

LCWDB Operation Committee Meeting Agenda

Friday, August 7, 2026, at 9:00 AM

Job Center of Lake County

- I. Call to Order**
- II. Public Comment**
- III. Chair Report**
- IV. Consent Agenda**
 - a. May 2026 Operations Committee Meeting Minutes [Attachment A](#)
- V. Regular Business**
 - a. [2026 Job Center of Lake County MOU](#) Status Update
 - b. 2025 Job Center of Lake County MOU Cost Sharing Agreement Update
 - c. Introduction to Job Corps Personnel
 - d. Workforce Board Committee Governance and Membership
 - e. Job Center of Lake County PY25 Fourth Quarter Report [Attachment B](#)
- VI. Strategic Focus & Action Plan**
 - a. Strengthen System Access and Coordination
 - i. Digital Access and Literacy
 - ii. Digital Navigation
 - iii. Partner Coordination to Increase Customer Access
- VII. Other Business / Updates**
 - a. IWDS 2.0 & Policy Updates
 - b. Job Center Partner Cross Training Event, Friday, August 14th at 10:00 AM
 - c. CEJA Job Fair & Panel Discussion on Friday, August 28th, at 8:30 AM
 - d. 8th Annual Disability Job Fair on Thursday, September 10th, at 12:00 PM
 - e. Hire Lake County Job Fair on Friday, October 2, at 11:00 AM
 - f. Illinois Workforce Association 1st Annual Conference on Tuesday, October 6th and Wednesday, October 7th
 - g. Navig8 Lake County on Tuesday, October 20th, at 7:30 AM

VIII. Member Time

IX. Adjournment

Upcoming Meetings:

LCWDB Talent Pipeline Committee Meeting

- Tuesday, August 11, 2026, at 9:00 AM

LCWDB Employer Connections Committee Meeting

- Tuesday, August 18, 2026, at 9:00 AM

LCWD Board of Directors Meeting

- Thursday, September 24, 2026, at 8:00 AM

LCWDB Operations Committee Meeting

- Friday, October 2, 2026, at 9:00 AM

LCWD Operations Committee Meeting Minutes

Friday, May 1, 2026, at 9:00 AM

Job Center of Lake County

Present: Laura Crivlare-Maglio, Susan Feltz, Lisa Johnson, Eva Locke, Reni Mitkova, Dr. Darryl Rader (Zoom), Heidi Semenek, Jennifer Serino, Dr. Tasha Shell (Proxy), Jennifer Yonan

Absent: Kathy Brown, Suzanna Klauke, Edith Salinas, Hector Sanchez, Tameka Wilson

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

The meeting was called to order on Friday, May 1, 2026, at 9:07 AM by Operations Committee Chairwoman Laura Crivlare-Maglio.

II. Public Comment

No public comments were made.

III. Chair Report

Opening remarks focused on the evolving role of operations within the workforce system and the importance of ensuring equitable access to workforce services, technology, and digital resources. The Chair emphasized the committee's role in identifying operational barriers and supporting strategies that improve accessibility and navigation for workforce participants.

IV. Consent Agenda

- a. August 2025 Operations Committee Meeting Minutes*
- b. October 2025 Operations Committee Meeting Minutes*
- c. January 2026 Operations Committee Meeting Minutes*
 - i. Motion to approve: Jennifer Yonan*
 - ii. Motion seconded: Heidi Semenek*
 - iii. Motion carried unanimously.*

V. Regular Business (ACTION ITEMS)

- a. Approve the Program Year 2026 Memorandum of Understanding and cost sharing agreement for the Job Center of Lake County.*
 - i. Motion to approve: Jennifer Yonan*

- ii. *Motion seconded: Reni Mitkova*
- iii. *Motion carried – IDES (Laura Crivalre-Maglio) abstained.*

VI. Strategic Focus – Digital Access, Navigation, and Partner Coordination

The committee engaged in an in-depth strategic discussion focused on digital access, digital navigation, and coordination among workforce system partners. Discussion centered on how technology, artificial intelligence (AI), and digital systems are increasingly shaping workforce development and service delivery.

Staff referenced a recent presentation provided to the Board by Deloitte Consulting regarding AI readiness and workforce implications within Lake County. Members discussed findings from the broader report, which included labor market data, employer feedback, and community engagement efforts focused on understanding workforce readiness and technology adoption trends.

Discussion emphasized that while AI and emerging technologies present significant opportunities, access remains a major concern for many workforce participants. Members highlighted barriers including:

- *Limited access to computers and reliable internet*
- *Lack of digital literacy and familiarity with technology platforms*
- *Challenges navigating online workforce systems and training resources*
- *The growing expectation that workers possess baseline digital competencies*

Committee members stressed that successful workforce participation increasingly depends on digital accessibility and navigation skills. There was significant discussion around ensuring that workforce investments in technology and AI readiness are accompanied by efforts to improve digital equity and participant support services.

The committee also discussed the importance of strengthening partner coordination and creating a more seamless system for participants to access services, resources, and training opportunities across agencies.

VII. Other Business / Updates

- a. *Artificial Intelligence & The Lake County Workforce: Rason Grant and Eric Nordstrom discussed ongoing conversations surrounding artificial intelligence, workforce readiness, and the future impact of technology on employment, training, and service delivery within Lake County. Discussion included the importance of preparing both employers and job*

seekers for evolving workforce expectations and increasing digital integration across industries.

- b. District 120 & Job Center on the Move Collaboration: Eva Locke shared updates regarding collaboration efforts between District 120 and the Job Center on the Move initiative. The partnership aims to expand workforce outreach, increase accessibility to services, and strengthen connections between students, families, and workforce resources within the community.*

VIII. Member Time

- a. Reni Mitkova shared regarding a program that assists students in obtaining their high school diploma and supports pathways toward continued education and employment opportunities.*
- b. Jennifer Yonan shared that YCC recently hosted mock interviews to help prepare participants for future employment opportunities and strengthen interview readiness skills.*
- c. Heidi Semenek shared information regarding the upcoming Lake County Housing Authority back-to-school fair and related community engagement efforts.*
- d. Eva Locke shared updates regarding the Veterans audit and ongoing compliance and coordination efforts related to veteran services and programming.*

IX. Adjournment

The meeting was adjourned at 10:07 AM.

Upcoming Meetings:

Talent Pipeline Committee Meeting

- Wednesday, May 13, 2026, at 9:00 AM
- College of Lake County – Lakeshore Campus - Eleanor Murkey Community Center

Employer Connections Committee Meeting

- Tuesday, May 19, 2026, at 9:00 AM
- Zoom

LCWD Board of Directors Meeting

- Thursday, June 25, 2026, at 8:00 AM
- College of Lake County – Grayslake Campus – Room C106

Operations Committee Meeting

- Friday, August 7, 2026, at 9:00 AM
- Job Center of Lake County

Job Center Quarterly: April to June 2026

Onsite visits to the Job Center during the quarter: **2030**

COMMUNICATION IS CONSISTENT, COMPREHENSIVE, AND TIMELY

54 staff members from 18 community organizations attended an online Job Center Partner Cross-Training Event in May. The theme was **Empowering Employment**, and the event featured speakers from Aspiritech, Lake County's Digital Growth Initiative, IT Career Lab, and the Illinois Department of Human Services. [See presentation \(PDF\)](#).

A video clip titled Closing Equity Gaps through Collaboration was developed by HACES and Workforce personnel to illustrate the successful collaboration to remove barriers to employment for citizens, immigrants, and refugees. The video illustrates multiple strategies including the Parent Mentor program, citizenship workshops, and online referrals. [Watch on YouTube](#).

TIMELY AND COORDINATED ACCESS FOR CUSTOMERS

52 individuals completed the Customer Satisfaction Survey for the quarter. When asked about their overall satisfaction with services received, **98%** of respondents indicated they were either "very happy" or "happy" with the assistance they received. Survey respondents reported receiving services from a wide range of partner organizations. The majority identified Workforce Development, CLC, DHS, or NAPCA SCSEP as the organizations that served them. The survey results reinforce the value of strong partnerships, responsive customer service, and community-based outreach initiatives. Read the [complete survey results](#)

Job Center on the Move (JCOTM) & kiosks

97 individuals were served during Job Center on the Move during the quarter at 12 sites. Bonus sites this quarter included four public libraries: ELA (Lake Zurich), Fremont (Mundelein), Lake Villa, and Round Lake.

Job Center kiosks were accessed for a total of **618 sessions** at kiosks. Kiosks are located at CLC Lakeshore campus, IL Dept. Of Human Services, HACES, Highwood Library, PADS Lake County, Waukegan Public Library, Waukegan Township, and Fremont Public Library. The top two sites that are commonly visited on kiosks are Hire Lake County, which list job opportunities posted by the Business Service Team and interest in grant-funded training.

A "Set to Soar" resource event was held for teens at the University Center of Lake County in April. 75 individuals attended workshops on building a resume and landing a first job that were presented by Workforce personnel. A total of **150** young people and family members attended the event.

SERVICES DELIVERED BY FUNCTION: BUSINESS SERVICES

Job fairs are a coordinated activity in Lake County illustrating the combined planning, outreach, and implementation of Job Center partners and other stakeholders. Several notable job fairs included:

- 400 attendees & 70 vendors participated in a job fair in Lake Zurich in April. This event was planned by local legislators and supported by IDES and the Job Center.
- 115 job seekers and 15 employers participated in the first Apprenticeship Job Fair in May (co-sponsored by McHenry County Workforce Network, Lake County Workforce Development, and CLC/the Manufacturing Alliance).
- 200 job seekers and 40 employers participated in the Hire Lake County Round Lake event in June.

Services Delivered by Function: Job Seeker Services

During the quarter, Job Center staff & partners participated in several outreach events, interacting with over community members at various locations in the community. These events provided valuable opportunities to connect directly with community members, share information about available workforce services, and build relationships with key stakeholders. This active outreach effort aligns with the Board's strategic plan to *"expand workforce services by increasing access points and prioritizing underserved communities."*

- Staff presented a workshop titled "Parent University: Collaborative Conversations on Career Path" at Grant High School at an evening parent meeting. 18 individuals attended including parents, students, and teachers.
- A Workforce Director served as a guest reader at the "Voices United: MLK celebration" at McCall Elementary School, Waukegan in January. 30 students were engaged during this partnership event with United Way of Lake County.

UNIFY REFERRAL SYSTEM

20 organizations that contribute to Job Center services participate in the Unify referral system. **277** referrals were documented during the quarter.

April - June	
Organization	Referral Sent
Avon	1
College of Lake County	6
Community Action Partnership	45
District 113 - Adult Education	7
District 120 - Adult Education	14
HACES	0
Highwood Public Library & Community Center	4
IDES - Illinois Department of Employment Security	44
IDHS - Illinois Dept. of Human Services	13
IDHS - Division of Rehabilitation Services	2
Job Center of Lake County	88
Job Corps	0
Lake County Housing Authority	0
Lake County Workforce Development	53
NAPCA	0
PADS	0
The Community Works	0
Waukegan Housing Authority	0
Waukegan Township	0
Youth Conservation Corps	0
YouthBuild Lake County	0
Total	277

April - June	
Organization	Referral Received
Avon	1
College of Lake County	45
Community Action Partnership	23
District 113 - Adult Education	3
District 120 - Adult Education	4
HACES	0
Highwood Public Library & Community Center	0
IDES - Illinois Department of Employment Security	7
IDHS - Illinois Dept. of Human Services	11
IDHS: Division of Rehabilitation Services	31
Job Center of Lake County	26
Job Corps	0
Lake County Housing Authority	17
Lake County Workforce Development	68
NAPCA	13
PADS	9
The Community Works	0
Waukegan Housing Authority	12
Waukegan Township	6
Youth Conservation Corps	1
YouthBuild Lake County	0
Total	277