACCEPT: US DOL DISLOCATED WORKER NAVIGATOR GRANT - EMERGENCY ASSISTANCE (1E) AMOUNT OF \$325,00.

GRANT PERIOD: 7/1/21– 10/31/2022

NUMBER OF DISLOCATED WORKERS SERVED: 15

The US Department of Labor has reported staggering statistics throughout the past year on the number of women who have had to leave the labor force and are not working because they have to take care of their children at home. According to USDOL, women looking after young children at home are the only group to have seen their labor force participation rate decline due to COVID-19 and the stay-at-home orders. The pandemic shutdowns caused the number of women with young children in Illinois' workforce to fall by 6.3%.

Workforce Development has formed an initiative designed to empower women to achieve economic security – return to the labor force – and find quality, reliable child-care options in order to get a job, retain the job and advance in the job while feeling secure that their children are properly being cared for. Workforce Development will hire a project navigator to lead out the [Family Center Coaching](#) strategies that will provide the framework to streamline access to childcare services and resources for women returning to the labor force.

Workforce Development will recruit dislocated workers from the following WARN events. The dislocated workers enrolled in this project will be 100% women of color who have been the primary child-care giver during the past year and unable to reenter the workforce on a career path. Workforce Development will provide career services to the dislocated workers as well as connect the participants to the services and activities of the Job Center. In addition to working with the project navigator to receive planning and financial assistance with childcare, transportation and connectivity; dislocated workers will enroll in occupational training through an ITA.

BUDGET:

BUDGET CATEGORIES	AMOUNT
Lake County Workforce Development Personnel	\$96,294
Lake County Indirect Cost	\$11,436
Occupational and Skills Training	\$93,750
Family Center Coaching Training	\$15,520
Supportive Services	\$108,000
GRAND TOTAL	\$325,000



ACCEPT: US DOL DISLOCATED WORKER GRANT - EMERGENCY ASSISTANCE (1E) AMOUNT OF \$156,454.00
NUMBER OF EMPLOYERS SERVED: 7

Lake County Workforce Development submitted a proposal in partnership with the Workforce Partners of Metropolitan Chicago to fund high-quality apprenticeship programs for incumbent workers in the manufacturing industry. The standards of this program have been formulated in conjunction with the Department of Labor guidelines and the Chicago Federation of Labor requirements. Chicago Federation of Labor Workforce & Community Initiative (CFL Initiative) Sponsors the Industrial Manufacturing Technician (IMT) program. The IMT is a hybrid competency based 18-month apprenticeship that includes 264 hours of classroom related training and 2736 hours of on-the-job-learning.

In collaboration with the Chicago Federation of Labor and workforce development, along with non-for-profit organizations such as the Illinois Manufacturing Extension Center (IMEC) this program is designed to produce educated, efficient technical tradesman within the manufacturing sector. The purpose of this apprenticeship training is to encourage careful selection of incumbent workers attempting to advance in a specific trade within the manufacturing environment. The training will equip all incumbent workers in the identified areas of: Education, Safety, Quality, Technical Expertise and Leadership.

BUDGET:

BUDGET CATEGORIES	AMOUNT
Lake County Administration	\$13,789.00
Lake County Indirect Cost	\$1,669.63
Incumbent Worker Training	\$140,994.95
GRAND TOTAL	\$156,454.00



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

August 18, 2021

Ms. Jennifer Serino Director
Lake County Workforce Development Department
1 North Genesee Street, Floor 1
Waukegan, IL 60085-8103

Re: Grant Nos.: 18-651001, 18-656001, 18-661001, 18-671001, 19-633001, 19-651001, 19-661001,
19-671001, 19-681001, 20-671001, 20-672001, 20-681001

Dear Ms. Serino,

This letter summarizes the results of the combined fiscal and programmatic monitoring conducted during the period of June 1, 2021 through June 4, 2021, by Levi Beerup, Robin Kralman, Tony Lesniak, Stephanie Webb, Chelsea Qualls, Matt Hillen, and Marvin Anderson of this Department. The purpose of the visit was to monitor compliance with the Workforce Innovation and Opportunity Act, the Trade Act, and its amendments, if applicable, and other applicable rules, regulations, and policies. The period reviewed during this monitoring visit was April 1, 2020 through April 30, 2021.

The results of the monitoring visit, which were discussed at the exit conference held on July 1, 2021 follow. Findings are labeled by component and element as they appear in our monitoring instrument. The results of the fiscal monitoring appear first, followed by the results of the programmatic monitoring.

Fiscal Monitoring Results:

There are no fiscal findings as a result of this review.

Area of Concern #1: The LWIA 1 fiscal report for the period ending 6/30/2021 indicate that Youth obligations did not meet the 80% obligation requirement outlined in the State of Illinois WIOA Policy 8.3.3. The Department has received and approved a waiver request and corrective action plan submitted by the LWIA to address these issues. The LWIA staff is directed to work with your regional manager and other OET staff to monitor the implementation of the corrective action plan to ensure that this requirement is met in Program Year 2021.

LWIA 1 WIOA Title IB Expenditures – Period Ending 6/30/21

Funding stream	Total Funds Available	Total Expenditures	Percent of TFA Expended	Total Unexpended
Administration	849,410.23	627,693.50	73.90%	221,716.73
Youth in-school	244,390.92	160,023.89	65.48%	84,367.03
Youth out-of-school	2,200,758.51	1,398,229.26	63.53%	802,529.25
Adult	1,872,554.23	1,545,018.88	82.51%	327,535.35
Dislocated Worker	2,679,817.83	1,998,795.19	74.59%	681,022.64
Total	7,846,931.72	5,729,760.72	73.02%	2,117,171.00

LWIA 1 Obligations and Expenditures as of 7/22/2021

Funding Stream	Rate
Youth	61%
Adult	87%
Dislocated Workers	80%

Programmatic Monitoring Results:

Component: 2 - Program

Element: B - Other Grant Requirements - Work Experience

Finding #2: The case management records for the participants listed below have identified data validation and/or other technical reporting issues in the case file or the Illinois Workforce Development System.

Arrington, Andrel L XXX-XX-1505 - DETS ID #20190807001 was missing. IWDS original Individual Employment Plan Service Record and hard copy dates are different; IWDS shows 12/8/2020, hard copy shows date of 12/14/2020.

Kolak, Michelle XXX-XX-9423 - Participant was exited with employment, but not enrolled in follow-up during monitoring. It is noted that the follow-up service line was added later on 5/25/21, but was backdated to 1/29/21. 10-day policy to enter services was not followed.

Taylor, Tobias D XXX-XX-5492 - Wrong End Date on the Occupational Skills Training service line. Received Certificate of Completion and CDL license on 9/25/19. Service line was ended 8/23/19.

Temple, Julius XXX-XX-4036 - While the Certificate of Training is reported in IWDS with documentation in the file, the date was entered incorrectly; Certificate of Training was issued on 12/19/2019; IWDS Credentials screen has date attained as 4/15/2020.

Verdeyjo, Jared XXX-XX-4968 – Individual Employment Plan Service Record is recorded as 8/1/2017 in IWDS; hard copy in file shows a date of 12/12/2017. Error in entry of Occupational Skills Training Service Record as CAD AAS degree; however this is entered incorrectly in IWDS as he was enrolled from the beginning in Digital Media AAS and obtaining certificates within this program, per training institution's records. Program was validated with Regional Occupational Demand list, but it was not documented in the Individual Employment Plan in the file. Two-way communication was not recorded in case notes between 9/17/2019 and 1/6/2020.

Corrective Action #2: The grantee must review the case management records for each of the identified participants and make the appropriate corrections to IWDS or the customer files.

Trade Adjustment Assistance – Programmatic Monitoring Results:

Finding #3: The case management records for the Trade participant listed below has identified data validation and/or other technical reporting issues in the case file or the Illinois Workforce Development System.

Llamas, Alejandra XXX-XX-6993 - Tracking form ends at Spring 2021 semester. Participant has continued on with training through a projected End date of 6/26/21. There are no classes listed for Summer 2021. Participant has not turned in bi-weeklys for dates 5/3/21 through 5/16/21 and 5/17/21 through 5/30/21. Ceased Participation entry is missing on Status screen for 5/3/21 through 5/16/21. Also, the most recent Ceased Participation entry is missing for weeks 5/17/21 through 5/30/21.

Corrective Action #3: For this identified customer, the entity must ensure that the DCEO Form #006d Trade Training Program Tracking Form is complete and updated to reflect accurate and updated information. In addition, the LWIA must provide documentation supporting the identified customer's attendance and progress. If documentation cannot be produced, the Entity must immediately enter a ceased participation status in IWDS as outlined in the State of Illinois Trade Program regulations.

National Dislocated Worker Grants - Programmatic Monitoring Results

Finding #4: Participant files do not contain required case notes for the Dislocated Worker Grant (DWG) pre-enrollment activities or suitability as required by terms of grant 19-671001. Participant files also do not contain case notes that reflect participants were initially offered or periodically assessed for provision of support services. Documentation of the impact of the opioid crisis is not apparent in the files.

Bradford, Carl XXX-XX-0395 - Case notes for the participant are missing the following requirements:

- Verification of required eligibility criteria
- Results for Assessment of Interest, Skills, and Preferences
- Reflective case notes to show suitability for participation and validation that the worksite and/or training selections is appropriate
- Verification to show that an assessment and results for Supportive Services needs was completed.

Heller, Ryan XXX-XX- 4401 - Case notes for the participant are missing the following requirements:

- Verification of required eligibility criteria
- Results for Assessment of Interest, Skills, and Preferences
- Reflective case notes to show suitability for participation and validation that the worksite and/or training selections is appropriate
- Verification to show that an assessment and results for Supportive Services needs was completed.

Corrective Action #4: The Entity must update IWDS to address the identified deficiencies for the identified participants.

Management Recommendation #1: It is recommended that the LWIA management team review the case management, performance and reporting policy and procedures to insure the timely and accurate reporting of the participant activities and services by case managers. At a minimum, this review should address the issues outlined in this letter and the areas of concern listed below.

- Multiple delays in case note entries and service entries were identified. It is recommended to review WIOA Policy Ch. 4, Sec. 2.3, Item #10 with staff to ensure all services provided to a customer are entered into IWDS within ten (10) calendar days of the service delivery.
- Several of the participant files that were reviewed did not include *Measurable Skills Gains (MSG)* entries in IWDS. It is recommended staff review their active files and update the MSG screen to reflect successful progression in training.
- It was observed that staff is not enrolling Youth participants into Case Management, although Case Management is being provided. It is recommended to begin enrolling Youth into case management to appropriately reflect services being provided
- Cash Incentives are being paid from WIOA funds and are currently not being recorded in the IWDS Service screen. It is recommended to begin recording these in the service screen. An updated WIOA policy will be forthcoming which will provide more detailed instruction for recording cash incentives.

Management Recommendation #2: It is recommended that the LWIA update the Individual Service Strategy and Individual Employment Plan Template/Form to provide space to record modifications including alternate training programs and services. The LWIA 1 Individual Employment Plan and Individual Service Strategy forms have space to record Occupational Skills Training, but there is no clear space to record other types of work-based training programs.

Management Recommendation #3: It is recommended that the LWIA review Work Experience training outline for accuracy to ensure required information (i.e. hourly rate of pay, hours per week to be worked, number of days to be worked per week) has been completed on the training plan. Start date on the Work Experience training outline should match the start date of the Work Experience training service record. Signatures and dates should also be reviewed on the training plan to validate the participant has been informed and agrees to the details specified on the training plan.

Management Recommendation#4: It is recommended that the LWIA continue to work with Department of Commerce and Economic Opportunity in updating the Application for One-Stop Certification. Department of Commerce and Economic Opportunity recognizes the LWIA staff's efforts in attempting to update the application, but the LWIA is unable to complete this until Department of Commerce and Economic Opportunity certifies their Board. It is requested the LWIA submit the updated application as soon as possible once the Board is certified.

A written response to all findings, including proper documentation, is to be submitted to the Department within 30 days of the date of this letter. The response should be addressed to John Barr at john.w.barr@illinois.gov and Tamika Chism at tamika.chism@illinois.gov. The Department requires that all responses be furnished in a Word document with back up documentation provided as an attachment in PDF format. A copy of the signed response letter must also be provided.

I would like to thank you and your staff for your cooperation during the monitoring visit. If you have any questions related to the fiscal monitoring, please contact Anthony Lesniak at 312-270-3328. Questions regarding the programmatic monitoring should be directed to Robin Kralman at 618-301-2194.

Sincerely,

John Barr

John Barr
Office of Employment and Training

cc: Sandy Hart
Andrew Warrington
Demar Harris
Angela Cooper
Tony Lesniak
Robin Kralman
Levi Beerup
Marvin Anderson
Chelsea Qualls
Matt Hillen
Tamika Chism
Kelly Lapetino



PY'20 WIOA Youth Formula Grant Waiver Request

Lake County Workforce Development Board is submitting this PY'20 WIOA Youth Formula grant waiver for WIOA Grant 20-681001 Youth funding. This waiver is being requested against the requirement to obligate eighty percent of WIOA Title IB Youth Formula grants in PY'20 as outlined in the DCEO WIOA Notice No. 19-NOT-05, Section IV. Obligation Requirement Waiver.

Lake County Workforce Development Board PY'20 WIOA Formula Grant Stream impacted

Lake County Workforce Development Board is submitting a waiver request for the PY'20 WIOA Title IB Youth formula grant.

Lake County Workforce Development Board PY'20 WIOA Formula Grant Youth Expenditures and Obligations

Lake County Workforce Development Board's PY'20 WIOA Title IB Youth formula grant budget is \$1,886,737 and has projected \$1,209,317 in expenditures obligations, **64%** expenditures and obligations projected as of June 30, 2021.

Lake County Workforce Development Board documented reasons PY'20 WIOA Formula Grant Youth expenditures/obligations are less than 80%

Lake County Workforce Development Board has provided oversight and guidance on the youth service program and financial performance. The Workforce Board has taken into consideration multiple aspect over the past fifteen months that have impacted the network of workforce development youth programs from being able to expedite services to targeted WIOA-eligible youth populations and expend/obligate 80% of the PY'20 WIOA Title IB Youth Formula grant.

Lake County Workforce Development received a 47.6% increase in the PY'20 Youth Formula grant – an additional \$608,320 from the previous year. The Workforce Board responded to this increase by engaging with additional youth serving organizations and six area high schools to recruit additional youth and deliver programs to WIOA eligible Out of School and In School Youth including graduating seniors with an IEP. The plan to enroll and deliver services beginning in the first quarter of the program year was delayed due to remote work, high schools remaining remote, and industries not opening doors to work-experiences. The planning and program delivery lagged into the second and third quarters of the program year – continuing to impact program and financial performance. Because of the delays, the enrollments and planned expenditures/obligations came in at a much lower percentage.

The Workforce Board notes that in the fourth quarter of PY'20 performance and financial reports, enrollments and obligations saw an increase.



Fourth quarter WIOA Youth activities (April 2021 – June 2021)

- # youth enrolled in occupational training through an ITA- 15
- # youth enrolled in a paid work-experience – 13
- # youth enrolled in Career Crossroads Program and subrecipient Career Pathway Programs: 24
- WIOA Youth Funding Obligations written for ITAs: \$96,061.00
- WIOA Youth Funding Obligations written for Work Experience Agreements: \$180,521.00

Lake County Workforce Development Board plan to provide immediate services to youth

The Workforce Development Board has funded the development and launching of multiple programs and points of entrance for youth and will continue with programs and identifying eligible youth and work-experience opportunities where there have been successes. Workforce Development will continue to work with and fund subrecipients providing Comprehensive Career Pathway and Career Crossroads programs and Workforce Development will expand outreach and recruitment strategies in the Job Center.

- Comprehensive Career Pathway Program model was rolled out in July 2020 as a new program model and subrecipients were awarded funds through an RFP. Comprehensive Career Pathway Programs recruit and enroll youth in a series of career awareness, job readiness, essential skills training and digital literacy activities. The youth work as a cohort and earn incentives as they successfully complete program components and add to their skills portfolio. Youth who successfully complete this phase transition into post-secondary education and/or paid work-experience or full-time employment.
- The Career Crossroads Programs was developed in direct response to Lake County receiving the increase in WIOA PY'20 Title IB Youth funds and leveraging existing relationships with area high schools. Career Crossroads enrolls high school seniors with an IEP in a series of career awareness, job readiness and essential skills training delivered jointly by high school faculty and a team from Workforce Development. The goal of the program is to assist students on their career pathway including transition to employment or post-secondary education upon graduation. Workforce Development works with high schools in high poverty areas in the county.
- Workforce Development will serve a greater number of youths through the Job Center – recruiting and enrolling WIOA eligible youth prepared to pursue occupational training through an ITA funded training program.
- Workforce Development hired a business service specialist to work directly with youth and businesses and employers interested in setting up work-experiences and hiring youth. Workforce Development will engage with businesses, employers and youth serving programs to target and increase the number of work-experience opportunities available and set up paid work-experience training programs.
- Workforce Development has recognized the need to improve upon the delivery of various program elements by subject matter experts and is funding community and subject matter experts to deliver both virtual and in person services including: leadership training, entrepreneurial training, college readiness, financial literacy and mentoring.



- Workforce Development Board is hiring a consultant to complete an assessment of youth services and programs including interviewing stakeholders and participants. It is the intent to complete an assessment, identify how best to align services and programs, and make recommendations on how best to address recruitment and service gaps; and focusing on key sectors of the population including youth aging out of foster care, youth with a disability, youth tied to the justice system – on probation, and homeless youth.

Lake County Workforce Development Board WIOA Youth budget and participant plan

Youth Plan	July 2021- June 2022	Quarterly Benchmarks			
Youth Program Administration		Sep-21	Dec-21	Mar-22	Jun-22
WDD Personnel & Operations – including a team of contingent workers	\$1,033,878	20%	50%	75%	100%
Intermediary – Professional Services agreement with a consultant	\$50,000		75%	100%	
Youth Service Delivery Strategies					
Career Pathways Program	\$386,528	10%	40%	75%	100%
4 subrecipients	4	100%			
Enrollments	60	60%	75%	100%	
Career Crossroads – High Schools, staffing and youth cash incentives	\$152,000	0%	0%	25%	100%
High Schools	6	100%			
Enrollments	70	50%	100%		
Occupational Training – ITAs	\$150,000	25%	50%	85%	100%
	40	25%	50%	85%	100%
Work-based Training – wages	\$200,000	20%	70%	100%	
	15	60%	100%		
Program Elements	\$80,000	5%	25%	75%	100%
Job Readiness Stipends/Support Services	40	10%	50%	75%	100%
Outsourced services MOUs	4		100%		
Planned Expenditures/Obligations	\$2,052,406				
Total Funds Available					
WIOA PY21 Grant Funds	\$1,518,900				
WIOA PY20 Grant Funds Carryforward (Adj)	\$765,027				
Planned Balance Carryforward at June 2022	\$231,521				
</= 20% for compliance	15.24%				



New Ways to Work

The Lake County Workforce Development Board hired New Ways to Work for professional consulting services with the goal of enhancing services to youth and young adults across the Lake County's network of youth serving organizations and educators.

SCOPE OF WORK

COMMUNITY ASSESSMENT AND PROFILE:

The primary component of a redesign project is to gather and prepare demographic, workforce and education profiles, labor market information and community resources within Lake County. We would use existing data including ACS, Census, LMI, local education, and regional community college data to develop a profile to provide services for the young adults in the county.

INTERVIEW TARGET POPULATIONS:

This component will be to interview/survey the target populations Lake County is wishing to serve. Given the largeness of the Out of School (Opportunity Youth) population in the county, it would be beneficial to understand their specific needs, career interests, real and perceived barriers, unique circumstances, and support or lack of support from foster, probation, and homeless care systems. This will be conducted in individual and group settings and will include youth served by the current system and young adults not served by the system.

STAKEHOLDER INTERVIEWS/ROUNDTABLES:

As we discussed, the workforce development system is not a stand-alone program and depends heavily on partnerships and collaborations. Interviews will be conducted from current partners and potential future partners. Interviewees will include representatives from: schools and alternative schools, community colleges, state employment department, Department of Rehabilitation, community-based representatives, and parents.

SERVICE DELIVERY/GAP ANALYSIS:

The current service delivery system will be analyzed, and a service gap analysis will be conducted to identify geographic/demographic and resources opportunities to improve services.