Governor's Commission on Workforce Equity & Access

Meeting #3

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

This Commission's 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

Our Path to (Re)Visioning

1 User Perspective

Understand what quality outcomes and success look like for the workforce system *from the perspective of current and future users*

User/Stakeholder Working Group

2 Accountability

Identify and recommend accountability objectives (beyond compliance) that are *aligned to user definitions of quality and success*

Funding/Infrastructure Working Group

3 Structure

Recommend design enhancements, streamlining of state services, and governance in a way *that reflects and advances our equity and accountability objectives*

Commission

Today's Discussion

Welcome & Meeting 2 Recap (20 min)

User / Stakeholder Working Group Update (20 min)

Centering the Job Seeker *Through* Our Unique Lenses (50 min)

Funding / Infrastructure Working Group Preview (20 min)

Next steps (5 min)

Public Comment (5 min)

Equity & Access - Meeting 2 Recap

Definition of Workforce Equity and Access

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)*

Examples of Equity and Access

Equity

*Elimination of racial income gaps within and across occupations

*Efforts to create jobs in under-resourced communities

*Services tailored to meet the Policy Link needs of diverse job seekers

*Focused recruitment and hiring strategies for BIPOC individuals

Access

*Accessibility of information across literacy levels, languages, and geography

*Access to internet and technology resources

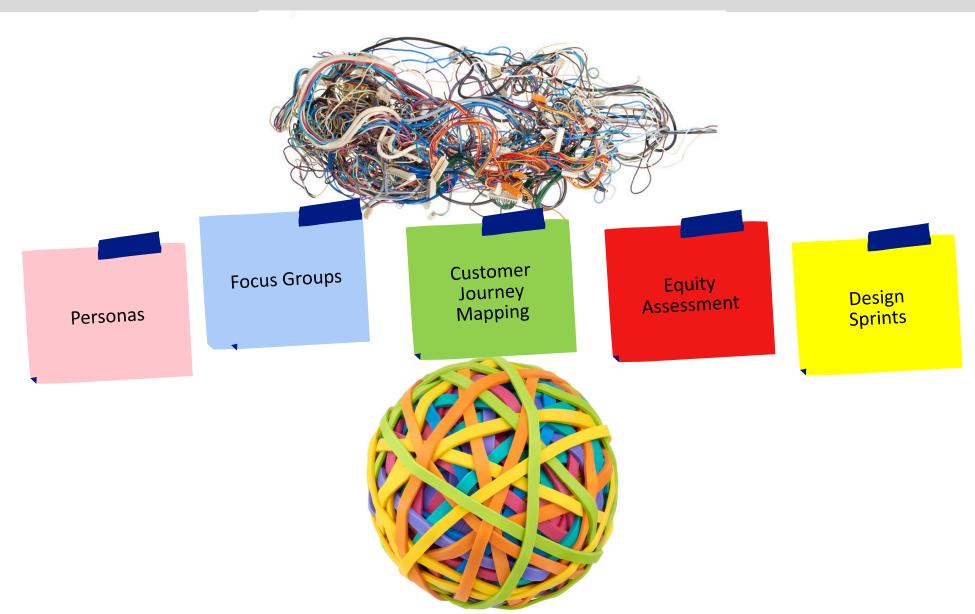*Access to transportation, child care, and other necessary supportive services

*Availability of localized services
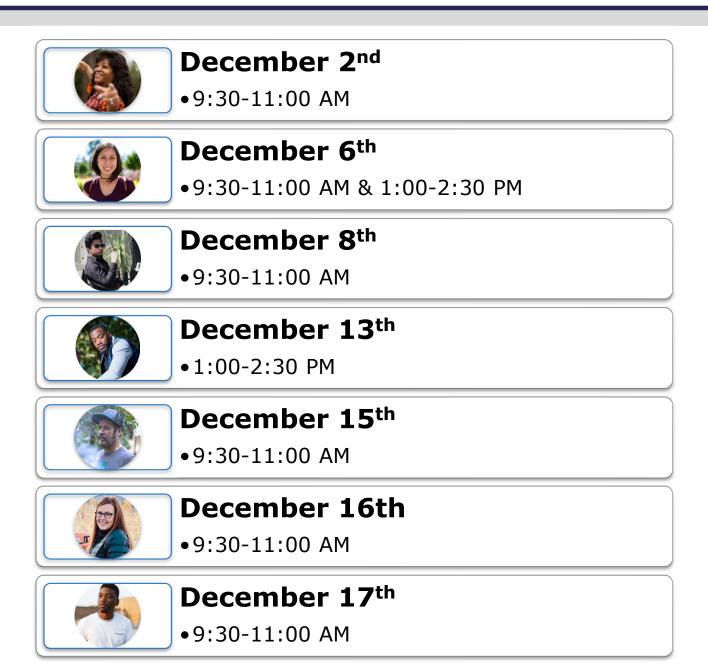
Overview of the IL Workforce System

User / Stakeholder Working Group
Update

Working Group Charge & Activities

Personas

Focus Groups

Customer Journey Mapping

Equity Assessment

Design Sprints

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

Working Group "mapping" sessions will take place during December

December 2nd
- 9:30-11:00 AM

December 6th
- 9:30-11:00 AM & 1:00-2:30 PM

December 8th
- 9:30-11:00 AM

December 13th
- 1:00-2:30 PM

December 15th
- 9:30-11:00 AM

December 16th
- 9:30-11:00 AM

December 17th
- 9:30-11:00 AM

Focus Groups will be conducted in December & January

Date	Audience
December 1st 10-11:30 AM	WIOA: **Title I** *frontline staff & supervisors*
December 1st 1-2:30 PM	WIOA: **Title II** *frontline staff & supervisors*
December 8th 10-11:30 AM	WIOA: **Title III** *frontline staff & supervisors*
December 15th 10-11:30 AM	WIOA: **Title IV** *frontline staff & supervisors*
January 12th 10-11:30 AM	**Job Seekers** that have exited programming
January 19th 10-11:30 AM	**Employers** that have interacted with the system

Verna Williams, 55 | she/her/hers

> " I just want things to go back to normal."

📍 Caseyville , IL

PERSONAL AND FAMILY LIFE

- Moved to the suburbs 10 years ago after living in East St. Louis for many years. Have more ties to where they used to live than their current community.
- Married with 4 kids (ages 17, 25, 27, 29) and 7 grandkids. Youngest kid and oldest grandkid (age 13) live with them.
- Her husband Art is a state employee and nearing retirement, worried about pension.

SKILLS AND INTERESTS

- Treasurer of the trustee board at her church, volunteers at East St. Louis food bank, member of quilting guild in old neighborhood, and huge Cardinals fan.

mdrc
BUILDING KNOWLEDGE
TO IMPROVE SOCIAL POLICY

EMPLOYMENT AND EDUCATION

- Earned a BA in sociology
- Recently laid off from position as a bank teller at US Bank in St. Louis. Her branch closed and she didn't get a new role.
- Not emotionally or financially ready for retirement. Feels like she still has a lot of working life left.
- Her experience looking for work has been that no one is looking for an older person.
- She's sending out hundreds of online applications but doesn't hear back and doesn't know why. It seems like most of the applications are being screened by computers and not people.
- She's feeling really frustrated.

GOALS AND MOTIVATIONS

- She wants a job where she can help people – similar to how she helped people as a bank teller.
- Wants to be a good role model for kids and grandkids.
- Wants to maintain ties to her former neighborhood and maintain status in eyes of friends

CHALLENGE

- She feels like she's facing a lot of age discrimination.
- There seem to be fewer customer service jobs and they pay less and less.
- Wasn't planning on still supporting kids at this age.

TOP OF MIND THOUGHTS

- "Nobody is going to give me a chance at this age, are they?"

Home: 1006 E Ofallon Drive

Verna's granddaughter - 13

Centering the Job Seeker *THROUGH* Our Unique Lenses

This Commission is centering current & future job seekers

Establishing a **User/Stakeholder working group** that will deeply understand current and future jobseekers, leveraging existing data sources

Conducting **focus groups and interviews** with staff, job seekers, employers, and future users of the system

Applying an **equity lens** to analysis and decision-making

There are many important voices in the workforce system

Employers

Education

Providers

Labor

Admin & Government

How to Bring Your "Lens" AND Center the Job Seeker

Employers	Education	Providers	Labor	Admin/Gov't
Under what circumstances would I use or not use WFD services to recruit Verna? What kind of inclusive hiring/good jobs practices has my company adopted to attract workers like Verna? Why might I hire/not hire Verna from the WFD system? Why would Verna take/not take a job at my company?	How is my program connecting Verna to a good job? How could Verna's experience in my program be improved? How equitable and accessible is my program's admissions process for Verna? How do the programs and apprenticeships I offer lead Verna to jobs in viable, sustaining-wage careers?	How could Verna's experience in my program be improved? What constraints or challenges do I face in serving Verna well in my program? What programmatic or organizational factors are critical for Verna's success? How does Verna define success for herself? What might make the process of navigating the WFD system easier for Verna?	Could WFD put Verna in a pipeline of talent for me? How equitable and accessible are my apprenticeship programs and/or union admission processes for Verna? How might the WFD sector be helpful? What can I do to ensure Verna is connected to good jobs?	How do the services my agency offers Verna complement or overlap with other agencies' offerings for her? How might the administration of my agency's services be made more navigable, equitable, and accessible for the Verna? What constraints or challenges do I face in serving Verna well in my program?

Small Group Affinity Discussion

First

Share

- Name

- Observation about Verna

Second

Reflect privately on the questions shown and answer as many as you can in one minute.

Third

Share your answers with your group and discuss how people with your "lens" show up for Verna?

Funding, Governance, & Infrastructure Working Group

Preview

Primary **Goals** of this Working Group

1 Re-imagine a future state workforce system that meets the needs identified by users, aligns with our equity and access objectives, and results in improved outcomes across all demographics

2 Develop state accountability objectives that align with users' vision of a more equitable and accessible system

3 Recommend design enhancements and potential streamlining of state workforce system to best administer services to meet the identified accountability objectives

4 Recommend state governance structure and state leadership to execute on objectives

Primary **Activities** of this Working Group

1 Review outputs and recommendations from the User / Stakeholder working group, including how users currently experience the system, existing pain points, and areas for improvement

2 Review examples of creative/unique/different workforce funding and infrastructure design from other states

3 Review current compliance and accountability metrics for each funding source

4 Review funding oversight and management structure and governance

Structure of the working group

All are welcome
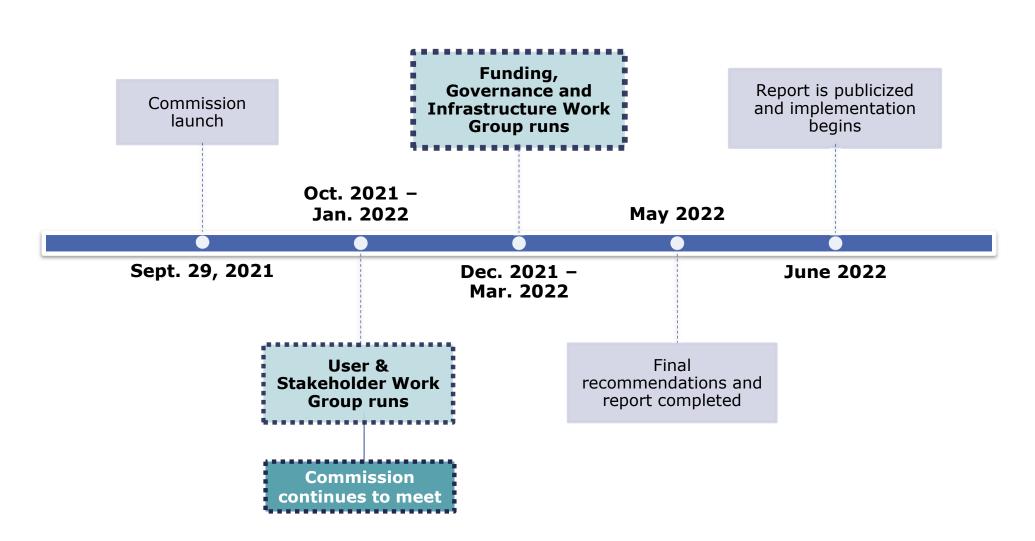Requires agency involvement

Staffed and facilitated
by Project Team

The group will:
- Meet often and kickoff on December 14 from noon-2pm
- Develop tangible work product
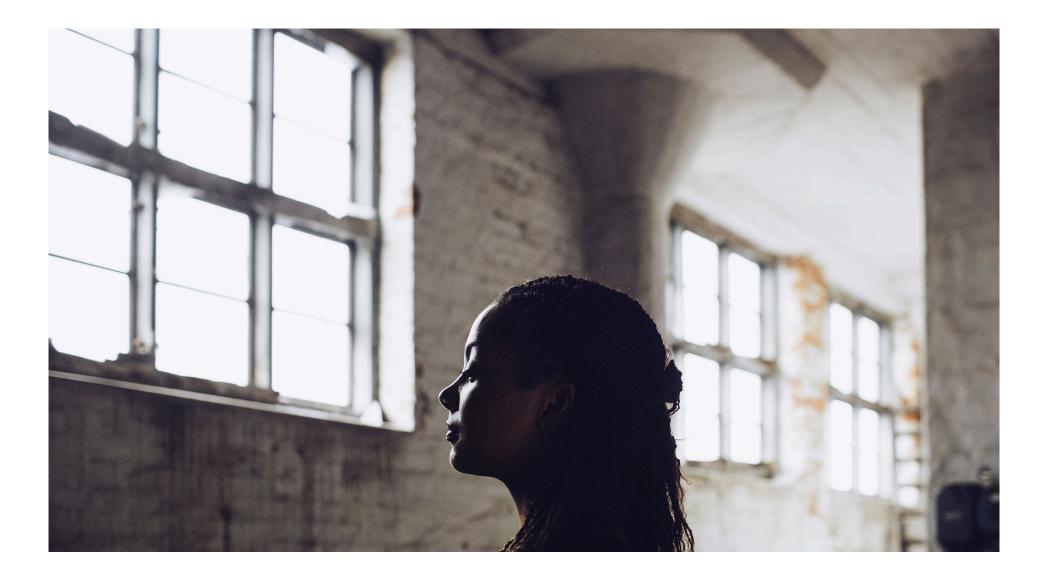- Liaise with commissioners and other external stakeholders

Next Steps

Timeline

Commission Meeting Dates

Day	Date	Time
No December Meeting (Working Groups Continue to Meet)		
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.

Reflections

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.