

**ILLINOIS LOCAL WORKFORCE AREA 2  
WORKFORCE INNOVATION AND OPPORTUNITY  
ACT LOCAL PLAN  
MODIFICATION 1- MAY 2017**

MCHENRY COUNTY  
**WorkforceNetwork**



**April 28, 2017**

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# INTRODUCTION AND OVERVIEW

Local Workforce Area 2 (LWA 2) has built a local workforce development system that meets the specific needs of McHenry County employers, provides opportunities for its residents, and leverages the resources of partners to maximize services. Under the Workforce Innovation and Opportunity Act (WIOA), LWA 2 is poised to not only continue, but strengthen those guiding principles. Through this Local Plan, LWA 2 will be a partner in implementing the vision, goals, and strategies of Illinois’ WIOA Unified State Plan and the Northeast Economic Development Region’s Regional Plan and in growing McHenry County’s economy.

LWA 2 is not only aligned with its eastern and southern neighbors in the Northeast Region, but has also partnered with LWA 3 and the Northern Stateline Economic Development Region to the west. The Local Plan is built in part on the work of the 2016-2020 Comprehensive Economic Development Strategy (CEDS) for the Northern Illinois Region, which includes McHenry County and two counties in LWA 3. That plan was developed around shared industry strengths and workforce needs of those counties. Besides implementing components of the CEDS, LWA 2 will look for ways to partner with components of the Northern Stateline Regional Plan as well.

The State Plan’s Vision is relevant to LWA 2: “Promote business-driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state’s economy.” To that end, LWA 2 is building upon recent success in developing business-driven programs, services, and partnerships to meet McHenry County’s workforce challenges. The Local Plan was developed around three major concepts in alignment with the State and Regional Plans: Data-Driven; Business-Led; and Integrated and Aligned.

## I. Data-Driven

Local partners are committed to follow the State and Region’s lead in developing and implementing programs and services that address trends in local workforce and population, with particular emphasis key growth industries, in-demand occupations, and needed skills.

The CEDS noted regional concerns regarding unemployment, sluggish job growth, an aging workforce, and the risk of population decline. LWA 2 is fortunate in having lower unemployment than its neighbors (in fact, in 2015, LWA 2 had the second-lowest unemployment rate in Illinois), but does suffer from other the other concerns. In particular, job growth has been flat after the initial rebound from the Great Recession, and LWA has a particularly high number of workers who commute out of the county. While having LWA 2 residents employed anywhere, particularly within Illinois, is a mark of success for the workforce system, the disconnect between low unemployment and slow job growth supports local employers’ concerns that they have difficulty finding qualified candidates.

	<b>2015 annual average unemployment rate</b>	<b>2015 job growth</b>
<b>LWA 2</b>	5.3%	0.3%
<b>Illinois</b>	5.9%	1.0%
<b>U.S.</b>	5.3%	1.9%

*Source: Unemployment rate from Illinois Department of Employment Security and U.S. Bureau of Labor Statistics; Job growth from EMSI*

LWA 2 has also faced a slight decrease in population, and an aging of residents that outpaces state and national levels. In talking to stakeholders, it is believed much of the population loss is due to the Great Recession, as workers left to other parts of the country with better job prospects. This was particularly acute in the construction sector, as McHenry County was previously a hotbed of new home and business construction, but saw that activity dry up during the recession.

	<b>2010-2014 estimated population change</b>	<b>2014 median age</b>	<b>2010-2014 change in median population</b>
<b>LWA 2</b>	-0.5%	40.1	1.8 years
<b>Illinois</b>	0.4%	37.5	0.9 years
<b>U.S.</b>	3.3%	37.7	0.5 years

As part of the CEDS process, Targeted Industry clusters were identified for the three-county region. The following clusters are relevant to LWA 2 specifically:

- Advanced Manufacturing, including Metal and Metal Products, Plastic Products, Chemical Products, Automotive, and Production Technology and Heavy Machinery.
- Transportation, Logistics, and Distribution.
- Agriculture and Food Processing.
- Healthcare and Medical Device and Supplies Manufacturing,

These clusters employ approximately 30,000 residents, more than 1/3 of LWA 2's job base. They were chosen because of identified growth potential, regional supply chains, and the ability to draw wealth into McHenry County in order to spur job growth in other sectors.

Industry	Employment
<b>Advanced Manufacturing</b>	<b>10,200</b>
Production Technology and Heavy Machinery	3,000
Plastic Products	2,600
Metal and Metal Products	1,600
Chemical Products	1,500
Metalworking Technology	900
Automotive	600
<b>Transportation, Logistics, and Distribution</b>	<b>6,800</b>
<b>Agriculture &amp; Food Processing</b>	<b>2,600</b>
<b>Healthcare &amp; Medical Sciences</b>	<b>10,200</b>
Healthcare	9,500
Biopharmaceuticals	400
Medical Devices manufacturing	300

Source: U.S. Cluster Mapping Project, <http://clustermapping.us>; USDA Census of Agriculture

Using the Targeted Industry clusters as a guide, as well as other feedback from businesses, economic development partners, and other stakeholders, below is a list of the 20 most in-demand occupations that the workforce system can make a particular difference in addressing. Note that this is not intended to replace MCWN’s Local Training Occupations list approved in July 2015, but is an overview to complement that list.

<b>Occupation</b>	<b>Projected Annual Openings</b>	<b>Typical Entry-Level Education</b>	<b>Typical On-the-Job Training</b>
Laborers and Freight, Stock, and Material Movers, Hand	145	Less than high school	Short-term
Customer Service Representatives	70	High school diploma or equivalent	Short-term
Office Clerks, General	57	High school diploma or equivalent	Short-term
Stock Clerks and Order Fillers	57	Less than high school	Short-term
Managers, All Other	51	High school diploma or equivalent	None
Packers and Packers, Hand	49	Less than high school	Short-term
General and Operations Managers	46	Bachelor's degree	None
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	46	High school diploma or equivalent	Moderate-term
Construction Laborers	46	Less than high school	Short-term
Team Assemblers	45	High school diploma or equivalent	Moderate-term
Registered Nurses	43	Associate's degree	None
Personal Care Aides	35	Less than high school	Short-term
Home Health Aides	34	Less than high school	Short-term
Nursing Assistants	32	Postsecondary non-degree award	None
Heavy and Tractor-Trailer Truck Drivers	32	Postsecondary non-degree award	Short-term
First-Line Supervisors of Office and Administrative Support Workers	28	High school diploma or equivalent	None
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	28	High school diploma or equivalent	Short-term
Production Workers, All Other	27	High school diploma or equivalent	Moderate-term
Machinists	26	High school diploma or equivalent	Long-term
Packaging and Filling Machine Operators and Tenders	25	High school diploma or equivalent	Moderate-term
Maintenance and Repair Workers, General	23	High school diploma or equivalent	Long-term
Shipping, Receiving, and Traffic Clerks	23	High school diploma or equivalent	Short-term
Inspectors, Testers, Sorters, Samplers, and Weighers	21	High school diploma or equivalent	Moderate-term
Bookkeeping, Accounting, and Auditing Clerks	20	High school diploma or equivalent	Moderate-term
Light Truck or Delivery Services Drivers	20	High school diploma or equivalent	Short-term

Source: EMSI

LWA 2 workforce and education partners have already used these Targeted Industry clusters and in-demand occupations as guides to current and future offerings, and as part of this Local Plan, will continue to do so.

MCWN will continue to produce its quarterly and annual McHenry County Labor Report, which provides information to further discussion between local employers, workforce development, economic development, and education and training partners. MCWN will also look to use more focus groups of customers to better understand their needs going forward in order to tailor solutions, and use the results of a planned electronic referral and tracking system to make data-driven decisions.

## **II. Business-Led**

LWA 2 has made great strides in recent years connecting with businesses and being responsive to their needs. This is particularly evident in the larger business makeup of the workforce board, as well as businesses taking an active role in developing training opportunities for current and prospective employees.

As part of the Local Plan process, LWA 2 conducted a business survey and also met with business leaders who participate on the Workforce Network Board.

Survey respondents were predominantly manufacturers (71%), representing the range of LWA 2 industrial operations, such as machining, medical product manufacturing, hydraulics manufacturing, and other sectors. There were also respondents in the business and professional service sector, healthcare, transportation/distribution/logistics, and retail. The respondents represented large, mid-sized, and small employers.

Generally, respondents were positive about the business climate, with nearly 65% expecting to increase employment in the next year. However, respondents were less positive about the local workforce, with available workers getting average- to below-average grades on key quality indicators. The workforce scored particularly poorly on leadership skills, technical skills, problem-solving, and communication. Workers were rated average on educational attainment, reliability, computer skills, and customer service skills. Workers were rated well in personal appearance and work attitudes, and ability to get along with co-workers and supervisors.

When asked what the biggest changes in their workforce needs since the Great Recession were, respondents repeated the theme of needing candidates with technical skills, as well as candidates with appropriate “soft skills” and work ethic. When asked about their biggest needs going forward, they gave similar responses, noting that with retiring workers they need qualified workers who can quickly move into key positions. Employers said increased technical requirements in factories required more qualifications than in the past. Manufacturing and logistics employers also reported difficulty finding younger workers who wanted to enter those fields.

Respondents were asked what workforce programs and services they need, which will help LWA 2 with refining offerings. Training programs for existing employees was by far the most popular response, noted by 79%. Training programs for new hires, labor market data, pre-screening and referral services, and topic-

related workshops were also somewhat popular. Finally, respondents were very positive about the work of the McHenry County Workforce Network (MCWN) in providing services for LWA 2. One respondent did note that MCWN could improve its communication about available services, something that MCWN is working on in response to other feedback.

Business leaders who attended an engagement session repeated many of the same concerns. Manufacturers noted that workers need more advanced technical skills, be adaptable to using ever-changing technology, and be cross-trainable. They understood that, perhaps more so than in the past, it was important for businesses to provide their own training, and they expressed a desire to work with MCWN and its partners on developing programming. However, businesses also expressed concern that they were too busy to develop programs alone. One exciting opportunity is to assemble cohorts from multiple companies with similar needs for joint training programs. This has already been done with success with McHenry County College's (MCC) new Industrial Maintenance Management certificate program. MCC is seen as flexible and responsive because of businesses' experience with that program. Other opportunities exist in particular with metal and plastics sectors. MCWN and its partners, especially private sector representatives on its board, will work to identify other "sector champions" who can promote training and educational opportunities and connect other like small- to mid-sized businesses.

Employers saw new programming at MCC as a positive regarding development of "soft skills" and basic and applied math skills. MCWN also has free resources available for those who need help with basic math skills, and can provide both training and refresher programs at the One-Stop Center. MCWN will work with employers to connect candidates and new hires to these programs, and also explore wider use of ACT WorkKeys, a nationally recognized job skills assessment that MCWN has available, by area companies. MCWN will also look for ways to collaborate with placement and temp agencies in the area, because companies have established trust with their assessment, screening and tracking methods.

Succession planning is a particular concern in LWA 2. One tactic in the Local Plan is to use Title I funding for incumbent worker training to advance workers' skills to promote them within a company, grooming future leaders. Employers indicate they prefer to promote from within, and then hire entry-level employees to fill spots.

Finally, MCWN will work on several outreach efforts related to business needs and business engagement at both the local and regional levels.

As part of the CEDS, MCWN is working with partners to the west to "create and implement a coordinated awareness program of regional career opportunities, particularly in manufacturing, healthcare, and other key industries." This will particularly respond to manufacturers' concerns that work must be done to improve public perception of careers in manufacturing, particularly among younger workers and dislocated workers from other fields who think factories are dirty, loud, and uncomfortable rather than technologically advanced.

MCWN will also develop an "elevator speech" and materials that workforce partners can bring to businesses that explain how the workforce system can meet their needs. This would also increase

coordination so that employers are neither hearing different messages nor are confused about who to contact. This initiative ties directly into the third guiding principle of this Local Plan.

### **III. Integrated and Aligned**

As described in more detail in Chapter 4 that follows, LWA 2 has made great strides in increasing collaboration among workforce partners both locally and regionally. This includes the One-Stop Center for LWA 2, which is the McHenry County Workforce Center. The eight partners in the One-Stop Center are:

- McHenry County Workforce Network
- McHenry County College
- Illinois Department of Employment Security
- Illinois Department of Human Services
- IDHS's Division of Rehabilitation Services
- McHenry County Housing Authority
- National Able Network
- Illinois Migrant Council

As part of the Local Plan process, partners outlined how they have taken steps to improve alignment of services and leveraging of resources. This includes a more robust on-site and electronic presence for each partner, as outlined in Chapter 4. It also includes ongoing partner meetings, shared in-services, and a focus on learning from one another. As one partner noted, "We have a solid foundation. ... We are light years ahead of where we were."

A key focus of the Local Plan is to increase utilization of the McHenry County Workforce Center. Staff notes that only a fraction of the 8,000 to 10,000 unemployed in the county visit the facility, which leads to jobseekers taking less advantage of programs and services and missing opportunities to receive direct, customized referrals. Partners are seeking ways to make direct contact with jobseekers recommending an in-person visit within 30 days of receiving unemployment benefits because the sooner they get engaged the less time they need to get employed. Another initiative is to add a video on the MCWC website explaining how to apply for services and what other programs are available. This could also include podcasts or other videos geared toward both individuals and employers.

Partners will also work together and with businesses to advocate to state officials for assistance where needed, such as getting educational programs approved quickly, and making changes in unemployment notifications to encourage visits to the MCWC.

Partners also participate on MCWN's Business Services team, which meets with businesses to understand their workforce needs and connect them with recruitment, assessment, and training services, as well as labor market information. Because partners are invested in this process, it reduces redundancy in messaging to businesses and gets increased awareness of program offerings. As part of the CEDS plan, and ongoing meetings between workforce and economic development agencies in the Northern Stateline EDR, there will be more collaboration of Business Services teams across LWAs to improve outreach and

coordination of services. One idea from LWA 2 is to brand the recruitment services as Rapid Recruiting to indicate to businesses the speed and efficiency of the services.

LWA 2 has successfully partnered with the Northeast EDR, as noted in its Regional Plan. MCWN is a member and regular participant in Workforce Boards of Metropolitan Chicago, which received a five-year Health Professions and Opportunity Program grant from the U.S. Health and Human Services Department. MCC was partner in this effort to train low-income residents for healthcare occupations.

McHenry County was part of a six-county metro suburban region \$2 million grant award for the Accelerated Training for Illinois Manufacturing (ATIM) program that trained workers in high-demand manufacturing jobs such as CNC operators, welders, machinists, mechanics, and technicians.

LWA 2 will also continue to work with both the Northeast EDR and Northern Stateline EDR as described above. Some key workforce initiatives of the CEDS not already mentioned include:

- Encourage and assist with the implementation of the Illinois State Board of Education's Career Cluster Framework (which includes career clusters, career pathways, and programs of study) in the K- 12 school districts and the local workforce areas in the region.
- Encourage the development of educational and technical training academies, such as the Huntley School District Medical Academy.
- Work with businesses to offer internships, co-ops, apprenticeships job shadowing, and scholarships for local students.
- Support the Rosalind Franklin University internship program at Centegra Health Systems' Huntley hospital to develop the future biomedical workforce.
- Increase the use of job fairs and online postings to attract individuals and promote careers available in key industries across the region.
- Develop a "live here/work here" campaign promoting job opportunities in the region and the benefits of reducing commutes outside of the region. This initiative is particularly important to McHenry County, and would be started there to possibly expand to the rest of the region.
- Create a plan to attract and retain college graduates and young professionals for the key industries identified in the region.

This spirit of integration and alignment will help LWA 2 be a strong partner in meeting the goals of WIOA, the Illinois WIOA Unified State Plan, and the Northeast EDR's Regional Plan, and partners are excited by the work ahead.

## CHAPTER 4: OPERATING SYSTEMS AND POLICIES – LOCAL COMPONENT

### A. Provide a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners.

Local Workforce Area 2 covers McHenry County in the Northeast Region of Illinois. Because LWA 2 is only one county, it is geographically compact enough to ensure collaboration and ease of access to the workforce system. At the same time, LWA 2 is populous and developed enough to have significant workforce, educational, and training assets and a strong and active employer base.

LWA 2 offers a particularly strong *one-stop delivery system* because core partners have greatly increased their collaboration in recent years, while generating more buy-in from employers. They achieved a primary goal of LWA 2's previous Local Plan – to turn a limited, piecemeal partnership into a true one-stop shop with improved service to both job-seeking and business customers and more robust referrals. It is the intent under this plan to further those partnerships to provide an employer-driven suite of solutions for LWA 2's specific needs and in support of the State of Illinois and the region's vision for workforce development.

McHenry County Workforce Network (MCWN) and its partners provide the one-stop delivery system in LWA 2. The system is focused at a centrally located *Comprehensive One-Stop Center* known as McHenry County Workforce Center (the One-Stop Center). The system includes several other locations and technology-based connections with offsite programming and services.

The commitment to partnership and alignment is reflected in the MCWN Board's mission statement: "To provide the leadership and direction to develop a world class workforce that addresses the needs of the employers and residents of McHenry County through the coordination and integration of the partners comprising the local Workforce Network Board (LWIB) and the McHenry County Workforce Center." It has been evident since the One-Stop Center opened in 1996, but continues to get stronger.

- **Identify the career services and other program services to be provided, include the location (address) at which services will be accessible.**

The *Comprehensive One-Stop Center* is located at 500 Russel Court, Woodstock, IL. The one-stop partners, *career services, and other program services provided* include (all are located at the One-Stop Center unless otherwise noted):

**McHenry County Workforce Network (MCWN)** is LWA 2's Title 1B administrator, and is supported by the LWA Workforce Network Board. MCWN is an affiliate of Illinois workNet. It provides a variety of programs for employers and job seekers, and is the principal planning agency behind this document. MCWN provides full-time onsite staff at the One-Stop Center, coordinating all services and operations of the One-Stop Center, as well as providing its own WIOA programs. MCWN is also the Business Services provider

for LWA 2, ensuring coordination between business training and hiring needs and WIOA programming. Specific WIOA programs offered by MCWN include:

- 1) Adult/Dislocated Worker/Youth training services (Title 1B), such as:
  - a) Eligibility for Title 1B;
  - b) outreach, intake, and orientation activities;
  - c) skills and supportive service needs assessment;
  - d) Labor exchange services;
  - e) program coordination and referral;
  - f) training provider performance and cost information;
  - g) performance info for the local area as a whole;
  - h) info on the availability of supportive services and referrals;
  - i) info and assistance with UI claims;
  - j) assistance establishing eligibility for financial aid;
  - k) employment retention services;
  - l) follow-up services for title 1B customers;
  - m) training grants for in-demand occupations;
  - n) paid internships;
  - o) on-the-job training;
  - p) job search assistance; and
  - q) career planning.
- 2) Trade Adjustment Assistance (TAA).

**McHenry County College (MCC)** provides credit and noncredit educational and training opportunities as well as special events for close to 60,000 participants annually. The college offers seven associate's degree programs, multiple options for an Associate in Applied Science degree, and certificates in over 53 areas. Many of its programs tie to the Targeted Industries and in-demand occupations outlined in this plan. Most of its programming is at its main campus, 8900 U.S. Highway 14, Crystal Lake, IL 60012, but it also will provide services at the One-Stop Center and its Shah Center, 4100 W. Shamrock Lane, McHenry, IL 60050. MCC provides on-site staff at the One-Stop Center to assist with outreach and intake, and also provides phone and electronic contact for prospective and current students. Specific WIOA programs offered by MCC include:

- 1) Adult Education and Family Literacy (Title II), including high school equivalency testing and English as a Second Language (ESL) education
- 2) Career and Technical Education (Perkins)

**Illinois Department of Employment Security (IDES)** provides local staff at the One-Stop Center to connect residents and employers with Illinois workforce services. IDES will also provide phone and electronic contact. Specific WIOA programs offered by IDES include:

- 1) Wagner-Peyser services (Title III), such as:
  - a) Illinois JobLink job postings website, which is the Labor Exchange System;
  - b) Re-Employment Service Program (RES), which helps unemployed clients with a high likelihood of remaining unemployed;
  - c) Re-Entry Employment Service Program (RESPN) for returning citizens; and

- d) Veterans Employment and Training Services (VETS).
  - e) Migrant Seasonal Farmworker Program, in partnership with the Illinois Migrant Council; and
  - f) Apprenticeship information
- 2) Veterans Job Counseling (Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program)
  - 3) Unemployment Compensation (UI)
  - 4) Trade Readjustment Assistance (TRA)

**Illinois Department of Human Services (IDHS)** provides onsite support at the One-Stop Center at least twice a month, as well as phone availability at all other times, for the Temporary Assistance for Needy Families program.

**IDHS Division of Rehabilitation Services** provides Vocational Rehabilitation (Title IV) services for adults and youth, primarily at its office at 452 N. McLean Blvd., Elgin, IL 60123. Staff will be onsite at the One-Stop Center weekly and available by phone at all other times.

**McHenry County Housing Authority** provides Community Service Block Grant assistance, post-secondary education scholarships, and funding for trade training in high demand fields, primarily at its office at 1108 N. Seminary Ave., Woodstock, IL 60098. Staff will also be onsite at the One-Stop Center periodically and available via phone and electronic communication, and on call as needed.

**National Able Network** assumed the role of provider of the Senior Community Service Employment Program (SCSEP) for McHenry County in February 2017. National Able is in the process of staffing the SCSEP Program to provide onsite staff at the One-Stop Center at least once a week for intake and outreach. National Able is available via phone and electronic communication for referral and assistance. The SCSEP Program trains seniors 55 years and up with the skill sets needed to re-enter the workforce. The program includes a stipend. Seniors who don't qualify for the program will be referred to other employment services onsite, or to a Senior Services center.

**Illinois Migrant Council (IMC)** is a community-based nonprofit organization that promotes employment, educational, and other opportunities for migrant and seasonal farmworkers and their families to achieve economic self-sufficiency and stability. IMC provides most of its services through phone and electronic connections, or at its office at 62 N. Ayer St., Suite D, Harvard, IL 60033. IMC will provide onsite service at the One-Stop Center periodically. Specific WIOA programs offered by IMC include:

- 1) National Farmworkers Jobs Program (Title ID) training and support, including co-enrollment in MCWN's Title IB services
- 2) Title II English as a Second Language services
- 3) Community Services Block Grant services

The *resource contributions* of partners are outlined in the attached Memorandum of Understanding (MOU). Partners agree to share in the costs of the local one-stop delivery system. These costs include shared system costs for service delivery and infrastructure costs for the One-Stop Center. The cost-sharing breakdown has been determined through agreements among the partners and follows the Governor's

Guidelines. The MOU was fully executed by June 30, 2016, ongoing discussion on appropriate and adequate costs sharing contributions for Infrastructure Costs to be in place no later than May 31, 2017.

- **Explain how the comprehensive one-stop center provides on demand access to the required career services in the most inclusive and appropriate setting and accommodations.**

The One-Stop Center is in *the most inclusive and appropriate setting*, located within 10 miles of more than 40% of LWA 2's population and within 15 miles of the entirety of LWA 2. All residents are within 20 minutes of the One-Stop Center, and there is Pace fixed-route service to the site. MCRide, the county's dial-a-ride service, serves the site and is available for the vast majority of county residents, including seniors and those with disabilities. Being located in the McHenry County seat of Woodstock, the One-Stop Center is directly adjacent to the county government campus and near other services for residents.

These services at the One-Stop Center provide *on demand access* in "real time" in the physical comprehensive one-stop center in person or via technology consistent with the "direct linkage" requirement as defined in WIOA. Additionally, staff members are trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style and intelligence or education level. Interpreter Services will be provided through the Language Line "in real time" to any customer with a language barrier. Additionally, assistive devices, such as screen-reading software programs (e.g., Window Eyes, Abby Fine Reader) and assistive listening devices are available. Other accommodations will be made for individuals as necessary.

All partner staff working at the One-Stop Center are cross-trained on the different career services offered, ensuring there is always adequate personnel available to service resident needs. Additionally, the One-Stop Center Resource Room has been recently remodeled, providing more computer terminals, classroom space, and individual meeting areas for residents. Finally, all partner organizations have agreed to provide necessary information on their respective websites and phone contacts for residents not able to physically visit the One-Stop Center.

- **Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between operator and partners.**

The *One-Stop Operator* was competitively procured and the selected Operator is a consortium model made up of McHenry County Workforce Network, Illinois Department of Employment Security, and McHenry County College. This consortium model will coordinate partner services and programs, and manage referrals at the McHenry County Workforce Center. The Operator is required to coordinate service delivery through regular meetings with partners, developing a reporting system for ongoing tracking of performance and referrals, and report activities and outcomes regularly to the Local Board.

- **Describe the local operator's role and responsibility for coordinating referrals among required partners.**

All core and required partners present in the McHenry County Workforce Center One-Stop have ownership of and responsibility to the referral system to make, receive, track, and follow-up on referrals

as appropriate and necessary to provide services and programs to the customer. An electronic referral document is used to allow ease of email distribution. This development is part of the Process Mapping project that MCWN has been engaged in with our partners and IMEC. The Operator will convene regular partner meetings to review referrals and customer outcomes. These will then be reported to the Local Board.

**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**

Partners share each other's client data as their agencies allow, while protecting confidential information, so that individual programs need only collect missing data. Partners are also developing a uniform client information release form to allow more sharing of client information. This will reduce the amount of paperwork and intake time for residents, and further strengthen the "one-stop" focus of offerings. This will also be a next step toward implementing an *integrated, technology-enabled intake and case management information system*. There are constraints with state systems that limit this, however. If the state initiates a data-sharing agreement between its Illinois JobLink service and other partners' databases, it would provide the backbone for a robust information system. As part of this plan, partners continue to explore other opportunities to improve integration, such as using a cloud-based Customer Relationship Management program now used by one partner, or coordinating with an existing system used by a neighboring workforce system.

- **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.**

Because of the compact nature of LWA 2, there are few residents in *remote areas*, but steps have been taken to *facilitate access to services*. MCWN maintains a detailed website listing programs, online WIOA Title 1 services application and contact information. Partner agencies have committed to doing the same on their websites. Additionally, staff from partner agencies will be available during business hours via phone or electronic communication. Partners are in discussion to create a partner access portal for resource room computers so customers can easily connect to partner programs and services.

For students at McHenry County College, the school's Career Services office provides a database of available job openings and those seeking employment. This helps complement One-Stop Center services for those who attend one of the school's facilities but cannot make it to the One-Stop Center.

**C. Describe how the Local Board will support the strategy identified in the Unified 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;**

Because of the wide-ranging number and types of partners represented in the one-stop delivery system, the Local Board is able to *expand access to employment, training, education, and supportive services for eligible individuals*. The Local Board has created a One-Stop Partner Directory that outlines programs and services available both at the One-Stop Center and offsite. Additionally, the referral system among partner agencies ensures that applicants to supportive service programs will be made aware of employment, training, and education offerings. Partner In-Services provide staff the opportunity to understand each partner's services and make appropriate connections for individuals and employers.

McHenry County Workforce Network (MCWN) is directed by the Local Board to provide a variety of employment and training services in addition to WIOA training services outlined above. These include:

- Job search assistance, such as résumé assistance, interview skills development, career transition support, job club/networking group, job fairs, computer classes, and Internet access. The expanded Resource Room provides computer access and training for those without their own computers. Additionally, the wide array of services and staff at the One-Stop Center assist those with barriers to employment with identifying options and next steps for their job search.
- Career planning, such as assessment of interests, abilities, and transferrable skills; information about in-demand occupations; and labor market and career pathway information.

MCWN works closely with the Illinois Department of Employment Security (IDES) which provides the Illinois JobLink job posting service, as well as programs outlined above to assist long-term unemployed, returning citizens, veterans, migrant workers, and others. MCWN will promote these programs at both the One-Stop Center and on its website and promotional materials.

To meet the needs of low-income families, the Local Board partners with IDHS's McHenry County Family Community Resource Center, which is less than two miles from the One-Stop Center. Additionally, IDHS staff will be onsite at the One-Stop Center to provide information and conduct intake. Programs include:

- Temporary Assistance to Needy Families (TANF), which provides cash assistance to families and pregnant women to help pay for food, shelter, utilities, and expense other than medical.
- Aid to the Aged, Blind and Disabled (AABD), which helps those who qualify and need cash assistance.
- Supplemental Nutrition Assistance Program (SNAP) benefits for low-income households to buy the food they need for a nutritionally adequate diet.
- Medical Assistance Programs for aged, blind, and disabled; and for families with dependent children. There is also assistance with obtaining Affordable Care Act coverage.

McHenry County Housing Authority (MCHA) also assists low-income families with Community Services Block Grant supporting services, as well as post-secondary education scholarships and trade training in high-demand fields. These services are available at the MCHA office approximately one mile from the One-Stop Center, but there will be an on-site presence at least monthly and phone availability. MCHA also provides Section 8 Housing Choice vouchers and public housing, apartments for seniors and those with disabilities, utility assistance, homelessness prevention services, emergency dental assistance, home rehabilitation and weatherization, and other services and information.

McHenry County has a particularly high number of migrant workers who need employment services, particularly for seasons when there isn't agricultural work. IDES and the Illinois Migrant Council provide services, including the Migrant Seasonal Farmworker Program and National Farmworker Jobs Program. Services include employability assessment, job counseling, ESL classes, computer literacy, job search and placement, follow-up to assist clients in retaining jobs, on-the-job training, occupational skills training, and assistance with work clothing, tools, childcare, and transportation.

National Able Network's Senior Community Service Employment Program (SCSEP) ensures integration with workforce services because participating seniors are required to register with McHenry County Workforce Network. SCSEP is 48-month-long program for seniors that qualify, providing paid, part-time employment training, case management, and supportive services assistance. It trains participants in locally in-demand occupations such as administrative, receptionist, front desk, sales, customer service, warehouse, maintenance, cashier, etc.

Besides educational offerings outlined below, McHenry County College has developed programming to assist LWA's workforce with overcoming *barriers to employment* and further education. These include GED preparation classes in English and Spanish, ESL classes, and citizenship classes. Additionally registered students can receive tutoring and computer classes.

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

LWA 2 has made *career pathways* a key focus as evidenced by McHenry County's participation in the 2016-2020 CEDS for the Northern Illinois Region, which includes the strategy "Encourage and assist with the implementation of the Illinois State Board of Education's Career Cluster Framework (which includes career clusters, career pathways, and programs of study) in the K-12 school districts and the local workforce areas in the region."

McHenry County Workforce Network and McHenry County College were key partners in the development of that strategy, in partnership with neighboring LWA 3 and Rock Valley College. Local area leaders recognize that partnerships with regional entities will ensure property coordination and sharing of best practices.

MCWN has career pathways information for identified sectors available for all One-Stop Center customers & employers. Illinois workNet offers additional materials on career pathways, and this source is shared with customers. Career planners explain *stackable credentials* and focus helping customers complete at least one credential to start. Business Services will discuss with employers the credentials needed for current workers and new hires. When developing internships or on-the-job-training, credential options will be built into the plan when appropriate. There is a higher reimbursement rate if the training leads to industry recognized credentials.

MCC offers a number of career pathways for learners in high-demand, high-growth careers and will work with partners to develop new pathways as needed. Particular focus has been paid on developing career

pathways programs in Targeted Industry Clusters of Manufacturing, Healthcare, and Transportation/Distribution/Logistics, as well as in IT. McHenry County College offers a number of certificates and degree programs in high-demand occupations. These programs have stackable credentials where possible IMC coordinates with MCC for NFJP and Title II participants.

The Illinois Migrant Council coordinates with the One-Stop Center and MCC for NFJP/Title IB/Title II co-enrolled participants. MCHA regularly has funding available for scholarships and trade training in high-demand fields for CSBG-eligible applicants. SCSEP encourages participants to take college courses, particularly at MCC, and can pay for participants to attend. Other partners will refer clients to MCC and MCWN as needed.

**D. Provide information regarding the local coordination strategies with state (including the Unified Plan), regional and local partners to enhance services and avoid duplication of activities including a description of:**

This Local Plan was developed with the express goal of aligning with both the State’s Unified Plan and the Northeast EDR’s Regional Plan and, as outlined in the Introduction and Overview, made being “Integrated and Aligned” a priority. We will directly coordinate with the Illinois Department of Commerce and Economic Opportunity and the Illinois Workforce Investment Board to ensure practical alignment with the Unified Plan as the State implements its strategies. A key example is LWA 2’s participation in employer-led sector-driven strategies built off state-provided employment data trends and consistent with sector partnerships highlighted by the Unified Plan.

MCWN is a member and regular participant in Workforce Boards of Metropolitan Chicago, which provides regional collaboration for WIOA processes, grant implementation and application, and Labor Market Information. As noted in the Regional Plan, this collaborative is the platform for developing many of the Region’s sector strategies. As part of this plan, MCWN will further engage with this collaborative to discover and develop new ideas to improve workforce skills delivery. MCWN also expanded its work with Illinois Workforce Partnership on understanding and enacting the provisions and requirements of WIOA. These efforts will help *avoid duplication of efforts* with State and Regional partners.

In general, the collaborative nature of the One-Stop Center partners and their presence on the MCWN Board provides for coordination of WIOA services. The compact nature of LWA 2, including partners’ regular presence at the One-Stop Center, means partners are aware of each other’s services and readily communicate. LWA 2 will continue to have regular partner meetings to coordinate ways to *enhance services and avoid duplication of activities*. Program-specific examples are included in the subsections below.

The previously referenced One-Stop Partner Directory available to customers and partners, the existing standard referral form, and the in-development electronic referral form are also key coordination strategies. Finally, partner In-Service training sessions provide staff the opportunity to understand each partner’s services and make appropriate connections for individuals and employers.

- **Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.**

LWA 2's decision to have MCWN serve as both lead agency of the One-Stop Operator consortium and as Title 1B service provider for *Adult, Dislocated Worker, and Youth employment and training activities* assures coordination of Title 1 services. A full description of those activities is outlined in section A above in the MCWN subsection and in sections E and F below.

One-Stop staff are trained to conduct an immediate assessment of customers to determine not only Title 1B eligibility, but also to identify partner services that could be needed. One-Stop and partner staff are also trained to understand what services are available, and to look for ways to avoid duplication. Examples include on-site co-enrollment in Title 1B and other services like SNAP and review of whether non-WIOA programs like TANF or DRS pay for supportive services such as transportation or child care before using WIOA funds. This continues as customers move through the system, with career advisors making recommendations for enrolled customers to access partner services as a complement to WIOA activities.

There is also coordination through MCWN's Business Services team, which includes partner representatives in the effort to connect employers with recruitment, assessment, and training services, as well as labor market information. Because partners are invested in this process, it reduces redundancy in messaging to businesses and generates increased awareness of program offerings. Similar coordination is done on business outreach in partnership with economic development and DCEO.

- **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.**

McHenry County College (MCC) is the primary provider of *adult education and literacy activities under WIOA Title II*. On-site staff is provided at the One-Stop Center and classes are taught on site. MCC's status as a core partner, one-stop consortium member, and WIB board member helps ensure collaboration and alignment of resources. MCC provides adult basic and secondary education services for McHenry County, including high school equivalency testing. Adult literacy tutoring is also provided by the college. Besides One-Stop Center programming, MCC offers classes at its main campus and other facilities within McHenry County.

Illinois Migrant Council is Title II funded for ESL instruction for NFJP/Title IB co-enrolled participants. It coordinates with MCC and its Area Planning Council for adult education services to *avoid duplication of activities*. Partner National Able Network encourages clients of the SCSEP to take college classes to assist in obtaining unsubsidized employment. SCSEP will pay for participants to attend approved classes. Other partners directly refer clients to MCC.

MCWN also coordinates with other colleges in the LWA and surrounding counties, such as Columbia College, Aurora University, and others, to complement classes offered at the community college. Because of McHenry County's central location between Chicago, Rockford, Milwaukee, and DeKalb, residents have tremendous access to educational advancement opportunities in a variety of fields.

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

The Illinois Department of Employment Security (IDES) is the primary provider of *Wagner-Peyser Act services*, such as:

- a) Illinois JobLink job postings website, which is the Labor Exchange System;
- b) Re-Employment Service Program (RES), which helps unemployed clients with a high likelihood of remaining unemployed;
- c) the Re-Entry Employment Service Program (RESP) for returning citizens;
- d) Veterans Employment and Training Services (VETS);
- e) Migrant Seasonal Farmworker Program, in partnership with the Illinois Migrant Council; and
- f) Apprenticeship information

MCWN also provides a career services matrix, as well as its own annual Labor Market Report in conjunction with IDES and economic development partners. Other core partners will provide information and links on their websites and direct clients to available services and programs.

IDES' role in the One-Stop Operator consortium and its participation in the Business Services team help *avoid duplication of activities*. IDES provides training for MCWN and partner staff using Illinois JobLink to ensure understanding of the system's capability and that employers and job-seekers are both connected to it. MCWN and partners refer - job-seekers and employers to IDES programming offered on-site at the One-Stop Center.

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

IDHS's Division of Rehabilitation Services (DRS) will provide personnel on-site weekly, with phone availability as needed, to coordinate *vocational rehabilitation service activities*. DRS helps people with disabilities find and keep jobs, particularly jobs that pay a living wage and offer a chance for advancement. DRS services in LWA 2 include:

- Specialized Vocational Rehabilitation services for people who are Blind or Visually Impaired, Deaf or Hard of Hearing, and Hispanic or Latino individuals with disabilities.
- Helping high school students who have disabilities plan for their futures through its Transition and STEP programs.
- Supported Employment Program (SEP), which serves eligible people with significant disabilities who want to go to work and need on-going support services to succeed on the job.
- Work Incentive Planning and Assistance Program, which helps people who receive SSDI/SSI benefits understand how working will affect their benefits.
- Home Services Program, which provides services to individuals with severe disabilities so they can remain in their homes and be as independent as possible, including
  - Personal Assistant (PA)
  - Homemaker Services
  - Maintenance Home Health
  - Electronic Home Response
  - Home-Delivered Meals
  - Adult Day Care
  - Assistive Equipment
  - Environmental Modification

- Respite Services

As highlighted in the Regional Plan, MCWN coordinates with DRS on any on-the-job training and evaluation program for people with disabilities. MCWN staff also ensure, when enrolling job-seekers into WIOA Title 1B, that there is no redundant funding for training or supportive services through DRS.

- **Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.**

MCWN has a strong working relationship with educational providers and conducts partner meetings to ensure coordination of *relevant secondary and post-secondary education programs and activities*. McHenry County College works with local secondary education systems and will provide support for these programs. McHenry County Housing Authority coordinates with learning institutions to provide post-secondary scholarships and trade training for in-demand fields for CSBG-eligible applicants. DRS works with secondary and post-secondary service providers to ensure adults and youth with disabilities have access and accommodations.

- **How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.**

McHenry County College – the *Perkins career and technical education* provider for LWA 2 – actively participates in the activities of the One-Stop Center and the Board, including onsite staff. The college offers seven associate’s degree programs, multiple options for an Associate in Applied Science degree, and certificates in over 53 areas. Many of its programs tie to the Targeted Industries and in-demand occupations outlined in this plan. For example, MCWN received an Illinois Talent Pipeline Grant for Industrial Maintenance Technology, which funds training at MCC for 30 Incumbent Worker participants in a much-needed field.

MCC also provides the following services to assist CTE students:

- Career Readiness Testing (WorkKeys) and advising related to that testing.
- Financial aid application processes and, where awarded, processes to use those funds for college.
- Academic advising services and the development of a program of study (certificate or AAS degree program) to be followed to certificate or degree completion.
- College placement testing in areas of reading, English, and mathematics.
- Proficiency and demonstration exams to obtain credit for prior learning and move more quickly to certification or degree completion.
- Remediation programs for students not testing at the college level in reading, English and mathematics.
- Enrollment in courses and related assistance such as purchasing books, equipment or materials needed in those courses (for example, nursing uniform and stethoscope, meter for automotive program, etc.)

- Services to help students be more successful in college and their job search, such as services for students with disabilities, career center services to prepare for job interviews, or course-related tutoring.

MCC collaborates with workforce development partners to coordinate client benefits and required documentation for the related human services providers to help clients pay for college tuition, fees, and other related college costs such as childcare and transportation.

Other core partners will refer clients to MCC and MCWN as appropriate.

- **Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.**

MCWN and partner staff coordinate with McHenry County Housing Authority to provide staff outreach for at-risk and homeless populations at various sites around the county. LWA 2 uses Community Service Block Grant (CSBG) funding to provide training funds for customers that are not WIOA eligible but who meet CSBG guidelines. As noted in the Regional Plan, “through the braiding of these two funding streams the McHenry LWA can provide coordinated services and training.” Co-enrollment with TANF, SNAP, and other programs are available on site. Please see the attached MOU Career Services Matrix for more examples of services offered.

- **Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area; and**

MCWN *coordinates the provision of transportation and other appropriate supportive services* in LWA 2. Information about public transit options – Pace, Metra, and MCRide – is provided at the One-Stop Center, on its website, and through partners. Transportation assistance funds are also available from various partners depending on eligibility.

MCWN also reviews and coordinates all options for supportive service and provides a directory of such services to all One-Stop Center staff and customers. For example 4-C is a local child-care provider and MCWN provides the co-pay for eligible customers. Other partners provide transportation and supportive service cost assistance for clients, including work clothing, medical and dental help, and housing assistance. The supportive service policy is attached. As outlined earlier in this section, MCWN and partner staff actively look at supportive service funding opportunities to ensure there is not duplication or redundancy across partners.

- **Describe the local referral process**

All core and required partners present in the McHenry County Workforce Center One-Stop have ownership of and responsibility to the referral system to make, receive, track, and follow-up on referrals as appropriate and necessary to provide services and programs to the customer. Partners use a paper “Partner Referral Form” that can be faxed or scanned into electronic form. An electronic referral document is being developed to allow ease of email distribution. This development is part of the Process Mapping project that MCWN has been engaged with our partners and IMEC. Partners will be asked to

provide outcome information for any referrals at quarterly Partner Meetings. The One-Stop Center maintains a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. ADA accessibility of the One-Stop Center is regularly reviewed by county government and the Workforce Board for compliance to ADA standards and requirements. Partners and MCWN staff are committed to making reasonable accommodation to all individuals seeking services by assessing needs and making appropriate resource referral. Additionally, the physical characteristics of the facility, both indoor and outdoor, meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space is designed and adapted in an “equal and meaningful” manner providing access for *individuals with barriers to employment, including individuals with disabilities*.

**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.**

MCWN provides both career and training services as required under WIOA. Those services are integrated so individuals are prepared both for the general workplace and for specific in-demand occupations.

MCWN provides the following *adult and dislocated worker employment training activities*:

- Occupational skills training (Individual Training Accounts) – This service benefits adult and dislocated workers by providing them training in another field so they can gain employment in an in-demand occupations. MCWN has approved 68 occupations in the following key sectors: Business/Management/Professional/, Healthcare, IT, Manufacturing, Office/Clerical, Trade, and Transportation/Warehouse/Logistics. These occupations were chosen due to current and forecast demand by businesses, IDES projections, and third-party projections.
- Occupational skills training (general) – Interview skills, computer skills
- Supportive services – reimbursement for mileage, child care during class
- Remedial/pre-vocational training – career exploration workshops, basic math, reading.
- Work experience/internships
- On-the-job training – A dislocated worker can be trained in a new industry or profession by the employer
- Follow-up services, including counseling about the workplace

MCWN will determine eligibility for assistance under Title IB of WIOA and also introduce individuals to the core partner services available at the One-Stop Center, based on their specific needs. MCWN also provides information through its website and partner websites, and conduct outreach activities through partners and community group. MCWN and core partners conduct initial assessments of skill levels, aptitudes, abilities, and supportive services. MCWN and core partners also provide a variety of job search and placement assistance, including career counseling, skills testing and other guidance.

MCWN, in partnership with IDES and regional economic development groups, provide employment statistics to help individuals make decisions on career and job choices. These statistics include job vacancy listings, skills needed for those jobs, earnings and occupational outlooks. Moreover, MCWN and partner staff provide personalized attention in the One-Stop Center Resource Room to explain and help interpret the data.

MCWN provides a detailed application packet for prospective WIOA training participants on its website and at the One-Stop Center. Applicants can submit their applications at the MCWN or mail or fax them. Applicants who have made a firm decision on an approved occupation to be trained for are required to submit an application, Career Plan, three job postings showing the necessary training for their desired job, and a copy of an employer layoff letter or WARN letter. Applicants must also complete two informational interviews.

Applicants who need career guidance to choose an occupation for training are provided that help by MCWN. They are required to submit an application and a copy of an employer layoff letter or WARN letter.

- **A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.**

The MCWN State team coordinates rapid response meetings and includes partner agencies. They participate in meetings and provide all career and training services to individuals affected by a layoff. MCWN will also conduct job fairs for employers looking to hire laid off individuals with skill sets needed to expand the talent pipeline.

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

- **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.**

*Youth activities* are coordinated by the MCWN Board Youth Committee, which recommends and selects eligible providers for the youth program to be approved by the Board and conducts oversight and monitoring functions of those activities.

MCWN provides the following youth programs, both at the One-Stop Center and at its nearby Youth Center:

- Occupational skills training (Individual Training Accounts) – Training vouchers to pay for classes, such as at MCC, which lead to certification or degree.
- Occupational skills training (general) – summer week-long boot camps learning interviewing, resume writing, etc.
- Supportive services – assistance purchasing interview clothing, travel expenses, etc
- Remedial/pre-vocational training – career exploration workshops, basic math, reading, GED, ACT WorkKeys
- Work experience/internships, including the Young Adult Internship Program outlined below.

- On-the-job training – Work to hire position with local companies

The Young Adult Internship Program places youth up to 24 years old at local companies, government, and not-for profit organizations. It is a collaboration of MCWN and McHenry County College. The Manufacturing Careers Internship Program is particularly popular and meets the stated needs of manufacturing companies in finding and developing their future workforce. The model expanded to the healthcare field because that is another Targeted Industry of McHenry County. Students take training classes relevant to these industries prior to their internships.

McHenry County College works with local secondary education systems and will provide support for these programs. MCC provides space to two local high school districts for disabled students who are no longer in the system. MCHA has funding for post-secondary education scholarships and trade training in high demand fields, available to CSBG-eligible applicants age 18 and above. DRS will be on-site twice per month, and will utilize Transition Services offered by the local school district. IDES provides information on its Apprenticeship programs.

- **A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.**

Currently, 80% of new enrollments meet the Out-of-School guidelines. The Young Adult program in McHenry County has been transitioning away from In School programs. The target for Out-of-School is Training/Work-Based Learning and is expanding to include apprenticeship opportunities.

**G. Provide a description of how the local area will provide services to priority populations as outlined in the Unified 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).**

One-Stop Center partners are committed to giving priority for individualized career services and training service to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, in accordance with Illinois DCEO's WIOA Policy 16-WIOA-4.2. As several core partners provide specific service to low-income or skills deficient individuals, they will focus their resources on those in need. For instance, SCSEP training funds are first prioritized to seniors with lower income. Additionally, there is specific programming for low-income residents, such as the healthcare bridge training program at McHenry County College.

- **Describe how the Local Board will determine priority populations and how to best serve them, along with any other state requirements.**

The Local Board determines *priority populations* based on their concentration in McHenry County and counsel from social support agencies. As outlined in Section A above, partner agencies in the One-Stop Center have identified services specific to those populations. Of the priority populations listed in the State Unified Plan, these are ones with specific services in the One-Stop Center:

- a. Long-term unemployed will be provided career counseling,
- b. Low-income adults and those receiving public assistance will be provided priority service as outlined above, and may be eligible for financial assistance for programs and supportive services.
- c. Individuals with disabilities, including youth with disabilities will be served by the Division of Rehabilitation Services staff, and given priority for certain programs.
- d. Out-of-school youth will be served by programming that meets the requirement that 75% of youth funding goes to this population.
- e. Veterans receive highest priority for adult employment and training activities, per MCWN Priority of Service Veterans policy, and receive specialized assistance from Illinois Department of Employment Security programs.
- f. Migrant and seasonal farmworkers receive specialized service from the Illinois Migrant Council and Illinois Department of Employment Security.
- g. Re-entry individuals (ex-offenders) receive specialized assistance from MCWN and the Illinois Department of Employment Security programs. Additionally, MCWN is an active participant in the Stateline Society of Human Resource Managers Committee on Workforce Readiness to encourage and promote hiring of job-seekers with mental-health related problems or convicted felons.
- h. English Language Learners have multiple options for ESL classes, as well as training and materials provided in Spanish.
- i. Older individuals are provided specialized services through the Senior Community Services Employment Program (SCSEP).
- j. Low literacy adults, including those without a high school diploma have multiple options for literacy programs, particularly those offered by McHenry County College.
- k. Low skilled adults can receive specialized training to increase basic skills, such as through MCWN and MCC.

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

- **How local areas will meet the requirement that a minimum of 40% of expenditures be for direct training costs;**

Historically, LWA 2 has met this requirement and will continue to meet or exceed this requirement.

- **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;**

LWA 2 has been using work-based learning activities for many years for youth and has expanded this strategy to the adult and dislocated worker population. This strategy is used for long-term unemployed and career changers to give them current and relevant work experience. Work-based learning activities are for a maximum of 12 weeks or 240 hours, whichever comes first. The goal is to create a structured work environment and allow the customer to use the skills they have learned in training in a real work setting. This in turn has made them more marketable to other employers. LWA 2 has had good success with this model that many of our work-based learning customers have been hired on by the employer.

- **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; and**

Please see attached.

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

LWA 2 will follow the OET WIOA Policy 15-WIOA 5.3 for the selection and approval of eligible training providers and programs that meet the needs of local employers, workers, and job seekers based on the high-demand occupation list for the region. Also, the Workforce Board will annually review the performance of providers and programs to ensure they meet the needs of the local area and region.

**I. Describe a planned or existing approach regarding which local strategies that will be financed by the transfer of Title IB workforce funds including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:**

The strategy is to serve the population needs of the customers using WIOA services. Historically, LWA 2 has a larger dislocated worker population than adult population so it transfers funds to meet the funding needs of dislocated workers. The adult population is has access to other funding streams and LWA 2 leverages those dollars to ensure that population is being served.

- **To transfer funds between the adult and dislocated worker funding streams.**

The Local Board looks at historical demand and current demand to determine the need to transfer funds. Each year, the Local Board looks at current needs and demographics when deciding to transfer funds. Additionally, WIOA is to be the funding source of last resort, so those low income adults that have access to other sources of financial aid, will need less adult funds. Most of the dislocated workers do not qualify for financial aid and therefore need access to WIOA funds. These issues are discussed at the program operations committee meeting and then presented at a Local Board meeting for consideration. Our service delivery target numbers are currently 40 adults and 100 dislocated workers, so our decision to transfer 39% of adult funds reflects that. The Local Board recognizes that while DCEO policy allows for a 50% transfer, the Governor may approve up to 100% transfer. We will continue to review the need annually and, if economic conditions dictate increased or decreased transfer rates, we will adjust accordingly.

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

The Local Board follows a similar annual process as described above when determining the need for using funds for Incumbent Worker Training. With the marked drop in unemployment rate (as of the 2015 annual average, LWA 2 was tied for second-lowest in Illinois), there is less need for Adult and Dislocated Worker training services. At the same time, employers share increasing concern over difficulty finding skilled workers, increasing the need for Incumbent Worker training. At the start of Program Year 2016 the Local Board approved use of 9% of funds (\$100,000) for Incumbent Worker Training. Due to increased demand through the year, we did a modification based on need to 15% (\$168,500). We will continue to review this level throughout program years to ensure funding aligns with local need. The local Board will not exceed the 20% maximum allowed by DCEO policy.

- **To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).**

Based on local workforce needs, LWA 2 has determined not to spend funds on transitional jobs as the greatest need is in Adult and Dislocated Worker programs.

- **To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).**

LWA 2 does not use funds for pay for performance contracts.

#### **J. Provide a plan explaining for which region the LWIA will associate with.**

LWA 2 is wholly part of Northeastern EDR 4 and, as outlined in both this Local Plan and the Regional Plan, will continue to associate with that region through its membership in the Workforce Partners of Metropolitan Chicago. LWA 2 is already active in efforts to implement activities of the Regional Plan.

Additionally, LWA 2 will continue to partner with neighboring LWA 3 and the Northern Stateline EDR 5 to the west. This Local Plan is built in part on the work of the 2016-2020 Comprehensive Economic Development Strategy (CEDS) for the Northern Illinois Region, which includes McHenry County and two counties in LWA 3.

LWA 2 will partner with both regions through its work with DCEO, including periodic summits conducted by our regional DCEO representatives.

## 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 projected local service levels.

LWA 2's *projected local service levels*, based on local demand of job-seekers and employers, are:

**Adult:** 40

**Dislocated Workers:** 100

**Incumbent Workers:** 100

**Youth:** 75

### B. 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 in the local area.

The negotiated performance goals for Program Year 2016/2017 are:

Performance Measure	PY 2016/2017 Performance Goal
<b>ADULT</b>	
Employment Rate 2 <sup>nd</sup> Quarter after Exit	73%
Employment Rate 4 <sup>th</sup> Quarter after Exit	75%
Median Earnings	\$4,500
Credential Attainment	65%
<b>DISLOCATED WORKERS</b>	
Employment Rate 2 <sup>nd</sup> Quarter after Exit	77%
Employment Rate 4 <sup>th</sup> Quarter after Exit	75%
Median Earnings	\$7,500
Credential Attainment	65%
<b>YOUTH</b>	
Employment Rate 2 <sup>nd</sup> Quarter after Exit	56%

## CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES – LOCAL COMPONENT

### 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).**

McHenry County has been *identified as the fiscal agent for the disbursement of grant funds under WIOA* at the direction of the local board.

- **Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities.**

Please see attached.

### B. Physical 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.**

The One-Stop Center *maintains a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements.* ADA accessibility of the One-Stop Center is regularly reviewed by county government and the Workforce Board for compliance to ADA standards and requirements. Partners and MCWN staff are committed to making reasonable accommodation to all individuals seeking services by assessing needs and making appropriate resource referral. Additionally, the physical characteristics of the facility, both indoor and outdoor, meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space is designed and adapted in an “equal and meaningful” manner *providing access for individuals with barriers to employment, including individuals with disabilities.*

The One-Stop Operator and partners will comply with WIOA sec. 188, as applicable, and applicable provisions of the Americans with Disabilities Act of 1990 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. One

of the functions of the One-Stop Operator is to coordinate partner meetings, which includes training on accessibility and equipment.

- **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.**

All partners were provided training by qualified staff from the Division of Rehabilitation Services on using adaptive equipment and how to address the needs of individuals with disabilities. LWA will continue efforts to cross-train staff, conduct partner in services, use and share resources and information, and collaborate and coordinate through the Business Service team with area employers to hire people with disabilities. LWA will have employer-focused workshops around hiring and working with individuals with disabilities.

### **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.**
- **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.**
- **Provide information regarding the local plan modification procedures.**

THIS REVISION OF THE LOCAL WORKFORCE DEVELOPMENT PLAN, MAY 2017, IS A MODIFICATION OF THE 2016 WORKFORCE DEVELOPMENT PLAN. The Modified Plan was posted on 3/14/2017 for comments, with responses attached. The Modified Plan and Responses were accepted by the Executive Committee of the McHenry County Workforce Network Board on Wednesday, 4/26/2017.

The LWA 2 draft Local Plan was made available to the Local Board on Friday, 4/29/2016 and to the public on the Local Board website ([www.mchenrycountywib.org](http://www.mchenrycountywib.org)) on Monday, 5/2/2016. Public notice was published in a local newspaper on Thursday, 5/5/2016. Additionally, emails were sent to Local Board members, McHenry County Board members, and stakeholders advising them of the draft plan and soliciting comments. While the 30-day public comment period ended Saturday, 6/4/2016, comments were accepted until Monday, 6/6/2016.

No public comments were received.

Stakeholders were given an earlier opportunity to *have input into the development of the local plan* through two engagement sessions. On 3/10/2016, core partners, including business, education, and supportive services providers met to provide input into the plan as it was being drafted. On 3/23/2016, members of the Local Board – which includes business, education, labor organizations, economic development, and core partners – were invited to give input on the development of the plan. The meeting was attended primarily by business and government representatives.

A *local plan modification* would only be necessary if there are major changes in the local area's economic situation or to any core partners. The Local Board will follow DCEO guidance on submitting any needed modifications.

**ATTACHMENTS**

## Supportive Services

Supportive services for adults and dislocated workers are available to those customers who are:

1. Participating in WIOA career services and/or training services; and
2. Are unable to obtain supportive services through other programs providing such services.

Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.

The types of supportive services available through LWDA2 are transportation and child care. These services will be provided on a case-by-case basis. Other services, such as books, fees, housing, or dependent care, will require consultation and approval by the director or assistant director.

Referrals to needed services will be done following an initial assessment of the individual's current situation, followed by referral to partner agencies as needed following the procedures outlined in this manual under "Referral." Information about County social service agencies is available in the Resource Center to provide accurate information about the availability of supportive services in the local area. A career planner will conduct follow up to ensure that the customer has obtained the needed services through referral.

Once it has been determined that the customer is unable to obtain services through other programs, the career planner will initiate a request for supportive services through the director or assistant director and fiscal officer. Documentation will accompany the request outlining circumstances, proof of referral, inability to obtain needed services through other programs, and other necessary documentation that may be needed to act on the request.

### Supportive Services Guidelines

McHenry County Workforce Network will make every effort to ensure that funds are available for program participants in need of supportive services. However, funding does not allow for every participant to receive supportive services. Therefore, the following guidelines will be followed to determine eligibility for supportive services.

1. Participant must demonstrate need, as documented by completing an Applicant Income Statement and providing relevant documentation as outlined in Statement. (A current food stamp record will also serve to document low income status.)
2. Dislocated workers who have been unemployed 26 weeks or longer may be eligible for supportive services, if funds are available. Dislocated workers who are also determined to be low income—based on applicant's income statement or DHS records indicating that the applicant is currently receiving food stamps—may also be eligible for Supportive Services.
3. Participant must apply for any other program or benefit they may be entitled to, such as Free Application for Federal Student Aid (FAFSA)/Pell, Veteran's Assistance, or programs offered through Department of Human Services. Participant must provide proof of application and/or denial.
4. Workforce Network training/supportive services funds are limited and may be stopped due to budgetary limitations.

5. All requests for supportive services funds must be approved by the director or assistant director before disbursement.
6. Workforce Network will only pay child care and transportation for the days the participant is required to be in attendance in the training program. Optional days are not covered.
7. Payment for child care services is made every two weeks directly to the child care provider. Providers must first complete and submit a Childcare Provider Information form for approval.
8. Invoice form for child care should be turned in to Fiscal no later than the Thursday following the two-week service period to ensure the customer will receive payment within 3-4 weeks.
9. Payment to childcare providers with set standard fees cannot exceed the set fees that other users of the service pay.
10. Child care reimbursement reflects the days and times the participant is in attendance in their training program based on the attendance forms.
11. When a participant is scheduled for full-time classes/training during any given day, but only attends classes/training on a part-time basis for that day, Workforce Network will only pay for part-time childcare as reflected on the attendance form. The participant is responsible for the difference.
12. When a participant's attendance form does not reflect that the participant was in class/training for a given day, but the invoice claims that the child care was provided on that day, Workforce Network will not reimburse payment for that day. The participant (parent) is responsible for the payment.
13. Workforce Network makes no commitment to provide payments to child care providers unless attendance of the participant (parent) has been satisfactorily documented in the training program.
14. Emergencies and special circumstances will be considered on a case by case basis.
15. Failure to provide documentation of satisfactory progress will be cause for suspension/termination of services.
16. Payment for transportation and child care is based on the necessary documents being received by Workforce Network.
17. Approval forms for transportation and child care must be on record.
18. Requests for transportation supportive services must include a Google map showing mileage from the customer's home to their training provider (shortest route). (Also mileage from home to childcare provider and then to training provider should that be part of the approval request.) Mileage calculations will be rounded to the nearest mile, with below .5 mile rounded down and .5 and above rounded up.
19. Effective 7/1/15, per policy approved by the Local Workforce Development Board (LWDB), roundtrip mileage will be reimbursed using the following formula: up to 35 miles at \$10.00; 36-74 miles at \$15.00; 75 miles and over at \$20.00.
20. Transportation reimbursement will be given for every day the participant is in attendance in their training program. Payment will be made directly to the participant.
21. When a WIOA student has a break of four hours or more between the end of one class and the beginning of the next class, the student can be reimbursed for the total mileage of two round trips if he returns home between classes. Attendance for both classes must be properly documented with attendance sheets signed by the instructors. Reimbursement rate should be calculated by adding the roundtrip mileage for each trip together, then the total applied to the mileage formula (Ex. Two roundtrips of 15 miles= total 30 miles for the day. 30 miles, being less than 35 miles, is reimbursed with one \$10.00 reimbursement based on the mileage formula.)  
Note: Trade regulations specify reimbursement of only one roundtrip per day for trade students receiving transportation reimbursement to attend school.

22. Transportation payment requests will be turned in when they are over a cumulative \$50.00 minimum and/or on a monthly basis.
23. Reimbursement for modes of transportation other than the customer's own vehicle, i.e., train, cabs, bus, PACE, plus parking at stations, will be reimbursed when over a cumulative \$50.00 minimum and/or on a monthly basis.
24. Attendance sheets with same time period must accompany requests for transportation and child care reimbursements.
25. Staff will review all cases on a regular basis to determine if support services need to be continued or adjusted.
26. All participants receiving support services will be enrolled in supportive services activity.
27. Effective 4/23/12, the maximum amount for transportation for a participant is \$2000 for the duration of program participation.
28. Effective 4/23/12, the maximum amount for childcare for a participant is \$2000 for the duration of program participation.

## WIOA Training Services and ITA policies

Those individuals who are unable to obtain employment through the use of basic services will be defined as:

- After an individual has utilized Basic Services, their Career Planner determines that those services alone may not be enough for that individual to find employment leading to self-sufficiency and/or are lacking employer recognized skills for their occupation.
- A minimum of 40% of expenditures will be spent on direct training each program year.

### Training eligibility

1. Individual must complete a comprehensive assessment of skills conducted by a WIOA Career Planner resulting in an IEP that has been jointly developed with the customer and their Career Planner which indicates the need for training and identifies a specific training program and associated supportive services.
2. Documentation in the case file that indicates the person has sufficient skills and qualifications and/or a plan to develop them, to meet the requirements to successfully participate in the planned program. A formal assessment of Reading and Math abilities must be dated within one year of the training start date.
3. Criteria to be used in determining “in need of training:”
  - Individual lacks current marketable skills.
  - Individual had low-growth occupation or is from a declining industry.
  - Approved career change.
  - Unable to obtain other financial assistance for training.
  - Unable to obtain/retain employment leading to self-sufficiency without further education and training.
  - Individual will benefit from training.
  - Needs additional assistance beyond that of financial aid.
4. Criteria to demonstrate ability to “successfully participate in the training:”
  - Goal is realistic and obtainable and is a high growth vocational occupation.
  - Individual’s assessment results are at an appropriate level for the training occupation.
  - Individual has overcome or is able to overcome any barriers to completing training (for example, childcare, transportation).
  - Individual meets admittance qualifications of the training program.
  - Individual must meet physical/mental requirements to not only successfully complete a chosen training program, but also to actually perform required tasks within the occupation for which they receive training. (If a physical/mental issue is disclosed or which is easily observable, customer must provide a doctor’s release prior to approval for training.)
5. Priority will be given to individuals who are veterans and eligible spouses, individuals receiving public assistance, and/or other low income individuals, or basic skills deficient.

Training services may consist of completion of coursework or classes that leads to earning a

certificate recognizing an individual's attainment of technical or occupational skills as awarded by one of the entities listed below. On-the-job training services are covered in the OJT policies.

1. A state educational agency or a state agency responsible for administering vocational and technical education within a state.
2. An institution of higher education described in Section 201 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
3. A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellent certification, National Institute for Metalworking Skills Inc., Machining Level I credential) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer, Sun Certified Java Programmer) using a valid and reliable assessment of an individual's knowledge, skills and abilities.
4. A registered apprenticeship program.
5. A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, state certified asbestos inspector).
6. A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
7. Job Corps centers that issue certificates.
8. Institutions of higher education which are formally controlled, or have been formally sanctioned or chartered, by the governing body of an Indian tribe or tribes.

**Local criteria for training services:**

- Occupation to be trained for must be high growth in the workforce area as appears on the approved Local Training Occupations List approved effective July 1, 2015, and will likely result in employment in the geographical area.
- Occupation wage has the potential to be equal to the average earnings performance goal.
- Assessment scores must be equal to or no less than one level below aptitude required for that occupation based on O\*NET information and assessment results. Individual must have the appropriate reading and math levels for the training program and meet all entry requirements outlined by the training provider.
- If it is a new occupation for the person, that person must have successfully completed career exploration to determine if goal is realistic and attainable.
- If the cost of the training program is more than the ITA allowance, the person must provide proof of other means to finance the remaining training dollars before approval will be given. (See LPN letter for process/criteria.)
- The person must apply for financial aid such as PELL if appropriate. The person should meet with their training service provider's financial aid office to determine grants and loans available. The person must provide proof of application and any determination of financial aid. WIOA funding is the final funding source once other grant funds are exhausted, unless a person demonstrates that they need additional assistance beyond financial aid.
- Training will also depend on the availability of funds.

- Training service providers must be on the IWDS state provider list and provide vocational/occupational training in a high growth occupation per the approved Local Training Occupation List dated July 1, 2015.
- Customers must obtain a one-year DOT/medical card, and have a clean driving record before CDL training can be approved.
- An On-the-Job-Training (OJT) component can be added after the successful completion of a customer's school-based training upon approval of the Director or Assistant Director.
- An internship (work experience, intensive-level) component may be added to a customer's school-based training upon approval of the Director or Assistant Director.

### **ITA policies**

Effective July 1, 2016, the fixed amount for each ITA in a non-healthcare training program will not exceed \$7,000; healthcare training programs will not exceed \$10,000.

(Previous funding levels for ITAs approved for training starts between 7/1/2014 and 6/30/2016 were: \$8,000 for non-healthcare/\$12,000 for healthcare ITA).

Each individual will be limited to a maximum of two ITAs within a five-year period.

1. The amount of the ITA shall include tuition, books and published fees outlined in the training provider's catalog, and charges by a training provider may not exceed the cost charged to the general public;
2. Additional funding, up to \$1,000.00, may be available per customer's full program (based on local funding levels and director's approval) for supplies and associated costs related to certain training programs (i.e., uniforms and nursing kits for nursing, tools for HVAC, NCLEX review and exams, etc.). Exceptions may be made on a case by case basis for customers receiving alternative sources of tuition funding (i.e. Vets through their IVG program).
3. ITA funds will be prioritized to residents of McHenry County or individuals who work or have been laid off from a company in the county, with highest priority to veterans and eligible spouses if all else is equal. Also entitled to priority of service are recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. If funds are limited, individuals residing outside of the county will be referred to their home county's workforce area.
4. Individuals are required to apply for other sources of financial aid. WIOA funds will not be withheld while a person is waiting for determination results. Career Planners can determine if an individual may be allowed to use financial aid (Pell) to assist with living expenses while using an ITA for tuition, fees and books based on documentation of low income status per low income guidelines. This includes meeting the low income guidelines based on an Applicant Income Statement with back up documentation or documentation of current receipt of Food Stamps (SNAP). Career Planners will need to review low income eligibility each semester to determine if the person still meets the low-income guidelines.

When customers do not meet low-income criteria but have other extenuating financial circumstances, the release of Pell monies to the individual will need approval by management based on self-sufficiency guidelines.

5. The ITA amount may be adjusted by the board if funds decrease, increase or special grant funds become available.
6. Economically disadvantaged individuals who become employed but are not earning self-sufficiency wages may be eligible for an ITA if their IEP indicates the need for training. If funds are limited, these ITAs may be denied.
7. Dislocated workers who become employed may be eligible for an ITA if their occupation pays less than 80% of their dislocation wages and their IEP indicates the need for training. If funds are limited, these ITAs may be denied.
8. Incumbent workers in McHenry County who are identified as under-employed may be eligible for an ITA if they do not meet local self-sufficiency wages (based on funding levels).

**Criteria that may make a person ineligible for an ITA:**

- Previous income of last two wage quarters is above \$30,000 per quarter.\*
- Previous family income is over \$45,000 for the last 6 months.\*
- Bachelors, Masters or higher degree in a high growth occupation/industry.\*
- Person has marketable skills and qualifications.
- Person can't meet pre-requisites or qualifications of training program (for example, DUI's and truck driving; no lifting and BNA/Nursing – see 4. Criteria to demonstrate ability to “successfully participate in the training” on page 1).
- Individual has reached ITA allowance limit.
- Individual has accessed training funds within the last three years. (Individual circumstances will be considered for additional skill enhancement. For example, person worked in field in which training was provided and has consecutive layoffs through no fault of their own and needs to upgrade skills in that field).\*
- Individual resides outside of McHenry County or was not laid off from a County employer.
- Prospective trainee is not likely to succeed in desired training based on in-depth assessment by their case manager.
- Training course, program or provider, even though is on the state list, does not meet the local board performance standards and/or other local criteria.
- The training provider or trainee refuses to comply with local requirements and conditions.
- The service provider does not accept the trainee.
- The workforce area does not have the funding needed for training programs.

\* Consult with Director or Assistant Director

## Individual Training Accounts and Competitive Procurement Procedures

### Individual Training Accounts

- a. The local WIB will make the State list of eligible providers of training services available at its one-stop center Career Resource Room. This list will also include performance and cost information for eligible providers. This information will be updated on an ongoing basis.
- b. Referral arrangements between the one-stop and eligible training providers will be done through staff contact with the individual to receive training and the training service provider. The staff member may then authorize the appropriate training with the service provider.
- c. The local WIB has imposed \$7,000 per person limitation on the use of the ITAs for non-healthcare training and a \$10,000 per person limitation for healthcare occupation training, and will limit their use to training programs that are directly linked to occupations that are in demand in the local area.
- d. The portion of training funds to be budgeted and used for ITAs is 40% for both adult training and dislocated worker funds. LWA 2 will meet this goal through a combination of ITAs, support services, On-the-job-training contracts and incumbent worker training grants. LWA 2 sets its 40% training goal based on spending 80% of its formula funds during the program year. This goal is tracked monthly based on current expenditures.
- e. In addition to ITAs, MCWN customers may be eligible to participate in a Work Experience/Internship program per local policy.

### A. Competitive Procurement Procedures

1. Procurement of providers of on-the-job-training or customized training, in accordance with WIOA; The Local Workforce Development Board (LWDB), except in the instances of on-the-job training and \or customized training, will use the following policies and procedures to select service providers.

- Determine in conjunction with the job training division of the one-stop center a list of potential providers in the designated Local Workforce Area (LWA).
- Gather all information that the Governor may have concerning this type of provider of the act are not applicable to this procurement. Add to this any locally developed criteria.
- Disseminate to LWA potential providers criteria for being determined an eligible provider of service.
- Collect all responses and create an Workforce Board (WB) approved list of potential service providers for on-the-job and/or customized training

### 2. Competitive procurement of providers of young adult activities

LWA 2 staff will provide the three elements that are waived from competitive procurement, work experience, supportive and follow-up services. In areas where procurement is appropriate, LWA 2 will use the following recommendations of the Young adult Committee forms to form the basis for this procurement.

- The Young adult Committee, in conjunction with the Workforce Network young adult staff, develop a list of potential providers in the designated Local Workforce Area (LWA).
- The Young adult Committee has available all selection criteria as provided in final form by funding agency to be disseminated to potential providers to solicit interest in various training. Any locally developed criteria will be added to these documents.
- The Young adult Committee has established monitoring and oversight responsibilities and direct appropriate young adult staff to develop procedures and time tables for review. Results of monitoring will be shared with the Young adult Committee.
- The Young adult Committee Chairperson and appropriate fiscal staff will meet with the WB Planning and Development Committee to ascertain program planning funds.

- When appropriate, a final list of eligible training providers is certified by the Young adult Committee and given to the WB for approval and discussion.
- When appropriate the Young adult Committee will, with input from appropriate staff, develop tools for grading proposals which at a minimum utilize cost/price analysis as a basis for provider selection.
- Benefited from core services and are not yet employed.

#### **4. Procurement of providers of training activities**

If the local board determines that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITA's, the establishment of local policies and procedures in this regard must include a public comment period for interested providers of at least 30 days. The local policies in this regard should include a description of how this determination of insufficiency has or will be made by the local board.

During the planning process for each subsequent program year, WB, with input from appropriate staff and interested parties, will evaluate the current year training providers. The purpose of this review is to evaluate current providers of service and to review eligible service providers. A position will be developed to again expand the certified list of providers to include more providers in the process. Also, methods of evaluation to ascertain the success of each provider will be measured and graded for documentation. The one stop fiscal staff will provide a training budget for each program, net of expenses, showing only training funds for ITA'S. The WB will then determine if there is evidence of funds, eligible training providers, and planning numbers for clients to support an ITA program. If a determination is made that conditions exist not to support an ITA program, the LWIB will develop a plan to serve clients of the LWA.

The plan will consider the following:

- Expanding to contiguous LWA'S for eligible provider listings.
- Providing training where possible by One Stop staff.
- Alternative training with shorter duration of training.
- Exploring cost reductions in other areas to bolster training budgets.

The WB will base an insufficiency determination on the following criteria:

- Not enough funds to support ITA'S
- Insufficient number of eligible service providers with training consistent with WIOA client's needs.
- Not enough projected one stop clients.
- The LWIB will publish this determination with a 30-day response period to seek input from current eligible service providers to address this problem.
- In an effort to increase the availability of training for workforce customers, LWA 2 will be working with the local WIB to award contracts for class size training to McHenry County College and other approved training providers. Contracts will be awarded for the training of multiple individuals in high demand occupations and will not limit customer choice. LWA 2 will follow local, state and federal procurement policies and procedures for all class size training projects.

#### **5. Procurement of providers of training service programs of demonstrated effectiveness to special participant populations, which face multiple barriers to employment.**

The description of local policies in this regard should include a description of the criteria used by the local board to determine "demonstrated effectiveness," particularly as it applies to the special population(s) to be served. This description should also include the recognition of the legislative intent that this type of procurement is to be limited in use, and that it is not intended to override the customer empowerment inherent in the system of ITA usage.

The local policies and procedures for special participant populations in determining programs of demonstrated effectiveness and usage should be as follows. The LWIB mission in this regard is to make every effort that the training procured in this special case will be customer driven.

- For the particular client, all pertinent information will be gathered concerning their respective needs.
- LWIB staff will assess needs based on local assessment tools and develop a training plan.
- A consensus training plan will be created and signed by the customer after discussing any training to be procured.

A program of demonstrated effectiveness will be the position of the LWIB using the following criteria:

- Past performance of provider in terms of cost, training provided, placement, transportation issues, and overall appropriateness of the procurement.

## Comments and Questions to Local Workforce Plan Area 2 - 2017

... interested in the reasons given for LWA 2 population decline, and the fact there was no mention of high property taxes. Do we not think the property tax concern affects our worker population or our business partners' ability to retain skilled workers?

The focus of the Workforce Innovation and Opportunity Act (WIOA) and local plan is to identify employment trends and employer workforce skills needs. This information is used to assist dislocated workers and adult job seekers to acquire needed skills and create a talent pipeline for local and regional opportunities. While addressing those concerns are not the focus of this plan, McHenry County and its partners have identified needs in these areas and opportunities to address them in the Northern Illinois Region Comprehensive Economic Development Strategy.

... the claim Illinois grew in population between 2010 and 2014 in the graph...is there a reason we don't use 2015 or 2016 populations in the chart, which would show a decline? I would think 2015 numbers would be more relevant since that's the same year we quote unemployment numbers from.

The plan was developed in 2016 and is a four year plan as required by WIOA and included the most recent data available. A modification of sections of the plan was needed to include new requirements in the WIOA final rules. Therefore, the entire plan was not updated. As the plan is updated over time, we will update these numbers.

... concerned about our vision/philosophy for economic growth for the county when our chart for the Top 20 Most In-Demand Occupations only shows 4 of the 20 occupations that actually requires graduating high school and getting further education. 16 of the top 20 are "acceptable" with high school equivalency or less?

The Workforce Network encourages employment in career paths that offer quality employment and earning opportunities. These quality opportunities generally require skills and experience beyond high school, which may include college or technical skills training. The occupations listed have the most projected openings and data shows the "typical" entry level educational requirements. The McHenry County Workforce Network targeted industries include Advanced Manufacturing, Healthcare, Transportation/Distribution/Logistics, and Information Technology. In these four target industry occupations ~81% require at least a high school diploma or greater: 17% require a High School Diploma, 11%- Post-Secondary/Skills training, 8%- Associate's Degree, 30%- Bachelor's Degree, 0.1% Master's Degree or greater.

Many entry level, service, and part-time employment opportunities exhibit high growth by their nature of high turnover and difficulty in recruiting candidates.

What do we do to address/grow/develop/increase the "work ethic" concern expressed by employers?

Workforce Network programs focus on and convey the importance of employability skills (work ethic) to our Adult / Dislocated and Youth customers. Customers of the Workforce programs are required to participate in employability activities, and meet program goals and deadlines. MCWN will also continue to work with employers to understand how these activities, and partner programs, are succeeding in addressing these concerns.