Governor's Commission on Workforce Equity & Access

Meeting #2

Welcome!
Here are our virtual meeting protocols

- ➢ **Add your name** to your Zoom
  (click on the 3 dots in the top right-hand side)

- ➢ **Consider being on video** to help with overall engagement

- ➢ **Mute self** when not speaking

- ➢ Technical issues can happen to anyone – **chat privately to Ellen Johnson or Carrie Stewart for any needs**

- ➢ If you are experiencing an unstable connection - **switch to phone call or close other applications**

- ➢ Members of the **public will have an opportunity to speak at the end** of the meeting as well as the opportunity to listen in during small group breakouts

Background on our Commission's formation

- The **Governor** formed the Governor's Commission on Workforce Equity & Access in recognition of the need to re-envision Illinois' workforce system

- House Bill 2170, known as the **Education and Workforce Equity Bill**, passed in January 2021

- The resulting **feasibility study** provided a snapshot of current workforce development structure, identified opportunities for potential consolidation, and pinpointed areas for further research

Challenges with our state workforce system

➢ Unprecedented unemployment disproportionately impacting communities of color

➢ Unequal access to economic opportunity

➢ Multiple entry points for users results in the experience of a fragmented system

➢ Continuous duplication of administrative and program efforts

➢ Over-reliance on (diminished) federal funding; limited state investments

➢ Limited investments have prevented necessary technology upgrades, such as a common intake and performance dashboards

➢ Data sharing across agencies is cumbersome

Our desire would be that in 2022...

Illinois will be making infrastructure changes that lead to an *equitable 21st century workforce system***, one that:**

- **is data driven,**

- **centers equity and economic mobility, and**

- **boosts our state's economy through a talent-driven competitive advantage**

Today's Discussion

▶ **Welcome & Opening** (10 min)

Continue Discussion on Racial Equity Data & Human Centered Design (20 min)

Overview of the State Workforce System (20 min)

Defining & Aligning -- *Equity* and *Access* (40 min)

User / Stakeholder Working Group Scope & Charge (20 min)

Next steps (5 min)

Public Comment (5 min)

Workforce Racial Equity Data & Human Centered Design

Continued Discussion from Last Meeting's Jamboard Brainstorms

Who **is** our system working for?

- Job seekers who are *already* clear on their career path

- Educated, skilled, and experienced workers able to *access* and *navigate* complex systems

- Job seekers with limited barriers

- Illinoisans who are *aware* the system exists (both job seekers and employers)

- Non-BIPOC individuals

Who **isn't** our system working for?

- Job seekers requiring career exploration

- Illinoisans who lack skills, experience, and education

- Job seekers with limited or no access, both geographically and technologically

- Young people; BIPOC individuals; women; returning citizens; people with disabilities; individuals experiencing homelessness

- Illinoisans who don't know the system exists

Racial Equity + HCD Revisited

Questions about the data:

Human Centered Design Questions:

e/ethnicity and education: Illinois; **Year:** 2019

Asian or Pacific Islander   People of color   Mixed/other

I would love to see further segmentation of this data -- by region, by gender, by industry, by degree -- to see if there's more to be understood

Who is included in the "People of Color" category?

How did your geography and community influence and impact your career journey?

Did you have a mentor?

What was your access to education and training like?

$15 $15 $15 $22 $27

How is this shaped by types of employment (which would point to employment discrimination) vs. wage discrimination within comparable employment?

What kind of jobs are people working on in these categories?

What was your first access point to career exploration? What was the conversation? How were options presented to you?

What helps you feel included when you are seeking services? What would you like to see more of as you work toward your career goals?

How has the presence or absence of a criminal history impacted your career journey?

ma   ploma, no college   Some college or AA degree
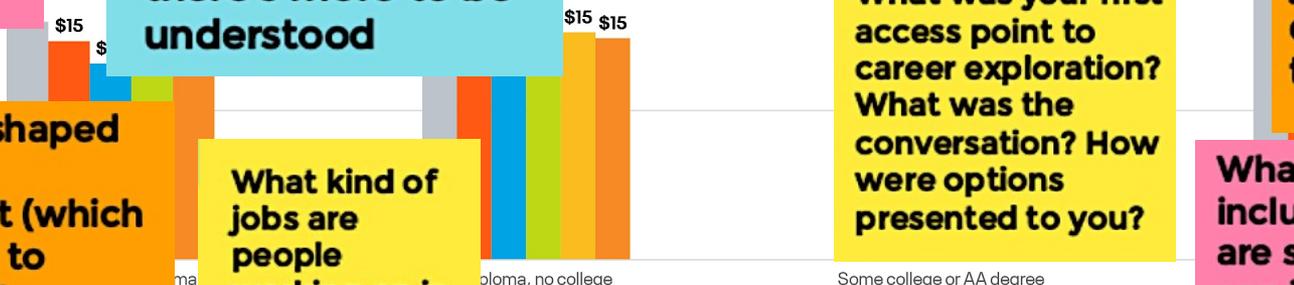
Overview of Current State Workforce System

Jennifer Phillips

"Equity" & "Access"
Defining & aligning on these aspects of the Commission's charge

Commission Charge

The Illinois Equity & Access Workforce Commission ("Commission") shall create a vision for an **equitable, accessible, and effective** future state workforce system grounded in an understanding of user and stakeholder experience, including how racial, social, and geographic inequities inform experience and outcomes across Illinois' federally and state-funded workforce programs.

In alignment with this vision--and based on a stronger understanding of user and stakeholder experience--the Commission shall make recommendations for:

- key design enhancements/improvements to the state workforce system,
- the streamlining of state agencies, and
- the governance structure and state leadership needed for execution

A focus on racial and social justice in a Human Centered Design (HCD) process

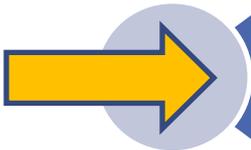HCD provides an opportunity to reimagine system access, functionality, user supports
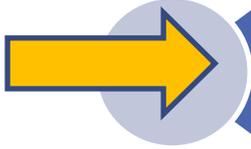
The HCD process **centers** the needs of system users and helps us understand issues for non-users

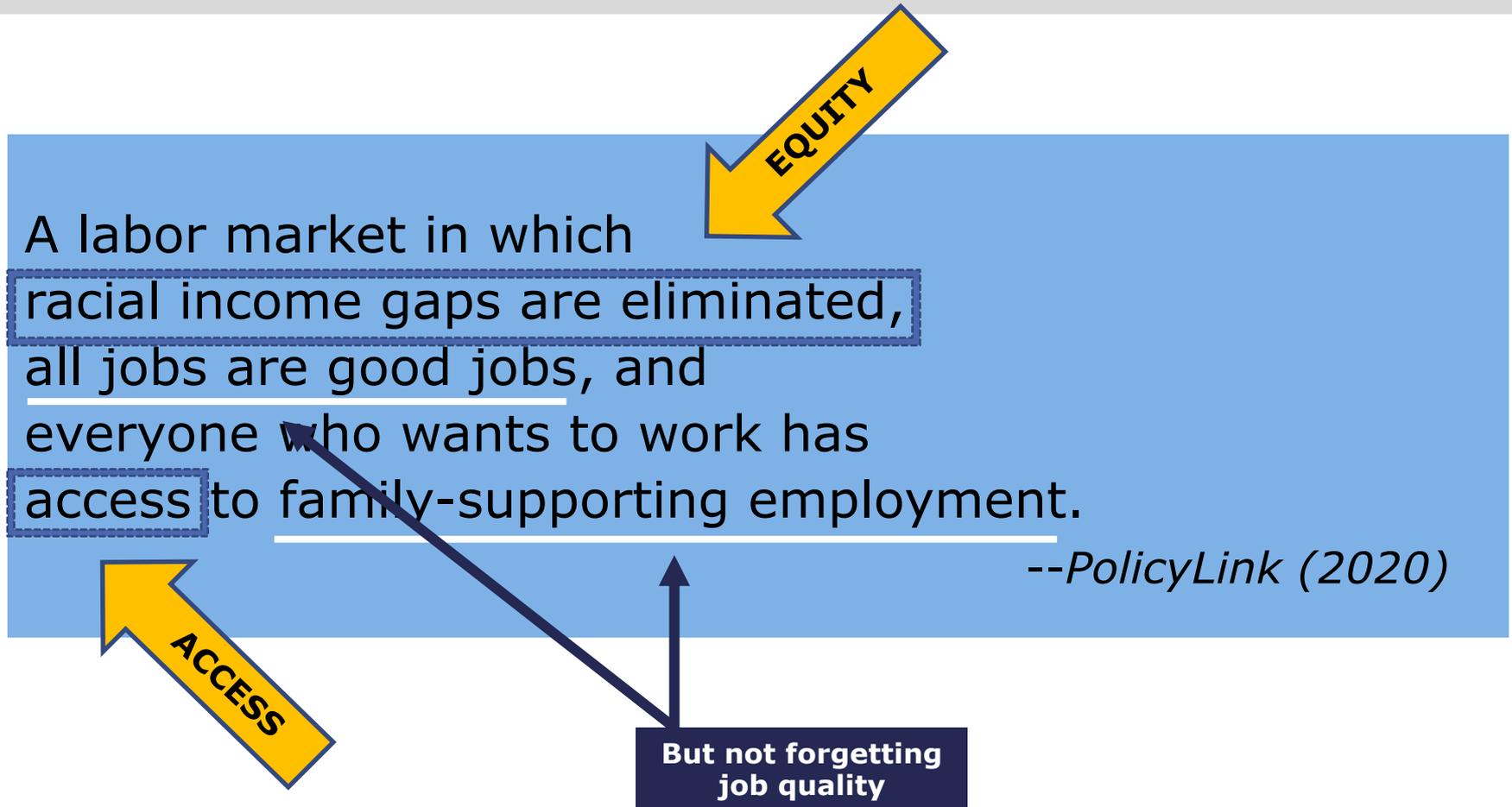Racial and social equity data and narratives are used as a factual base

HCD requires all to trust the process

Impact of recommendations will be evaluated based on potential outcomes that can ameliorate the current inequitable conditions

Definition of Workforce Equity and Access

EQUITY

A labor market in which
racial income gaps are eliminated,
all jobs are good jobs, and
everyone who wants to work has
access to family-supporting employment.

--PolicyLink (2020)

ACCESS

But not forgetting job quality

Examples of Equity Strategies

Elimination of racial income gaps within and across occupations and industries

Efforts to create jobs in under-resourced communities (urban and rural)

Focused recruitment and hiring strategies for Black, Indigenous, Asian and Latinx people

Expanded public transportation in underserved areas

Example Dimensions of Access

Accessibility for people living with disabilities (includes, but is not limited to accommodations in the workplace)

Accessibility of information (literacy levels, languages, availability)

Access to internet and technology

Access to transportation

Access to quality childcare/elder care

Small Group Discussion

What resonates with you about the definition presented?

When you think about (re)designing a more equitable and accessible workforce system, what does that include?

User / Stakeholder Working Group Launch

User/Stakeholder Working Group will ground our eventual recommendations

This Commission is ultimately responsible for

1. key design enhancements/improvements to the state workforce system,

2. the streamlining of state agencies, and

3. the governance structure and state leadership needed for execution

Centering and understanding the user and non-user experiences is critical work we must do to inform these ultimate recommendations

Deliverables of this Working Group

- Develop a **vision for an equitable, accessible, and effective future state workforce system**

- Create **design improvements and enhancements for an equitable, accessible, and effective future state workforce system**

Primary Activities of this Working Group

- Understand user and stakeholder **experience in our federal and state funded workforce programs** including underlying racial and social inequities

- Identify **"pain points" or points of attrition** for job seekers to understand where there may be leaks in the pipeline

Alongside the working group, the facilitation team will be meeting with "lived experience consultants" to gather first-hand data

The perspectives we need for the working group to do this well

Mix of Commissioners and system experts

Representation of multiple "voices," geographies, and parts of the system

Structure of the working group

8-12 individuals*

Chaired by 3 Commissioners who will liaise with larger Commission

Staffed by Commission facilitation team

The group will:
- Meet often
- Develop tangible work product
- Liaise with commissioners and other external stakeholders

Opportunities to gather data and insights from a wide variety of additional stakeholder groups will occur via working group members

User/Stakeholder Work Group Chairs

Oswaldo Alvarez Commissioner / Co-Lead	Chicago Workers Collaborative
Cherita Ellens Commissioner / Co-Lead	Women Employed
Kathy Lively Commissioner / Co-Lead	Man-Tra-Con

User/Stakeholder Timeline

DATE	ACTIVITIES & OBJECTIVES
October	• Understand dynamics of labor market entry and exit in order to develop realistic, plausible personas • Obtain and understand qualitative user information
November	• Ground the working group in their charge • Share draft personas; ensure working group understands who uses the system, who doesn't, and why • Map user touch points and identify user pain points
December	• Select priority pain points and identify insights from the mapping process • Solicit feedback on pain points
January	• Conduct Design Sprint #1 to brainstorm solutions • Conduct Design Sprint #2 to identify measurable benchmarks for implementation and operation • Solicit feedback on solutions and how they relate to the pain points
February	• Finalize and disseminate recommendations to Commission

Share draft personas; ensure working group understands who uses the system, who doesn't, and why

"Will they take me seriously?"

📍 East Garfield Park, Chicago, IL

PERSONAL AND FAMILY LIFE
- Lives with his grandmother on the West Side and helps her out with bills.
- Limited contact with his parents – they've never been very present.
- Two older brothers – one in the military and one who lives in the suburbs and works for Verizon as a Cable Technician.
- Girlfriend is enrolled in Malcom X College PT in Health Information Technology.

SKILLS AND INTERESTS
- Art and photography
- Social justice
- Video games

EMPLOYMENT AND EDUCATION
- Currently works PT with DoorDash and PT at his uncle's clothing store.
- Marshall High School Graduate, Class of 2019.
- Featured in the 2019 All-City Senior Portfolio Exhibition for art in high school.

GOALS AND MOTIVATIONS
- Wants to make it as an artist.
- Wants to be successful like his brothers but wants to do his own thing.
- Wants more independence and to move out of his grandmother's home.
- Sees art as a vehicle for social justice.

CHALLENGES
- Despite receiving art awards, not confident about ability to succeed in the field.
- Limited art-related network/industry knowledge.
- No car. Relies on his bike for DoorDash and public transportation.
- Feels pressure to follow his brother's footsteps to join the military. Doesn't know options are available to him.
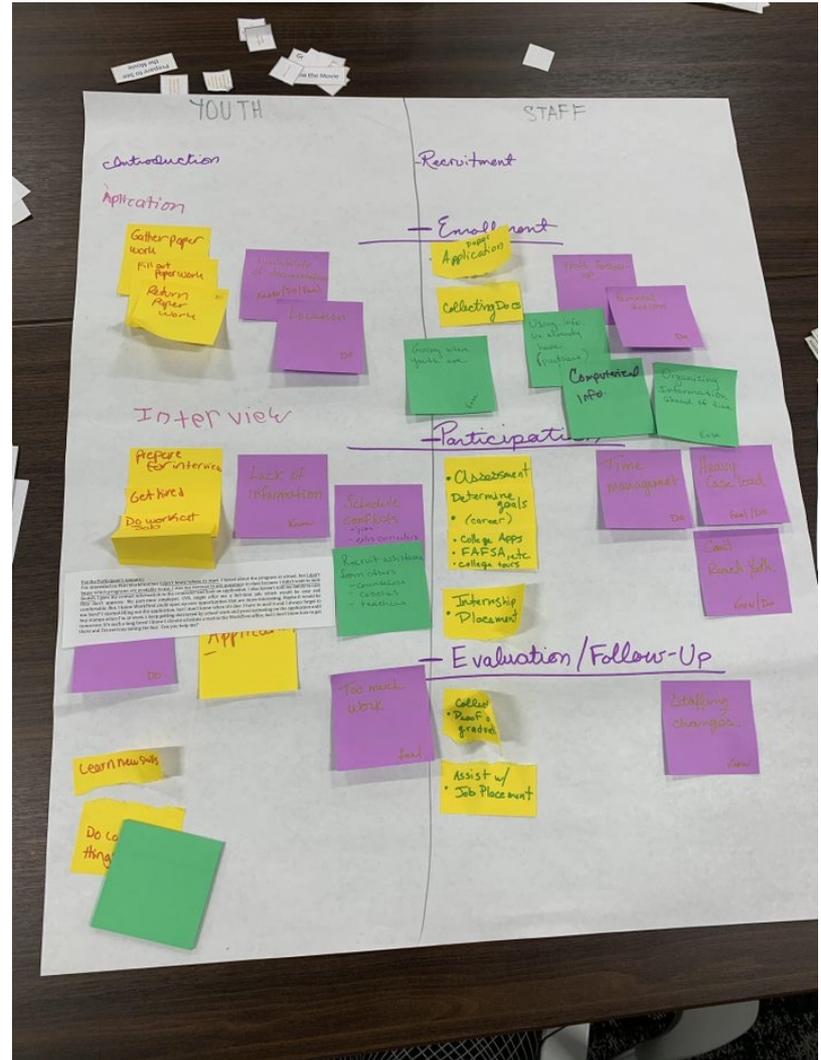
ACCESS AND EQUITY QUESTIONS
- *"Will they take me seriously?"*
- *"Am I good enough?"*
- *"I don't know any artists… where do I even start?"*
- *"I want to do something different… but how?"*

Grandmother

Grandmother's Home

Marlon's Brothers

DOORDASH

mdrc
BUILDING KNOWLEDGE
TO IMPROVE SOCIAL POLICY

27

User/Stakeholder Timeline

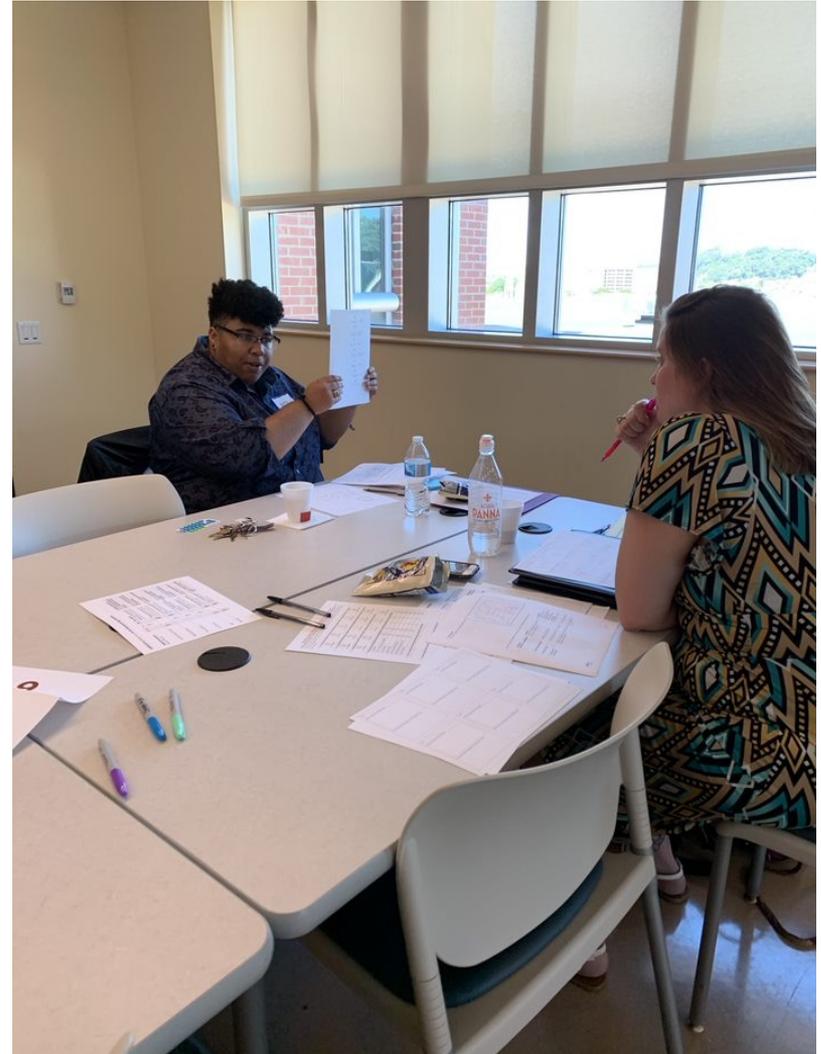| DATE	ACTIVITIES & OBJECTIVES
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Select priority pain points and identify insights from the mapping process

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Design sprint to brainstorm solutions

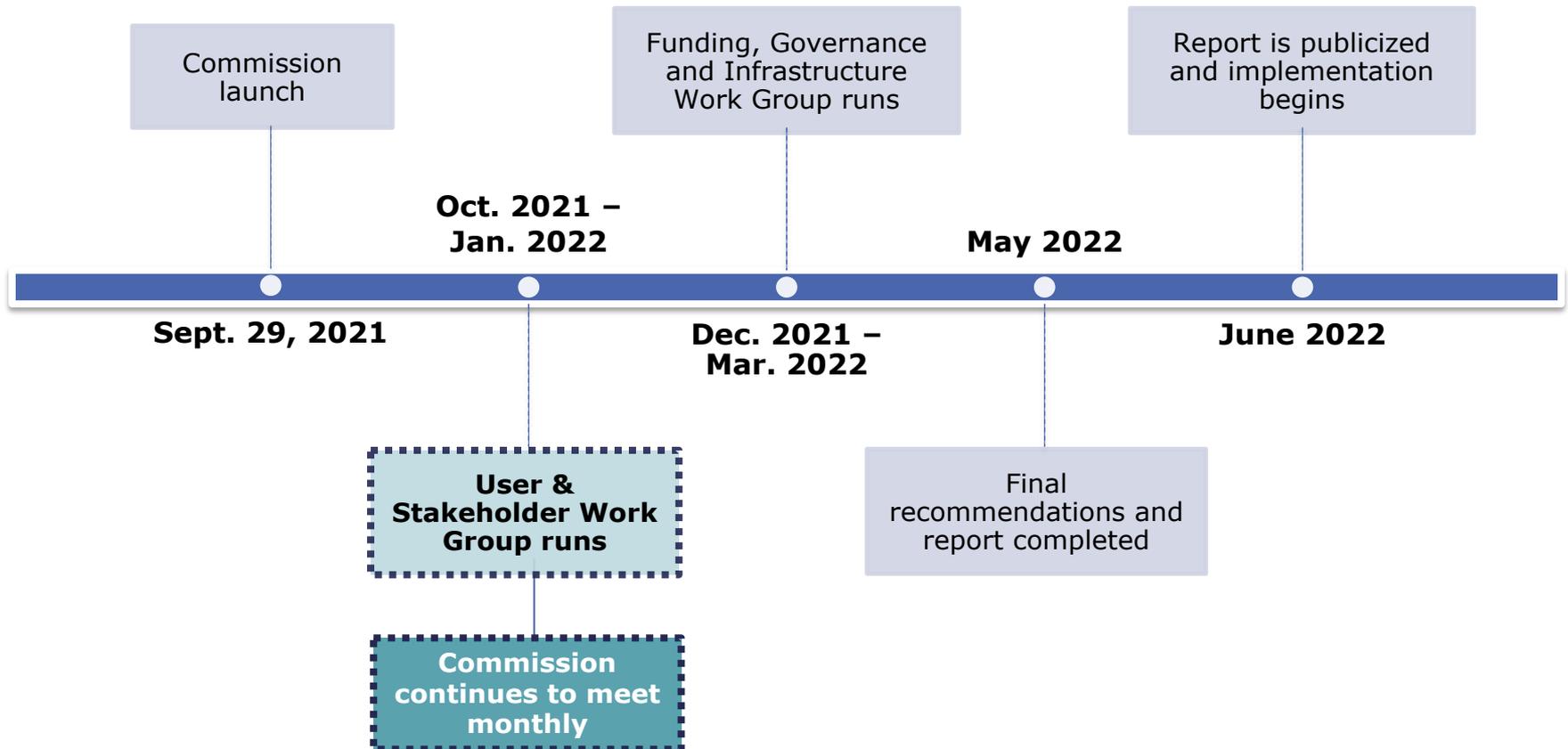Design sprint to identify metrics and implementation strategies

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BUILDING KNOWLEDGE
TO IMPROVE SOCIAL POLICY

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Next Steps

Timeline

Commission launch

Funding, Governance and Infrastructure Work Group runs

Report is publicized and implementation begins

Oct. 2021 – Jan. 2022

May 2022

Sept. 29, 2021

Dec. 2021 – Mar. 2022

June 2022

User & Stakeholder Work Group runs

Final recommendations and report completed

Commission continues to meet monthly

Commission Meeting Dates

Day	Date	Time
Tuesday	11/30/21	12:00-2:00 PM
Tuesday	1/18/22	12:00-2:00 PM
Tuesday	2/22/22	12:00-2:00 PM
Tuesday	3/29/22	12:00-2:00 PM
Tuesday	4/26/22	12:00-2:00 PM
Thursday	5/19/22	12:00-2:00 PM

At this time, we are planning for our Commission meetings to be conducted virtually.

Public Comment

If you would like to make a comment or ask a question, please put your name in the chat to be called on.