



Governor's Commission on Workforce Equity & Access

Meeting #5

February 22, 2022

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

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 Experience
Working Group & Focus
Groups

2 Vision & Outcomes

Identify and recommend vision and desired outcomes for the system (beyond compliance metrics) that are **aligned to user definitions of quality and success**

Funding / Infrastructure /
Governance 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 & Re-Grounding (10 min)



Governor's Proposed Budget | Workforce Investments (10 min)



User / Stakeholder Working Group Briefing (60 min)



Next steps (5 min)



Public Comment

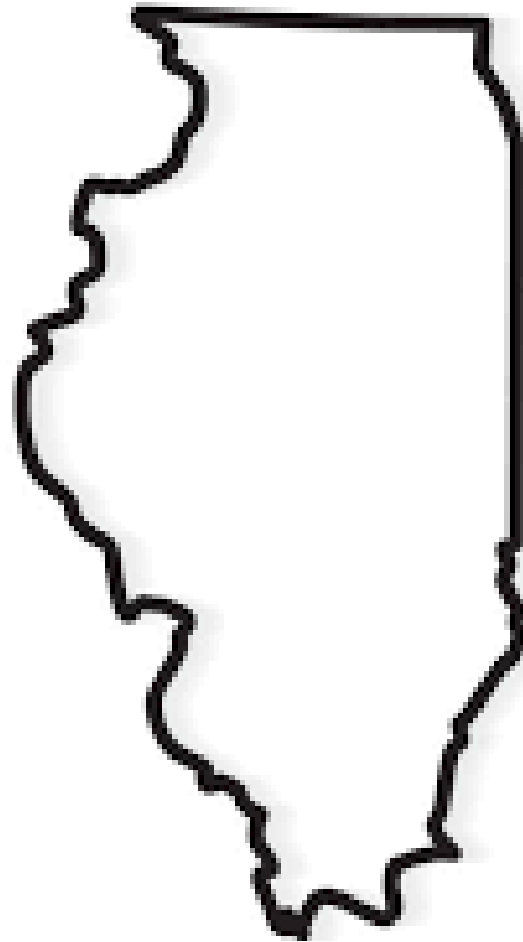
Workforce Investments

The Governor's Fiscal Year 2023 Budget

User & Stakeholder Working Group

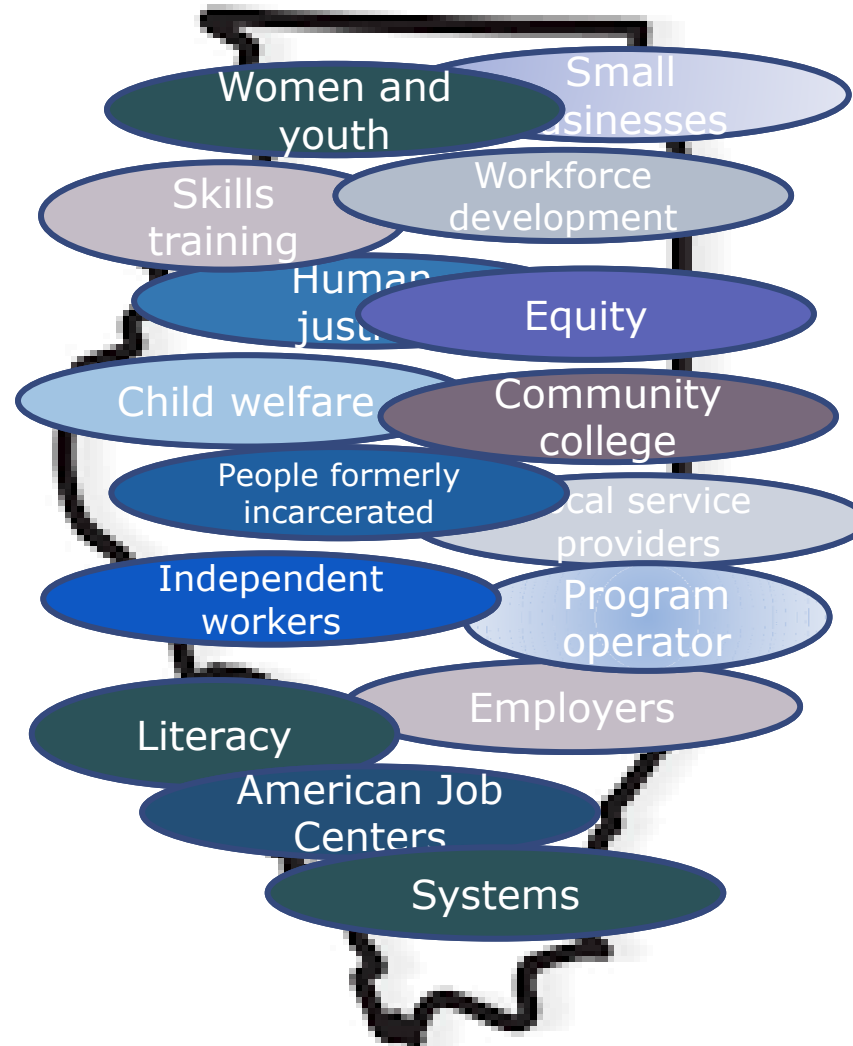
Work Group Representation

- American Job Centers
- Small businesses
- Employers
- People formerly incarcerated
- Equity
- Independent workers
- Literacy
- Women and youth

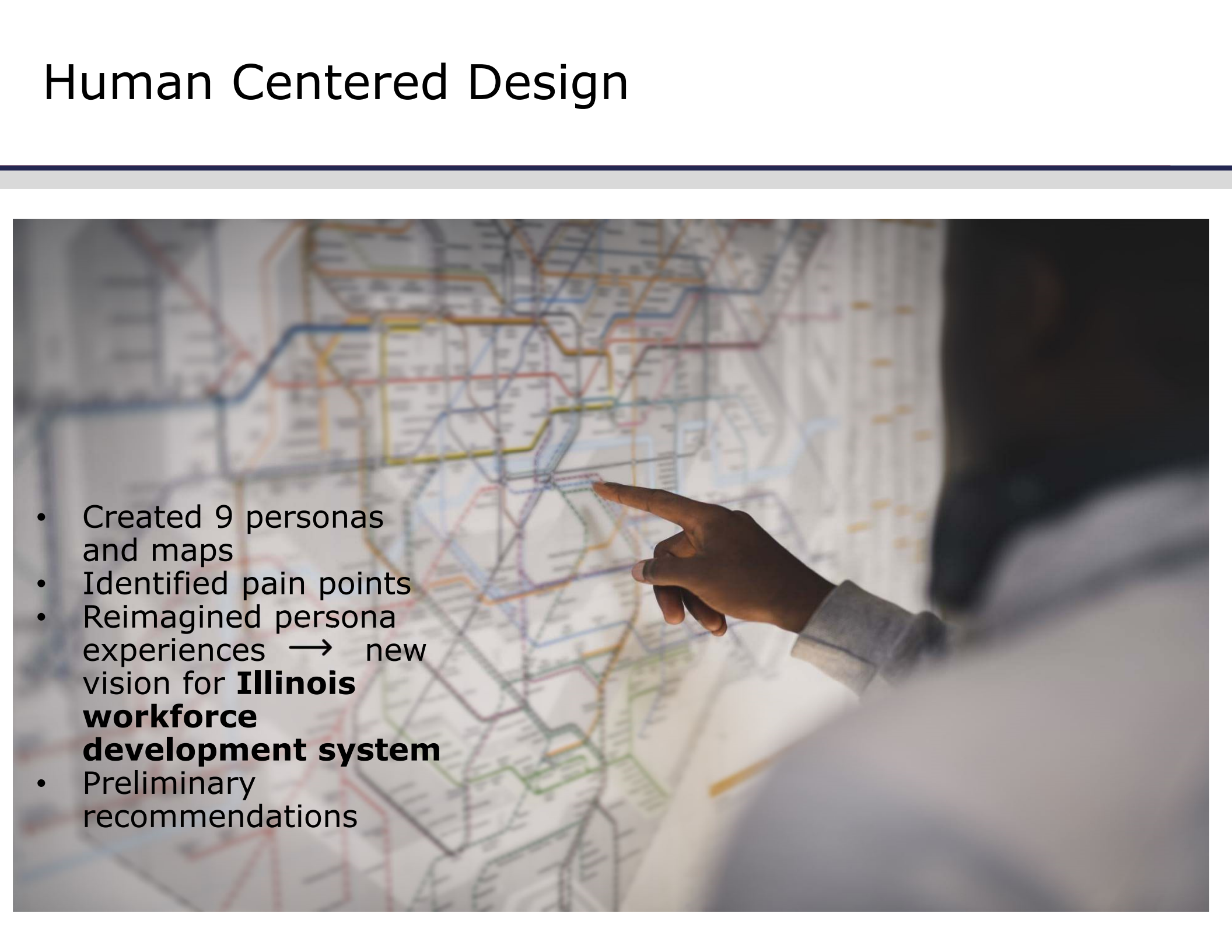


- Child welfare
- Human justice
- Program operator
- Community college
- Skills training
- Workforce development
- Local service providers
- Systems

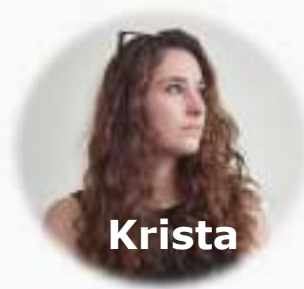
Geographic Coverage



Human Centered Design

- 
- Created 9 personas and maps
 - Identified pain points
 - Reimagined persona experiences → new vision for **Illinois workforce development system**
 - Preliminary recommendations

Personas





Alex
Naperville

- New American
- Army vet
- Partially disabled
- Wants the connection with people he found through work



Aloise
Kankakee

- New mom
- Estranged from her family
- Bisexual
- Wants to provide a great life for her child



Connie
Metcalfe

- Widow
- High school drop-out
- Worked on late husband's family farm
- Trying to figure out how to go on



Dale
Harrisburg

- Recently laid off
- Former high school sports star
- Outdoorsman
- Long COVID sufferer
- Sees himself as his family's provider and can't do it now



James
Dolton

- Union electrician in a manufacturing plant
- Baseball coach
- Car guy
- Commutes to Indiana for his job
- Wants to work on a product he can brag about to his friends



Krista
Galesburg

- Mother
- Domestic violence survivor
- Former star student
- Aspiring writer
- Wants to be financially free from her abusive partner



Marlon
Chicago

- Recent high school grad
- Artist
- Stays with his grandmother
- Respects and admires his older brothers, but doesn't want their path
- Sees himself making art, but doesn't know how to do it for a living



Verna
Caseyville

- Laid off a year ago
- Pillar of her communities
- Same job for a very long time
- Not ready to retire
- Feels that she has a lot to give, but that no one will give someone her age a chance



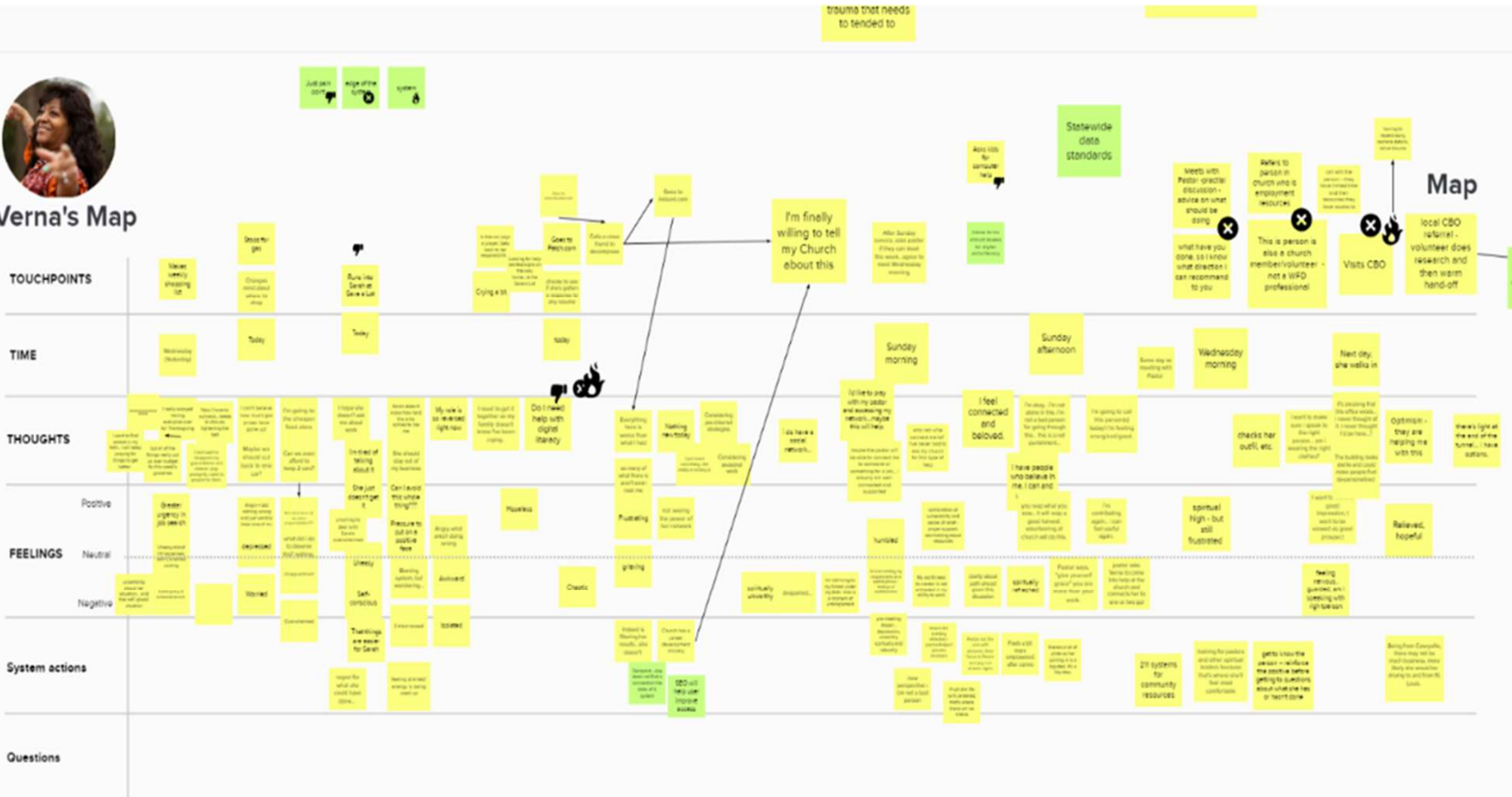
Jason
Melrose Park

- Person who is formerly incarcerated
- Obtained GED and job training while inside
- Unsure about the world he is returning to
- Wants to find his path

Verna's Map



Verna's Map



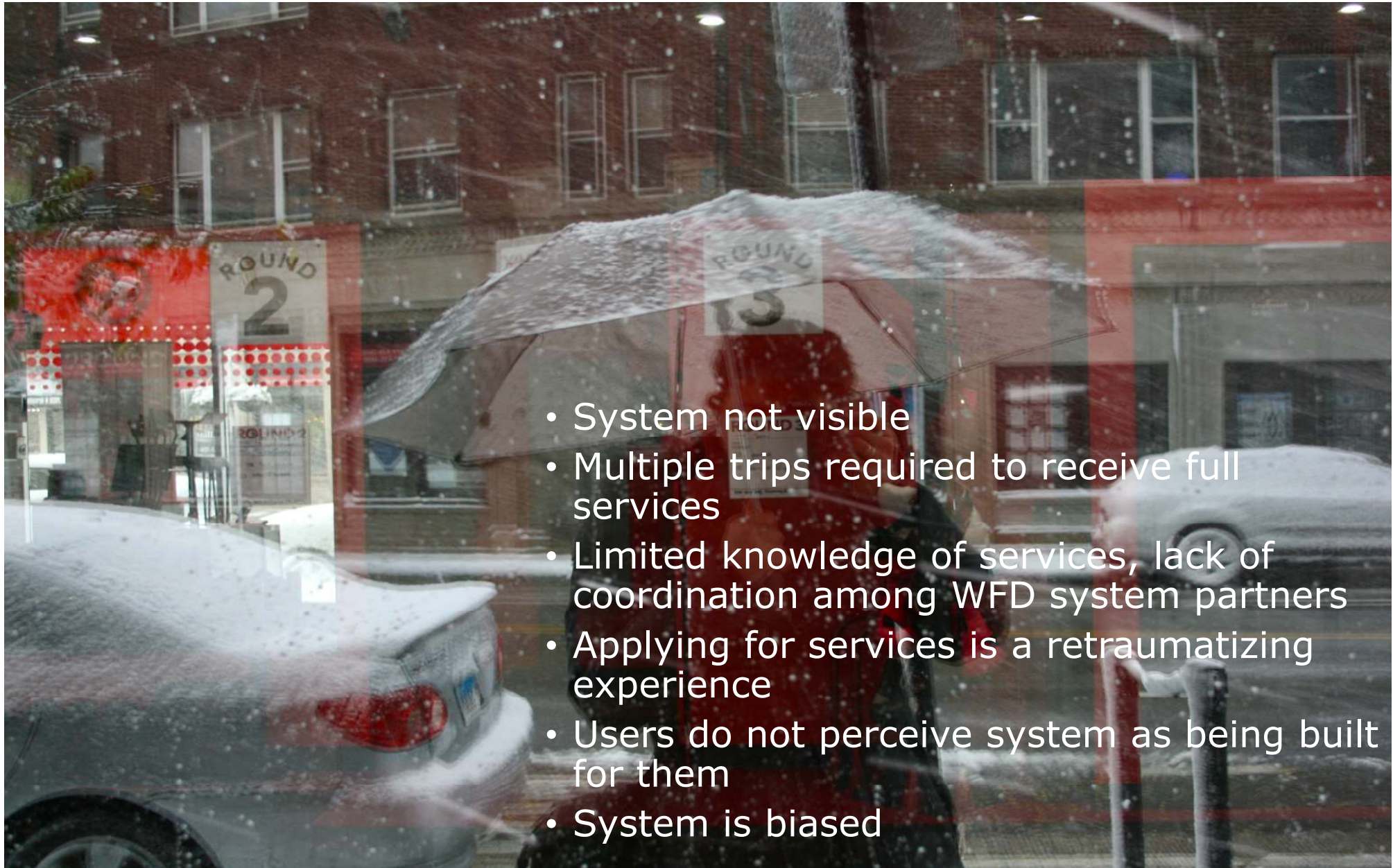
Get creative about how we assess folks - make it part of orientation

Each time she talks with someone it's a pain point - she has to repeat her story - the IT systems do not talk - we need to fix this

Questions



Persona Pain Points

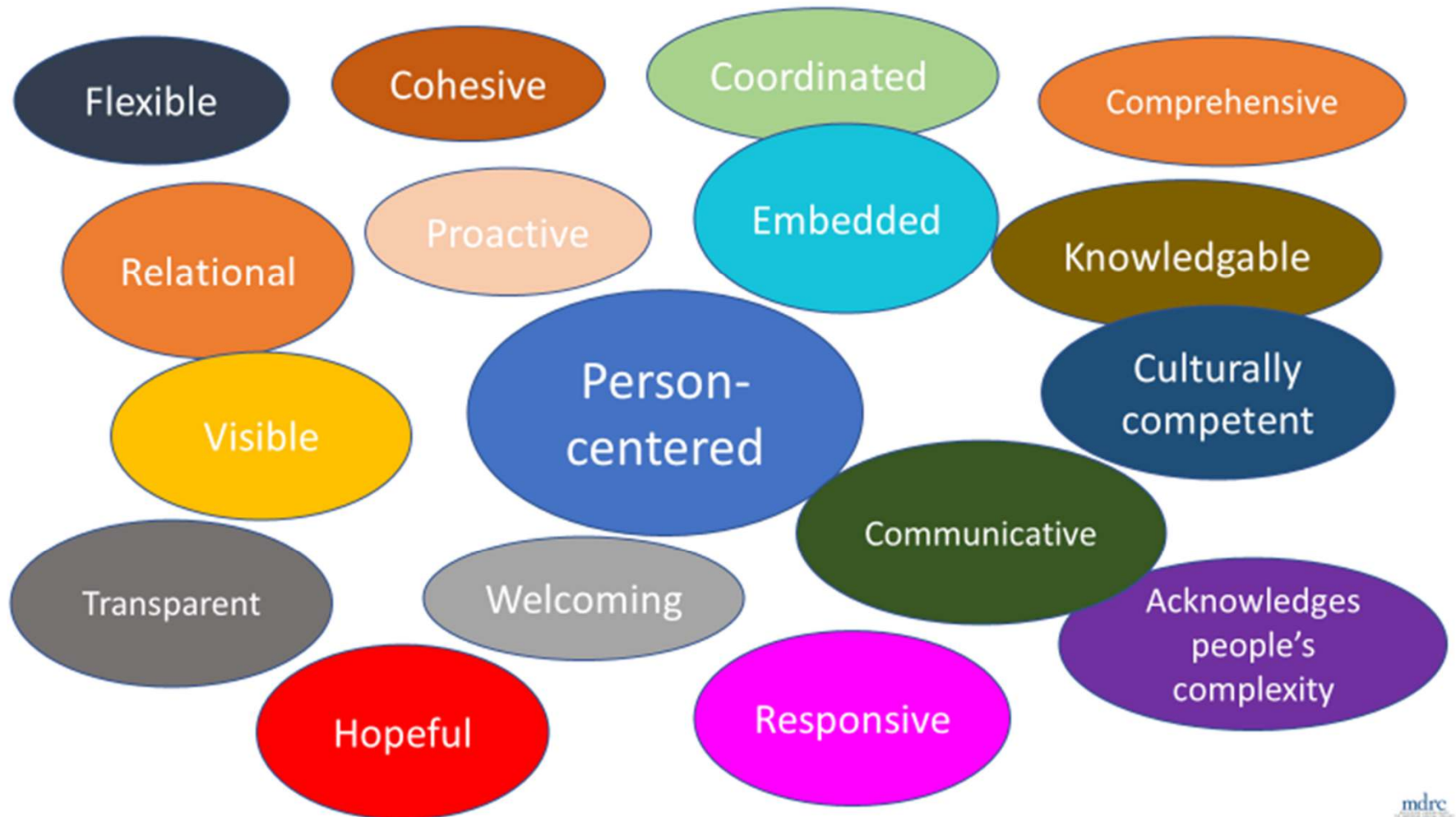


- System not visible
- Multiple trips required to receive full services
- Limited knowledge of services, lack of coordination among WFD system partners
- Applying for services is a retraumatizing experience
- Users do not perceive system as being built for them
- System is biased

Questions



Vision Themes



Preliminary recommendations are coalescing around these particular vision themes

Visible

Welcoming

Coordinated

Human-Centered

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Small Group



Reactions, thoughts, resonance around what's been shared

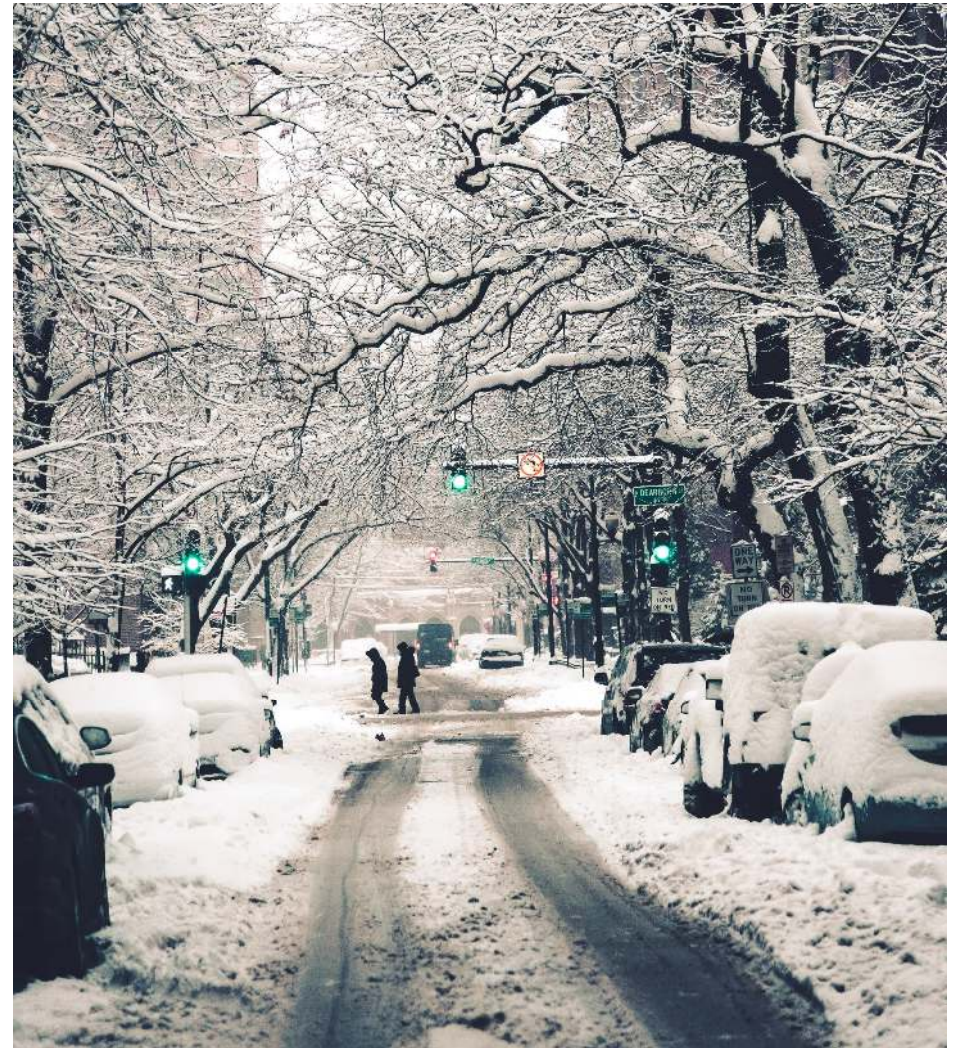


To deliver on the Commission's charge, what else do you need to know or see from the FIG working group?



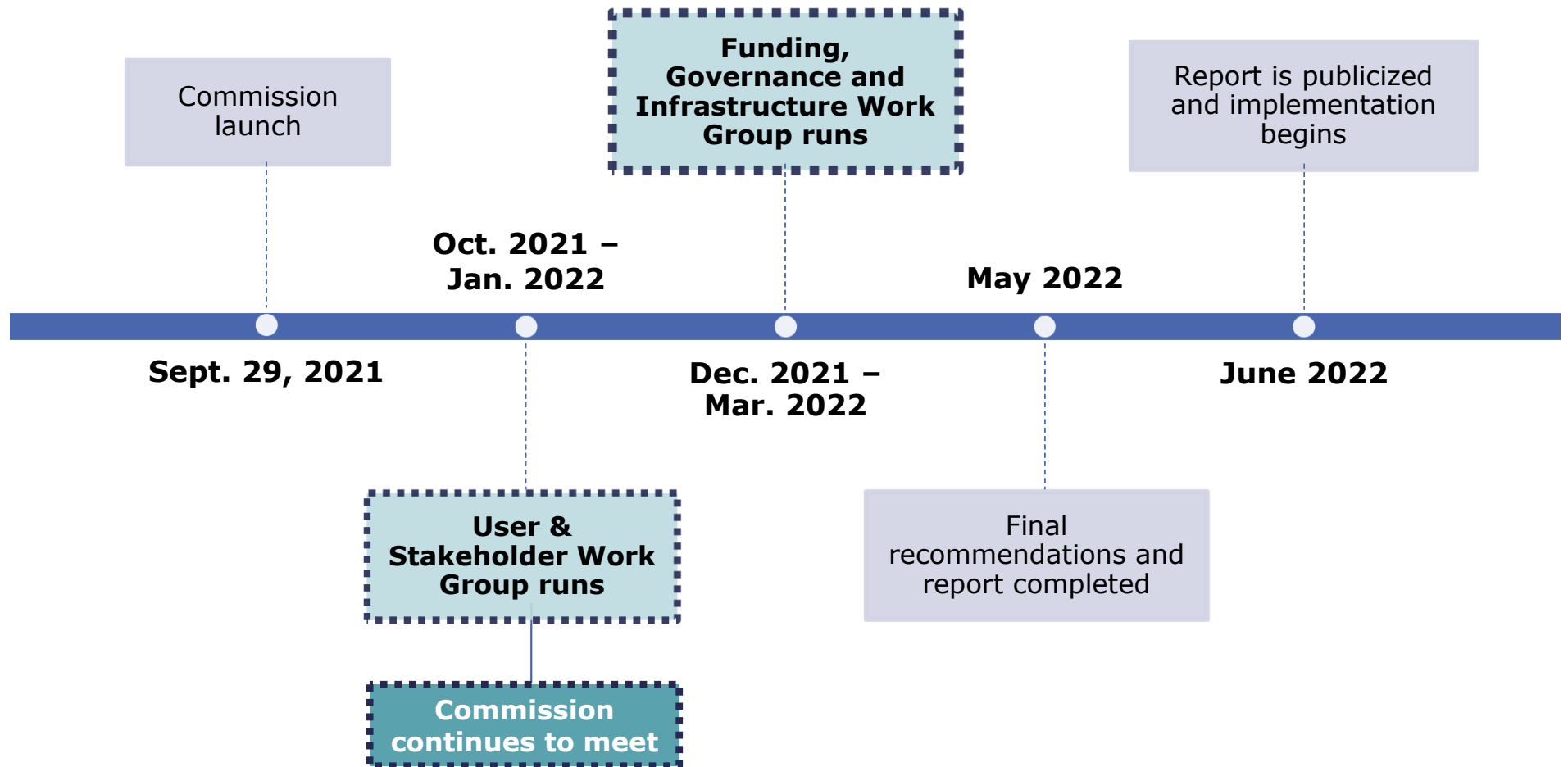
What other possible recommendations fall under these themes? What do you feel is missing?

What happens now?



Next Steps

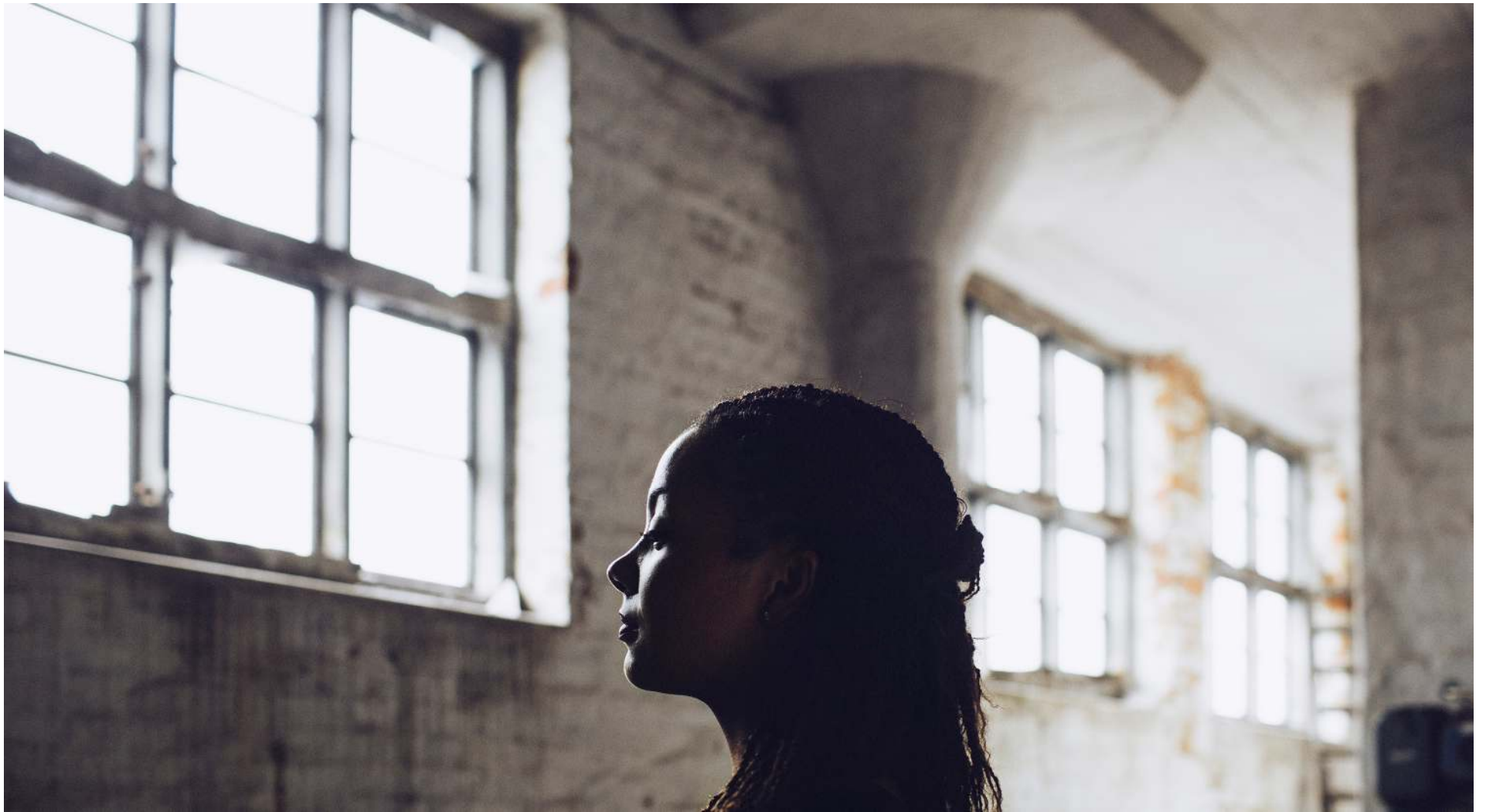
Timeline



Commission Meeting Dates & Planned Topics

Day	Date	Time	Topic
Tuesday	3/29	12:00-2:00 PM	Design enhancements, agency and governance implications
Tuesday	4/26	12:00-2:00 PM	Revise, adjust, and sign-on to recommendations for inclusion in Commission report
Thursday	5/19	12:00-2:00 PM	Review and provide feedback of draft report. Develop guidance on implementation of recommendations

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.